Dear Sir/Madam

Re: Application to Volunteer at Norwich Cathedral

Thank you for agreeing to be a referee for this applicant who has applied to be a volunteer at Norwich Cathedral; your help is much appreciated.

I would be very grateful if you could complete the attached reference form, appending any further comments you wish to add regarding the applicant’s suitability for the volunteer post in question.  We also ask you to comment on the applicant’s suitability to be working with children, vulnerable adults or others at risk.

Your frank evaluation of their ability to undertake the volunteer role and their character and personality would be greatly appreciated.  A description of each of the volunteer roles is given below.

I would like to thank you in advance for providing a reference and to assure you that your comments will be treated in confidence, subject to the requirements of the Data Protection Act.  Our understanding of the Act is that you, as the author of the reference, are not obliged to disclose its contents to the subject of the reference.  As the recipient of the reference, the Cathedral would normally be expected to disclose its contents if requested to do so by the subject, although not necessarily the identity of the author.

Please indicate on your reference if you consider there to be a compelling reason why the contents of the reference should not be disclosed to the subject, and if you wish your identity, as the author of the reference, to be protected in the event of a request for disclosure.

Please note that we cannot progress this application until we have received your reference.

If it is more convenient, please email your response to volunteersadministrator@cathedral.org.uk

I look forward to hearing from you.

Yours sincerely

Canon Peter Doll

Canon Librarian & Vice Dean

Norwich Cathedral

REFERENCE FORM

for a volunteer at Norwich Cathedral

Thank you for agreeing to provide a reference for this applicant.

To help us process your application, please answer the following questions, thank you.

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| Name of Applicant: |
| Volunteer role for which they have applied:  |
| Reference Type (please circle) | Current/Previous Employer | Current/Previous Voluntary Work | Personal | Education/Training |
| Your Name: |  |
| Your Organisation:(if applicable) |  |
| Your Position:(if applicable) |  |
| How long have you known the applicant? |
| In what capacity do you know the applicant? |
| Applicant’s role title/study undertaken and length of appointment/time with your organisation: (if applicable) Role Title/Study Undertaken: Start Date: End Date:MM/YYYY MM/YYYYThe reason for leaving employment/voluntary work (if known): |
| Employment/Voluntary work/training only:Would you re-appoint the applicant for the same post?  | Yes / No |
| Would you recommend the applicant for the role they have applied for?  | Yes / No |
| How would you rate the applicant for the following:PunctualityReliabilityFlexibilityTeam workWelcomingPersonal presentation | (please circle)Very Good / Good / Variable / PoorVery Good / Good / Variable / PoorVery Good / Good / Variable / PoorVery Good / Good / Variable / PoorVery Good / Good / Variable / PoorVery Good / Good / Variable / Poor |
| Please comment on the applicant’s ability to approach all people equally and fairly without prejudice or discrimination. |
| Please provide any relevant information in relation to the applicant’s suitability to work with children, young people or vulnerable adults. |
| Please provide any relevant information in relation to any concerns about the applicant working with children, young people or vulnerable adults. |
| Employment/Voluntary work/Training only:Does the applicant have any current disciplinary warnings or investigations in relation to working/volunteering with children, young people and vulnerable adults? Yes / NoIf yes, please provide details: |
| Personal only:Do you have any knowledge of the individual being investigated over safeguarding issues? Yes/NoIf yes, please provide details: |
| Please add any further comments that you feel may be relevant to the applicant and their application. |
| Signed: | Print Name: |
| Telephone contact point for clarification: | Date: |

Please either email this form to volunteersadministrator@cathedral.org.uk

Or post the form to:

Sarah Jeffrey, Volunteers Administrator, The Chapter Office, 65 The Close, Norwich, NR1 4DH.

Thank you.

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| Welcomer | Offer all visitors a warm welcome.Offer a free welcome booklet and give out Explorer Backpacks to children.Offer directions around the Cathedral site and further afield in the city.Be a source of information about events in the Cathedral and to respond to a wide range of general questions about the Cathedral and the city. |
| Guides | Offer guided tours of the Cathedral; both free tours offered on the hour and pre-booked tours.Available in the Cathedral to answer questions from visitors about the history and life of the Cathedral. |
| Cathedral Gift Shop | Serve customers in the shop.Comfortable with a computer linked till and credit card machine and handling money.Assist with other shop related activities including light cleaning, stock counting, shelf-filling and pricing goods.Be a source of information about events in the Cathedral and to respond to a wide range of general questions about the Cathedral and the city. |
| Schools and Family Learning | Supporting learning programmes for over 14,000 primary and secondary aged children with subjects ranging from RE and History to Ethics and Science.Supporting family fun days during school holidays.Previous experience of teaching or children’s work is preferable.Drama, storytelling and art and craft skills are advantageous.Opportunities for those able to lead foreign language tours. |
| Herb Garden | Caring for the monastic herb garden begun in 1997.Mainly general weeding and pruning.Some knowledge of gardening helpful especially knowledge of herbs and their uses. |

Volunteering Roles at Norwich Cathedral

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| Broderers | Helping repair Cathedral robes and textiles.Help create new vestments and frontals for the Cathedral and other churches.Help conserve existing textiles from the Cathedral and other churches.A proven level of skill and/or experience is required, including showing three samples of work completed within the last three years.Good eyesight, with or without glasses, is required along with good manual dexterity.Work allocated is closely supervised by the Broderer’s Supervisor. |
| Sacristy | Helping with dusting within the Cathedraland / orWashing small linens used in the cathedral’s worship. |
| Library | Supporting those studying at the Library and those borrowing books.Helping with classification and care of the Collection.Assisting with events in the Library.Some familiarity with computers may be helpful. |
| Cathedral Flower Guild | ARRANGINGHelping with staging flower displays in the Cathedral.Previous experience of flower arranging essential.Usual arranging day is Friday.WATERINGAssisting with watering flower arrangements during the week.An ability to lift watering cans and push a wheelbarrow is essential. |
| Event Ushers | Ushering at events and concerts, usually evenings or weekends.Helping welcome people, checking tickets, selling programmes and showing people to their seats.Based at a Cathedral door to oversee comings and goings, including for emergency evacuations.N.B. Whilst you will be able to hear the performance you may not be able to see the performers as you are on duty throughout the performance. |
| College of Chaplains | Open to Clergy and Readers with a Bishop’s Licence or permission to officiate or a similar role in another denomination.Being a living icon of the presence of God within the Cathedral.Available to talk with visitors especially those in need.Offering a prayer on the hour each hour – script provided. |

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| Sunday School | Open to those who have worshipped at the Cathedral for six months or more.Helping leading sessions, on a rota basis at the Sunday School which meets during the 10.30 Sunday Sung Eucharist during term times.Attending termly planning meeting – usually after the 10.30 Sunday service.Previous experience of working with children helpful. |
| Altar Servers | Open to those who have worshipped at the Cathedral for six months or more.Serving at Sunday Services - 10.30 Sung Eucharist and 3.30pm Choral Evensong and at mid-week Festal Evensongs and other special services especially at major festivals.Roles include Crucifer (carrying cross) Acolyte (carry candle) and serving at the Altar.Previous experience helpful but not essential – open to young people and adults. |
| Guild of Stewards | Open to those who have worshipped at the Cathedral for six months or more.Stewarding at Sunday services and other special services and events.Welcoming people to services, assisting with the taking of the Offertory Collection; directing people at the time of Communion, helping visitors during the times of services and generally ensure the smooth and safe running of services.Responsible for comings and goings at doors of cathedral, including emergency evacuations.Open to young people and adults. |
| Choir Coffee | Open to those who have worshipped at the Cathedral for six months or more.Providing coffee for the Gentlemen of the Choir on a Sunday morning prior to the 10.30 service. |
| Mission Group | Open to those who have worshipped at the Cathedral for six months or more.Working with the Canon for Mission and Pastoral Care in the developing and running creative and imaginative events that provide opportunities for faith conversations.You may be invited to join the Cathedral’s Hand Massage team.Attending four group meetings a year. |

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| Pastoral Group | Open to those who have worshipped at the Cathedral for six months or more.Working with the Canon for Mission and Pastoral Care providing pastoral support within the cathedral congregationYou may be invited to join the Cathedral’s Hand Massage team.Attending four group meetings a year. |
| Hope into Action | Open to those who have worshipped at the Cathedral for six months or more.Being part of the Friendship and Support Group for the houses the Cathedral supports as part of its partnership with Hope into Action, helping move individuals move out of homelessness.Befriending and supporting individual residents in the houses orOffering practical help for the running of the houses. |