



ELY CATHEDRAL

Volunteer FAQ

Have a question about volunteering for us? See below some frequently asked questions. If you are still unsure about anything, please contact our Volunteer and Operations Manager on: volunteering@elycathedral.org or call 01353 660 361.

Do I need to attend church services to volunteer at the cathedral?

No – we welcome volunteers from all faiths and none. We simply ask that you respect our values and the ethos of the Church of England.

Who can volunteer and how do you select?

Anyone can apply to be a volunteer with us. Our decisions on who we involve and the role they do is based first and foremost on their skills and experience, matching motivations, and expectations, which we assess when we meet you for an informal chat.

We welcome applications from people of all interests, abilities, backgrounds, and communities.

How old do I need to be to volunteer?

Our policy is that we do not accept volunteers under the age of 16. Between the ages of 16 – 18 we will need to ensure that additional safeguarding measures are in place. You may be limited therefore in terms of what volunteer role(s) you can do.

While we have no set upper age limit, we are required to comply with our insurance policies.

What about work experience opportunities?

Our Learning Department offers work experience opportunities. To find out more, please contact our Director of Learning, Phil Stevens: phil.stevens@elycathedral.org.

I'm receiving benefits, am I allowed to volunteer?

Yes, but we suggest telling your Job Centre about the volunteering. For full details see [here](#).

I'm living with a disability; how can I volunteer?

All our roles require different abilities, and we will endeavour to make reasonable adjustments to help you take part. Please let us know about any adjustments you may need. If you see a role you like, please apply and we can agree the best way forward. If you have specific concerns, do get in touch beforehand.

The ground floor of the cathedral is largely accessible for wheelchair users and those with mobility needs, although due to the age of the building, the flooring is often uneven. Some side chapels have steps up to them, so we do ask people to take care.

I have a criminal record; can I still volunteer?

We have a specific policy on the recruitment of ex-offenders that can be found here: [Recruitment-of-Ex-offenders-policy.pdf](#)

Do I need experience in a Cathedral or heritage site for the role I'm interested in to be a volunteer?

Not at all. Some roles require you to have skills and knowledge. The role description for each volunteering opportunity will tell you what kind of experience is required.

All volunteers will have an induction and, if needed, you will also get specific training for your role. Staff members are always on hand to provide ongoing help and support during your time with us.

How much time do I need to give?

We recruit to advertised roles, as we want to ensure you have a great experience.

All our role descriptions have a section on suggested time commitment. This helps give you a rough idea as to what we encourage you to do in order to get the most out of the role. However, we fully appreciate that you are a volunteer and therefore we try and be as flexible as possible.

Will I be paid?

No, as a volunteer there's no pay. It's an unpaid role.

I am not a British national, can I volunteer in the UK?

Volunteers from outside the UK (including refugees and asylum seekers) need to have an appropriate visa or confirmation that they are legally able to undertake work in this country.

Will I need references?

Yes, we will ask you to provide details of two referees.

Your referees should be an employer, a colleague or someone else who knows you well. A member of your own family or someone already associated with the Cathedral (i.e., another volunteer or paid member of staff) cannot act as a referee.

What policies will I need to agree to?

On application, we will ask you to sign our Volunteer Agreement along with the 'Code of Safer Working Practice'. You will also receive a digital copy of our Volunteer Handbook (publicly available on our website) and Safeguarding: Your Pocket Guide. These documents detail clearly what you can expect from us (as the organisation) and what we ask of you (as a volunteer).

There is no legally binding contract of any kind between volunteers and the Cathedral and – specifically – no employment contract. All volunteer arrangements are binding in honour only.

There are no volunteer opportunities listed on the website. Can you keep my details on file?

Volunteer opportunities are advertised on our Better Impact page. If there are none listed that means we are not currently recruiting new volunteers. It is not our policy to keep applications on file because of the large numbers we receive, so please only apply when new opportunities become available.