



**DURHAM  
CATHEDRAL**  
THE SHRINE OF ST CUTHBERT

# DURHAM CATHEDRAL VOLUNTEERING ROLE PROFILE

<b>TITLE OF ROLE</b>	<b>Marketing &amp; Digital Volunteer</b>
<b>PURPOSE</b>	<p>In this role you can help to enhance the cathedral's image library, and assist us with research and activities to help grow the size and diversity of the Cathedral's audiences and community, for services, events and day visits.</p> <p>You can help us with a range of activities to promote the cathedral as a place of worship, a visitor attraction and as a venue for contemporary arts, regional festivals and cultural events.</p> <p>We welcome volunteers from any background, of all faiths and none, and those who in turn show respect and sensitivity towards all nationalities, religions, beliefs, cultures, backgrounds, and the ethos of the Cathedral as a working church. Inspired by our saints, Cuthbert and Bede, the mission of Durham Cathedral is to offer everyone the opportunity to encounter God and know God's love in Jesus Christ.</p> <p>Our volunteers and staff are ambassadors for the Cathedral, to build and maintain our reputation as one of the most welcoming and best-loved heritage sites in the region and beyond.</p>
<b>WHAT YOU WILL BE DOING</b>	<p>In this role you can expect to do one or more of these tasks, depending on your interest and /or experience:</p> <ul style="list-style-type: none"><li>• Cataloguing new images and footage with tags and correct naming</li><li>• Checking and maintaining promotional material around the cathedral, ensuring it is kept up to date and displayed effectively</li><li>• Assisting with market research</li><li>• Monitoring TripAdvisor and other review sites</li></ul>
<b>LOCATION AND TIMES</b>	<p>In this role you will usually be based with the Marketing &amp; Digital Team at the Cathedral Office, DH1 3EH; or you could volunteer remotely some digital aspects of the role.</p> <p>We encourage volunteers in this role to offer one 3 hour session per week if possible; but we are grateful for any gift of time and offer flexibility around your availability.</p>
<b>DISCLOSURE &amp; BARRING SERVICE REQUIREMENT</b>	<ul style="list-style-type: none"><li>• This post does not require a Disclosure &amp; Barring Service (DBS) check</li></ul>

<p><b>WHAT WE ARE LOOKING FOR</b></p>	<p>For this role, we are looking for volunteers aged 16 or above with the following:</p> <ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills.</li> <li>• Confident in using computers and the internet.</li> <li>• Attention to detail.</li> <li>• Well organised.</li> <li>• Positive attitude and a pleasant, polite manner.</li> <li>• Willingness and ability to learn and use new information through instruction and relevant training courses.</li> <li>• Great communication skills.</li> <li>• Confidence in approaching visitors.</li> <li>• Interest in the marketing / arts / cultural sector.</li> <li>• Respect and sensitivity towards other religions, beliefs, cultures and backgrounds and the ethos of the Cathedral as a working church.</li> <li>• Tact and diplomacy.</li> <li>• Ability to work in a team.</li> </ul>
<p><b>FIRST STEPS</b></p>	<ul style="list-style-type: none"> <li>• Recruitment is through an application form with references, informal interview, shadowing and introductory period.</li> <li>• You must undertake all required safeguarding training before your start date and at all times work within the policy and procedures of the relevant safeguarding policies.</li> <li>• We shall ask you to commit to the behaviours and expectations outlined in our Volunteer Agreement.</li> </ul>
<p><b>TRAINING</b></p>	<p>The following will be provided:</p> <ul style="list-style-type: none"> <li>• Specific training relevant to the role and as required</li> <li>• Induction and shadowing existing team members</li> </ul> <p>We will ask you to undertake the following essential online courses; you must complete them before you start your volunteer role. Details of how to access the training will be sent to you once we confirm your application is being progressed, and support is available if you would like support with access or you feel affected by any of the course content.</p> <ul style="list-style-type: none"> <li>• <b>National Church of England Basic &amp; Foundation Safeguarding training</b></li> <li>• <b>ACT Action Counters Terrorism training</b></li> <li>• <b>The Association of English Cathedrals national volunteers training</b></li> </ul>
<p><b>SUPPORT &amp; SUPERVISION</b></p>	<p>You will be supported and supervised in your usual activities by:</p> <ul style="list-style-type: none"> <li>• Clare Knowles, Head of Marketing &amp; Digital <a href="mailto:clare.knowles@durhamcathedral.co.uk">clare.knowles@durhamcathedral.co.uk</a></li> </ul> <p>Other Cathedral Staff Contacts:</p> <ul style="list-style-type: none"> <li>• Belinda Fullelove, Volunteering Manager <a href="mailto:volunteers@durhamcathedral.co.uk">volunteers@durhamcathedral.co.uk</a></li> </ul>

<p><b>WHAT WE OFFER YOU IN RETURN</b></p>	<ul style="list-style-type: none"> <li>• Fantastic opportunity to experience volunteering in a busy marketing and digital team at the heart of a UNESCO World Heritage Site.</li> <li>• Opportunity to potentially make a real difference in the profile of the Cathedral, locally, nationally and internationally.</li> <li>• An ideal opportunity to enhance your CV.</li> <li>• References available on request.</li> <li>• Involvement in the life and history of Durham’s most iconic building.</li> <li>• Northern Museums Volunteer Pass – free entry/discounts in other participating museums.</li> <li>• Opportunity to join the <a href="#">Cathedral’s Community Roll</a></li> <li>• Refreshments.</li> <li>• Cloister Card offering 10% discount in the Cathedral Shop and Undercroft Restaurant (conditions apply).</li> </ul>
<p><b>ADDITIONAL INFORMATION</b></p>	<p>Durham Cathedral is committed to safeguarding. We expect all staff and volunteers to share this commitment. If at any time you see or hear anything that could suggest a safeguarding risk, or you have any other reason to be concerned, you must report it immediately to the Cathedral Safeguarding Officer. Safeguarding is everyone’s responsibility.</p> <p>We will issue you with an authorised Cathedral ID badge and lanyard, which you must wear and keep visible when on duty. We shall also give you a Safeguarding contact card to keep in your ID badge lanyard holder at all times.</p> <p>Please use the information on our <a href="#">website</a> to plan your travel to the Cathedral by public transport or by parking in and around the city. We are not usually able to offer parking in the Cathedral grounds unless agreed in advance.</p> <p>Unfortunately, some areas of the Cathedral are not fully accessible without the use of steps, and as a historic building, some floors are uneven. Please do let us know if mobility may be challenging for you in this environment.</p>

Area Lead: Head of Marketing & Digital

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