

## Volunteer Role Profile: Steward

### About Bath Abbey:

Bath Abbey has been a site of Christian worship in the heart of the City of Bath for over 1,000 years. It is an active Parish Church holding over 1,000 services a year. Three different church have stood on the site: a Saxon monastery, a Norman Cathedral, and the present Medieval Abbey. Edgar, the first King of all England, was crowned at the Abbey in Bath in 973. The Abbey continues to be a significant site, visited by almost 500,000 people a year.

The Abbey is entering an exciting new phase, as its Footprint project begins. Footprint aims to: repair and conserve the Abbey's nationally-significant; install eco-friendly underfloor heating using hot water from the Roman Baths; create new interpretation for people to discover more about the Abbey; and create new spaces for schools and local children to take part in learning and choral music at the Abbey.

### About this role:

Stewards make visitors from around the world feel at home in the Abbey, by answering questions about the history, architecture and religious nature of the Abbey, or the City of Bath and sometimes, just by having a chat with someone who will appreciate it.

It's a varied volunteer opportunity where you might also be asked to help a person in need - by finding one of the Chaplains for a quiet talk, or to be the eyes of the Bath Abbey team with regard to simple housekeeping tasks and health and safety.

### Key activities for this role:

- Being part of a small team of stewards on duty, usually alongside a Volunteer Chaplain.
- Answering questions about the Abbey, Christianity, the Tower Tours and the local area.
- Helping visitors in need of a chat to find one of the Chaplains or Clergy on duty.
- Being aware of health and safety issues, emergency procedures and assisting the Abbey team with basic housekeeping tasks such as ensuring there are enough candles for visitors to light.
- Ensuring all Covid-19 safety procedures are met including cleaning chairs, that visitors are adhering to social distancing and making sure that the maximum capacity of the chapels is not exceeded.
- Wearing the requested item of uniform and badge for identification purposes.
- Feeding back helpful suggestions and visitor comments to Bath Abbey staff when appropriate.
- Keeping yourself informed of what services and events are happening on the day you are with us. Knowing who to contact if there any queries you cannot answer.
- Understanding and explaining the transformative Footprint project, if asked.
- Attending training as required.

### This role would suit people with the following characteristics/skills:

- Friendly and helpful with a welcoming smile and the ability to talk with people. Able to be firm if required.



- Able to engage with people from all walks of life and from around the world, with confidence and politeness.
- Understand the core beliefs of Christianity and the mission of compassion and care the Abbey has.
- Happy to work as part of a small, supportive team.
- Interested in the history, architecture and role of the Abbey and happy to attend both organised talks and to take responsibility for independent learning.
- Can be compassionate towards people in distress.
- Are punctual and dependable.
- Are open to give and receive feedback so we can ensure that you and our visitors receive the best experience possible.

## **What we offer our volunteers:**

- A beautiful and tranquil place to be a part of, in a bustling heritage city. There will always be something new to experience and discover.
- The opportunity to gain new skills, if you are looking to start your career or to use the ones you already have.
- You will meet a wide range of people from all over the world with plenty of laughs, smiles and interesting conversations.
- A supportive and friendly team to work with, a chance to make new friends.
- A sense of 'a task well done' as you go home for the day. You will have helped us to carry out our work/mission, as well as maintaining the Abbey building for future generations.
- Regular newsletters and updates.
- All staff and volunteers receive a 10% discount on items for sale in the Abbey Shop. Your induction includes an optional free Tower Tour.
- You will be part of a caring and dynamic organisation at a time of exciting change with the HLF funded 'Footprint' project. You will be part of a larger community of Abbey Volunteers and will be included in training, participation and social events.

## **Time commitment:**

The Abbey opens every day of the week. Volunteering sessions are from Monday – Saturday 10am-12pm, 12pm-2pm and 2pm-4pm and Sundays 12pm-2pm and 2pm-4pm.

The amount of time you spend with us each can be flexible but we would appreciate a commitment of at least one session every two weeks, especially at the start of your volunteering role.

Attending training as required is essential.

**Application procedure:** Application form; Informal interview; Two character references and safeguarding training.

**Role supervisor:** Visitor Experience Manager

**For further information, or to discuss your interest in this role, please contact:**

[visits@bathabbey.org](mailto:visits@bathabbey.org) or call 01225 303315

