

Holy Trinity Parish Church, Sutton Coldfield
Job Description - Volunteer Heritage Steward



How often?

Typically once a week or once a month, with a minimum hourly annual requirement.

Supervisor/Manager:

Heritage Project Co-ordinator, Volunteer Co-ordinator or Parish Administrator.

Main Duties:

Stewards will welcome visitors to the church. They will assist individuals seeking further information and may guide groups of visitors, which may include children, around the church, explaining the history and heritage. They will distribute printed materials as appropriate and will assist visitors in using the online system via their mobile devices to access information about the church. Stewards may also prepare and serve refreshments, sell merchandise, and direct visitors needing further information to the Trinity Centre or other sources of information. Sometimes stewards will undertake duties in the Trinity Centre or show visitors the external features of the church site. Stewards should be aware of the needs and abilities of visitors, taking into account their ages, interests and any special needs.

Who is this for?

Anyone aged over 16 who is interested - this will include adults of all ages, students of history, religion or archaeology, families, and those wanting to volunteer as part of another award. Stewards with disabilities or special needs are welcomed; please let us know your needs so we can make reasonable adjustments.

Requirements

- An interest in the heritage and history of Sutton Coldfield and Holy Trinity Church.
- Although a religious faith is not a requirement, volunteers should be sympathetic to the mission of Holy Trinity as a Christian organisation within the Church of England, and should respect the building as a place of worship as well as an historical site in the town's conservation area.
- Good communication skills, a friendly manner and a willingness to engage with all age groups and visitors from diverse backgrounds.
- Attendance at induction training sessions and further training as required.
- Aptitude to work with online/digitised resources, or willingness to learn to do this.
- Honesty and trustworthiness.
- Punctuality and reliability.
- Minimum volunteer service of one hour per week or the equivalent over a year.

Anyone aged 16 plus may apply as an individual. 'Family stewarding' is welcomed if a family with young children wish to steward together. Adults will take it in turns to supervise their own children during a duty session. Please make this clear on the form if this is your intention.

How do I apply?

Complete the application form which includes supplying details of two people who can give references. All applicants will attend an informal interview before being accepted as Stewards, and will attend training before beginning their role.

Additional Information

References

It is a requirement that all applicants provide the names of two referees. Where the applicant is employed or a student, one referee should be the employer / college tutor. Other referees should know the applicant well and be able to testify to their good character.

Safeguarding

Stewards working with groups of unaccompanied children may require a DBS check; this will be decided on an individual basis. As a volunteer there is no fee if this is required. Where children are supervised by a teacher or parent, stewards will not require a DBS check, but should not engage in any personal care of children such as assisting with toileting or feeding.

Stewards under the age of 18 are welcomed and will not require a DBS check, but must be supervised by someone over the age of 18 who must be checked.

Stewards should be aware of health and safety concerns for visitors, such as the location of fire exits, first aid boxes and the defibrillator, and who to contact in an emergency. They should be aware of potential hazards such as steps and candles.

Training

Stewards will undertake training to further their knowledge of the history of the church, to learn procedures relating to keeping the building open and to understand customer care in relation to welcoming visitors to the building and ensuring their visit is a positive experience.

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