

Volunteer Role Profile: Steward

About this role:

Stewards support the Abbey on the Abbey floor and in the Discovery Centre. Operating alongside our Chaplains, you'll be the primary point of contact for visitors during their visit. By being on hand to answer their questions about orientation, service times, the history of the Abbey, or how to book onto a Tower Tour, you'll help our visitors get the most out of their time at the Abbey.

Your presence will provide friendly support to visitors, the congregation, and other staff and volunteers as they go about their day. You will operate closely with the Visitor Experience Team and Operations Team to ensure the Abbey is always looking its best, with fully stocked leaflets, prayer cards, and booklet displays to support their visit. You will help make sure our candle stands are fully stocked and safely maintained when in use, and spend time at the entrance to the shop, giving our visitors a fond farewell, directing them to the Discovery Centre, and inviting them to return soon.

What we offer our volunteers:

- Use of volunteer and staff rooms, with FREE hot drinks available every day.
- Travel expenses paid in line with our Volunteer Expenses Policy.
- 10% discount in the Abbey Shop.
- 1-year FREE membership to the Friends of Bath Abbey.
- An optional FREE Tower Tour as part of your induction.

- Annual parties and social events as part of the wider Bath Abbey Volunteer Community.
- Invitations to preview a selection of new events and exhibitions at the Abbey.
- Free tours and activities at other heritage sites in Bath.
- Discounted tickets for some events.

- An inclusive and supportive recruitment process, with all requests for reasonable adjustment accommodated to the best of our ability.
- Ongoing support and mentorship from your Volunteer Supervisor.
- The ability to independently manage your data and shifts through our volunteer software, Better Impact. You can download an app, log on using an internet browser, or liaise with the Visitor Experience Officers.

- A beautiful and tranquil place to be a part of, in a bustling heritage city.
- The opportunity to gain new skills or to use the ones you already have, including other languages.
- A wide range of people from all over the world to meet and greet.
- Plenty of laughs, smiles, and interesting conversations with visitors and colleagues alike.
- A supportive and friendly team to work with.
- A sense of 'a task well done' as you go home for the day. You will have helped us to carry out our mission, as well as maintaining the Abbey building for future generations.

Time commitment:

The Abbey is open for visiting every day of the week. Volunteering slots are available:

Monday to Saturday: 10am - 5pm

Sundays: 1.15pm - 2.45pm and 4.30pm-6.30pm

The amount of time you spend with us can be as flexible as you need, but we would advise a commitment of at least one session every two weeks at the start of your volunteering role to allow you to settle into the team as well as possible. Please discuss your preferred schedule at the initial informal meeting with your Volunteer Supervisor.

Key activities for this role:

- Answering questions on the history of the Abbey, including navigation of the memorials and ledger stones.
- Restocking leaflets, prayer books, candles and activities across the Abbey floor.
- Directing visitors to the Discovery Centre.
- Thanking visitors for coming to the Abbey, encouraging return visits.
- Confidently and calmly referring visitors to the Chaplains, Duty Manager or a Visitor Experience Assistant for more complex requirements or guidance needed.
- Keeping up to date with what is happening in the Abbey by reading our weekly team email updates.
- Attending essential meetings and training when required.
- Adhering to the Visitor Experience Volunteer Uniform policy when onsite performing your role.

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

- Interest in history, architecture, or the city Bath.
- Friendly, helpful, with a welcoming smile.
- Able to engage with people from all walks of life and across the world, with confidence and politeness.
- Happy to work as part of a small, supportive team.
- Are open to give and receive feedback from the Visitor Experience Manager or Visitor Experience Officers.

Application procedure:

1. Application form (online or in person)
2. Informal meeting with your Volunteer Supervisor (Christina Dixon), including tour of Abbey (in person)
3. Safeguarding training & two character-references.

Induction and Training:

1. At least three shadow shifts must be completed before your induction can be signed off. These will be arranged to suit your availability and preference, but ideally will all be completed within one month.
2. One-to-one training sessions with your Volunteer Supervisor, covering all required aspects of the role, Bath Abbey policies, and use of Better Impact. These can be completed alongside your shadow shifts.
3. Induction Sign-off Meeting with your Volunteer Supervisor to discuss progress so far, identify any areas for further support or interest, and agree if/when you are ready to progress volunteering independently.

To fulfil the requirements of the role confidently and safely, attendance at required training is essential. We will make all reasonable efforts to accommodate diary conflicts and provide resources and facilities in which to complete the training

About Bath Abbey:

Bath Abbey has been a site of Christian worship in the heart of the City of Bath for over 1000 years. It is an active Parish Church holding over 1000 services a year. Three different churches 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.

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

Christina Dixon, Visitor Experience Officer & Volunteer Supervisor – cdixon@bathabbey.org.uk
Visitor Experience Management Team – volunteer@bathabbey.org – 07841 091190

