



Volunteer Application Pack

Ref: VOL014

**Volunteer Roles: Abbey Guide,
Engagement Volunteer and School
Learning Volunteer**

Closing Date: 7 November 2024

Westminster Abbey



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About Westminster Abbey

Above all else, the Abbey is a church, a place of prayer and praise and holy ground at the heart of the nation. It is also a treasured part of Britain's heritage and a leading venue for tourism. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and of the United Kingdom are buried. Principal among them is St Edward the Confessor, King of England from 1042 to 1066, whose shrine is at the heart of the Abbey Church. Beside and around them are buried or commemorated many of the great women and men from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians.

Neither a cathedral nor a parish church, Westminster Abbey (or the Collegiate Church of St Peter in Westminster to give it its correct title) is a Royal Peculiar under the jurisdiction of a Dean and Chapter and with direct accountability to the Sovereign. This relationship with the Sovereign dates back to the origins of the Abbey over a millennium ago, but its current form stems from the Charter granted to the Abbey by Elizabeth on 21st May 1560.

We are a welcoming community, but also complex and multi-faceted, with nearly 600 highly committed employees and volunteers. We have deep respect for the heritage of which we are the custodians, but we evolve continuously to meet the opportunities of the future. In recent times this has included the creation of new departments to focus on transforming our digital presence and delivering a significantly expanded programme of public and community engagement. In addition, our newly created Employee Engagement Forum and Social Engagement Statement is helping us to support and develop our staff and volunteers. We have also reshaped our governance arrangements, including a new Strategic Board to help us navigate the challenges and opportunities of the coming decades.

Westminster Abbey's mission is:

- To offer daily divine Worship to Almighty God and resource the Church in this vocation;
- To serve the Sovereign;
- To proclaim the Gospel to the nation and Commonwealth, celebrating the distinctive witness of the Christian faith and engaging with the public square;
- To provide a safe, welcoming and inspiring environment for all who come to the Abbey;
- To act as responsible stewards of God's gifts.

Our Values:

As one we serve each other, our visitors and the wider world in all we do with:

- Truthfulness
- Integrity
- Empathy
- Excellence

Following the State Funeral of Queen Elizabeth II and the Coronation of King Charles III and Queen Camilla, which were broadcast to national and international audiences in their millions, interest in the Abbey is very strong. We attract over a million visitors from around the world every year, and our summers and peak period are incredibly busy. However, we receive no regular income from the State, the Church of England or the Crown, and rely almost entirely on income from visitors.

It is an exciting time to join the Abbey, and we look forward to receiving your application and if successful, welcoming your contribution to the Abbey's history.

Role Summary – Abbey Guide

ROLE TITLE: Abbey Guide

KEY CONTACT: Deputy Head of Visitor Experience

JOB SUMMARY: To help provide the best possible experience for all those coming to worship or visit the Abbey whatever their age, nationality, faith, culture and background.

Key elements of the role include:

- Welcoming and directing visitors throughout the Abbey, helping orientate and direct them, and passing on any key comments to the Deputy Head of Visitor Experience
- Engaging positively, enthusiastically, and confidently with visitors to answer questions and contribute to their having the best possible experience
- Encouraging visitors to explore and appreciate the Cloisters, Gardens, Chapter House, Pyx Chamber and St Margaret's Church
- Giving tours of the Abbey and St Margaret's Church to various groups of visitors
- Fulfilling a minimum commitment of 4 hours per week
- Upholding the Abbey Values of Truthfulness, Integrity, Excellence and Empathy in all that we do

Selection Criteria

- Strong interpersonal skills with a warm and welcoming manner
- Flexible, reliable and adaptable
- An interest and/or knowledge of history and the Abbey
- Ability to communicate with a wide range of visitors

Desirable Criteria

- Relevant previous experience
- Willingness to wear a uniform

Role Summary – Engagement Volunteer

ROLE TITLE: Engagement Volunteer

KEY CONTACT: Community Engagement Manager
Engagement Facilitators & Apprentice

ROLE SUMMARY: The Engagement Volunteer's main role is to be a welcoming and engaging face of the Abbey for families and community groups. The Abbey is a rich and diverse resource that inspires a wide range of activities, including guided tours and creative workshops.

Key elements of the role include:

- Assisting with guided tours of the Abbey for families and community groups.
- After appropriate training, leading guided tours of the Abbey.
- Assisting with workshops and activities as part of the Community Engagement programme.
- Attending training events 3 or 4 times a year.

Selection Criteria

- Warm and welcoming manner
- Ability to communicate and explain
- Flexible and accommodating
- An active interest in history, faith or culture.
- Available for at least one Saturday a month/ at least once for 2 or 3 school holidays a year.
- Committed to the safeguarding of children and young people.

Desirable Criteria

- Experience of working with Under 18s.
- Experience of leading guided tours.

Role Summary – School Learning Volunteer

ROLE TITLE: School Learning Volunteer

KEY CONTACT: Head of Learning
Learning Officers
Learning Coordinator

ROLE SUMMARY: The School Learning Volunteer's main role is to be a welcoming and informative face of the Abbey for visiting UK school pupils. The Abbey is a rich and diverse resource that inspires a wide range of activities, including themed guided tours and creative workshops.

Key elements of the role include:

- Assisting with guided tours of the Abbey for school groups.
- After appropriate training, leading guided tours of the Abbey for school groups.
- Assisting with workshops in the Education Centre.
- Attending Learning Department training events 3 or 4 times a year.

Selection Criteria

- Strong interpersonal skills with a warm and welcoming manner
- Flexible, reliable and adaptable
- An active interest in and knowledge of British history, faith or the Abbey
- Ability to communicate with a wide range of visitors

Desirable Criteria

- Experience of working with under 18's
- Experience of leading guided tours

Next Steps and How to Apply

We are recruiting for three volunteer positions:

- Abbey Guides
- Engagement Volunteers
- School Learning Volunteers

If you know which volunteer position you would like to apply for, or unsure/are interested in all the available positions, then please indicate this on the application form.

Please complete our volunteer application form to indicate your interest in the available positions and say how you meet the selection criteria outlined above. Unfortunately, CVs **will not** be accepted.

Please email your completed application to: volunteers@westminster-abbey.org

Applications should arrive no later than 12 noon on 7 November 2024

Those shortlisted will then be invited to attend a recruitment day. These days will take place on Thursday 14 November between (3pm – 5pm) and Saturday 23 November 2024 (10am – 12pm).

The recruitment day will provide you with an opportunity to meet some Abbey staff, find out more about the roles and take part in a series of activities to help identify your skills and assess suitability to the roles.

Please state on your application your availability to attend on either Thursday 14 or Saturday 23 November 2024.

Please return the Equal Opportunities Monitoring Form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, and receipt of references satisfactory to Westminster Abbey.