



Volunteer Role Description Pack

(Including a Volunteer Code of
Conduct)

Foreword

We recently had a request for Volunteer Role Descriptions and after creating our Recruitment Pack we thought why not do another pack for volunteer roles and include a general Volunteer Code of Conduct? The Volunteer Code of Conduct in this pack is quite informal compared to the Code of Conduct on our site because of the differences in official demands you can make of volunteers and employees. The volunteer roles included are predominantly for roles required on a Sunday. Please feel free to adapt the following templates to your own church context. We pray that these bless you.

If you would like any further assistance or would like more tailored advice to your church situation, please take a look at our services page at www.thechurchoffice.co.uk/services or email us at info@thechurchoffice.co.uk.

Disclaimer

The information provided by 'The Church Office' in this Volunteer Code of Conduct and Role Description Pack is not a substitute for professional advice and is produced for general informational and training purposes only. The use or reliance of any information contained in this pack is solely at your own risk.

Contents

Volunteer Code of Conduct.....	3
Volunteer Role Descriptions.....	5
Set-Up Team Member.....	7
Welcome Team Member.....	10
Welcome Team Leader.....	13
Stewarding Team Member.....	16
Head Steward.....	19
Children’s Ministry Team Member.....	22
Children’s Ministry Team Leader.....	25
Hospitality Team Member.....	28
Hospitality Team Leader.....	31
Counting Team Member.....	34
Counting Team Leader.....	37
Set-Down Team Member.....	40
Security Team Member.....	43

Volunteer Code of Conduct

We, **[Your Church Name Here]**, believe that our behaviour should be of a high ethical standard that brings glory and honour to God. We believe that every human has been made in the image of God and as such should be treated with dignity and respect. Our desire as a church team is to inspire, encourage and build one-another up in our efforts to glorify God in our work.

We, **[Your Church Name Here]**, value living in accordance with the gospel and commit ourselves to living out the following qualities in all areas of our lives:

- Loving others
- Kindness
- Generosity and Thankfulness
- Compassion
- Community
- Humility
- Justice
- Patience
- Slow to Anger
- Forgiveness
- Putting others first
- Integrity
- Honesty
- Equality
- Service and Stewardship
- Confidentiality

Helpful practises to consider in a volunteer role:

1. Carry out our duties in a way that glorifies God and honours his Church.
2. Treat everyone with care, kindness, honesty, love and respect regardless of their race, gender, sexuality, position or religious beliefs.
3. In all financial matters act with integrity and transparency, being able to give an account publicly for all monies handled by us on behalf of others.
4. Encourage and support each other and church members.
5. Where disagreements or grievances occur and a resolution is not forthcoming, we will seek additional assistance.

- 5.1. In instances of conflict or division, we will make every effort to biblically pursue reconciliation and resolution.
- 5.2. Issues pertaining to criminal actions, allegations of abuse, serious misconduct, bullying or sexual misconduct will be referred to the appropriate authorities.
6. When interacting with minors (people under the age of 18) we shall promote trustworthy and honest relationships between minors and adults.
 - 6.1. Church personnel shall never physically discipline a minor.
 - 6.2. Adequate team numbers will be provided, and sensible precautions shall be taken to ensure church personnel avoid working alone with a minor.
 - 6.3. All contact with a minor shall be church-related and will never be hidden from parents or others.

Volunteer Role Descriptions

Set-Up Team Member





THE CHURCH OFFICE

Set-Up Team Member

Thank you very much for being willing to give your time on a Sunday to help us serve and welcome our church family and visitors. Our Set-Up Team is a key group that assists our Church Administrator in making sure everything is ready to go on Sunday so that people can come and hear the gospel.

As a member of the Set-Up Team:

- You will be responsible to **[Church Administrator's Name Here]**, the Church Administrator.
- You will be serving as part of a team of **[Number of Helpers in the Counting Team on a Sunday]** under the Church Administrator.
- The rota works on a 4-week basis, which allows for 1 week on, 3 weeks off. **[Adapt This to Fit Your Rota Schedule]**

Key responsibilities

- **[Give Instructions for Where to Collect the Chairs, Podium Stand, Microphones, Music Stands and If Relevant, How to Get There]**
- After collecting the chairs and band equipment, the Church Administrator will give the team a floor plan for where the chairs need to be set up.
- You will set up the building for the church service which includes the chairs, signs, tables, communion and the stage for the service. You will be setting up everything except the A/V equipment.
- Avoid heavy lifting but if it is necessary ensure you act in line with church policy and guidance which can be found in **[Direct Volunteers to the Appropriate Documentation]**.
- Check the bathrooms before the meeting and if necessary clean them. (Cleaning products can be found **[Location of Cleaning Products]**).
- Be aware of seating during the meeting and set out more chairs if necessary.
- If you have any queries please contact the Church Administrator.

Please refer to the Volunteer Code of Conduct for more information about what we value in and expect of our volunteers.

How do I swap?

It is completely understandable that you may need to swap your date on the rota if you have other commitments. We would ask that once you are aware of your need to swap, you try and organise the swap as soon as possible. Please make sure you swap with someone who is in the same role as you i.e., if you are a Team Leader please swap with another Team Leader and if you are a Team Helper please swap with another Team Helper.

Once you have made the swap please inform your team leader and don't forget to double check the dates with the person you swapped with so you know when you are next serving! If you are unable to find someone to swap with please let the Church Administrator know.

Illness

If you are unwell or have a persisting illness on the day you are scheduled to serve, please let the Church Administrator know on **[Insert Church Administrator Phone Number Here]**.

Welcome Team Member





THE CHURCH OFFICE

Welcome Team Member

Thank you very much for being willing to give your time on a Sunday to help us serve and welcome our church family and visitors. Our aim is to make sure the church is a place where everyone feels welcomed and comfortable and our welcome team plays a big part in that.

As a member of a Welcome Team:

- You will be responsible to **[Church Administrator's Name Here]**, the Church Administrator.
- You will be serving as part of a team of **[Number of Helpers in the Welcome Team on a Sunday]** under the Welcome Team Leader.
- The rota works on a 4-week basis, which allows for 1 week on, 3 weeks off. **[Adapt This to Fit Your Rota Schedule]**

Key responsibilities

- Arrive at **[Time]**, **[Minutes]** minutes before the church service begins so that doors can be allocated and the team has time to pray. (If it's cold out, don't forget your coat).
- Be a welcoming face to everyone, greeting them as they arrive and giving them a bulletin.
- Keep a special eye out for visitors. Introduce yourself to them, welcome them and direct them to the main hall where the meeting will be held. (It may also be of use to point out the toilets on the way!)
- Depending on how soon the meeting is starting and if you feel it is appropriate, introduce visitors to a nearby member of the church once they have been seated.
- Assist those who have accessibility needs into the church building and to their seat. If special seating arrangements are required (e.g. for wheelchairs or pushchairs) co-ordinate making the appropriate seating changes with the Stewarding Team.
- The Welcome Team will remain by the doors until 5 minutes after the meeting starts, co-ordinating the arrival of late-comers with the

Stewarding Team to make sure that late arrivals easily find a seat and don't enter at an inappropriate moment.

- If you get a chance after the meeting, ask the visitors how they found it.

Please refer to the Volunteer Code of Conduct for more information about what we value in and expect of our volunteers.

How do I swap?

It is completely understandable that you may need to swap your date on the rota if you have other commitments. We would ask that once you are aware of your need to swap, you try and organise the swap as soon as possible. Please make sure you swap with someone who is in the same role as you i.e., if you are a Team Leader please swap with another Team Leader and if you are a Team Helper please swap with another Team Helper.

Once you have made the swap please inform your team leader and don't forget to double check the dates with the person you swapped with so you know when you are next serving! If you are unable to find someone to swap with please let the Church Administrator know.

Illness

If you are unwell or have a persisting illness on the day you are scheduled to serve, please let the Church Administrator know on **[Insert Church Administrator Phone Number Here]**.

Welcome Team Leader





THE CHURCH OFFICE

Welcome Team Leader

Thank you very much for being willing to give your time on a Sunday to help us serve and welcome our church family and visitors. Our aim is to make sure the church is a place where everyone feels welcomed and comfortable and our welcome team plays a big part in that.

As a leader of a Welcome Team:

- You will be responsible to **[Church Administrator's Name Here]**, the Church Administrator.
- You will be leading and serving alongside a team of **[Number of Helpers in the Welcome Team on a Sunday]**.
- The rota works on a 4-week basis, which allows for 1 week on, 3 weeks off. **[Adapt This to Fit Your Rota Schedule]**

Key responsibilities

- Arrive at **[Time]**, **[Minutes]** minutes before the church service begins so that doors can be allocated and the team has time to pray. (If it's cold out, don't forget your coat).
- Ensure that all entry points have at least one team member there to welcome people as they come in.
- Check in on the members of your team to see if they require any assistance.
- Co-ordinate your team in assisting those who have accessibility needs into the church building and to their seat, if possible making sure that all entry points remain covered by a welcome team member at all times.
- Keep a special eye out for visitors. Introduce yourself to them, welcome them and direct them to the main hall where the meeting will be held. (It may also be of use to point out the toilets on the way!) If you have enough time before the meeting starts and you feel it would be appropriate, introduce them to members of the church who are sitting nearby.
- Your team will remain by the doors until 5 minutes after the meeting starts, co-ordinating the arrival of late-comers with the Stewarding Team

to make sure that late arrivals easily find a seat and don't enter at an inappropriate moment.

- If any issues arise, report them to the Church Administrator.

Please refer to the Volunteer Code of Conduct for more information about what we value in and expect of our volunteers.

How do I swap?

It is completely understandable that you may need to swap your date on the rota if you have other commitments. We would ask that once you are aware of your need to swap, you try and organise the swap as soon as possible. Please make sure you swap with someone who is in the same role as you i.e., if you are a Team Leader please swap with another Team Leader and if you are a Team Helper please swap with another Team Helper.

Once you have made the swap please inform your team leader and don't forget to double check the dates with the person you swapped with so you know when you are next serving! If you are unable to find someone to swap with please let the Church Administrator know.

Illness

If you are unwell or have a persisting illness on the day you are scheduled to serve, please let the Church Administrator know on **[Insert Church Administrator Phone Number Here]**.

Stewarding Team Member





THE CHURCH OFFICE

Stewarding Team Member

Thank you very much for being willing to give your time on a Sunday to help us serve our church family and visitors. Our aim is to make sure the church service runs smoothly so that people are able to respond to the gospel and our Stewarding Team plays a big part in that.

As a member of the Stewarding Team:

- You will be responsible to **[Church Administrator's Name Here]**, the Church Administrator.
- You will be serving alongside a team of **[Number of Helpers in the Stewarding Team on a Sunday]** under the Head Steward.
- The rota works on a 4-week basis, which allows for 1 week on, 3 weeks off. **[Adapt This to Fit Your Rota Schedule]**

Key responsibilities

- Arrive at **[Time]**, **[Minutes]** minutes before the church service begins so that doors can be allocated and the team has time to pray.
- You will be directed by your Team Leader to either cover an entry point to welcome people and direct them to seats or answer any questions they may have. Or cover the information desk where you will answer people's queries or help people sign-up to help with different events or on different teams.
- Assist with chair set up and seating changes with the Welcome Team if visitors or church family members have extra accessibility needs (e.g. a pushchair or are in a wheelchair).
- If visitors have hearing loss or are deaf, assist the Team Leader with co-ordinating with the Sound Team and provide information about our 'T-loop' system for hearing aids.
- Close the main doors as the meeting is started and hold open the doors for anyone who may need to leave, making sure the doors don't make a loud noise during the sermon.
- Assist with the parent/guardian call-outs if asked by the Team Leader.
- Hand out Bibles

- Hand out bread and wine, making sure you are aware of which seating area you are covering. Double check the gluten free bread and non-alcoholic wine are present on your trays.
- Co-ordinate the passing of the offering basket around your section.
- In the case of a Fire, follow your Team Leaders direction to assist in the co-ordination of people from the main hall and the exit of children from the children's ministry classrooms alongside your team and the Church Administrator according to the Fire Procedure. (This is something you will receive training for and the Fire Procedure can be found in writing in **[Direct Volunteers to the Relevant Fire Procedure Documentation]**).
- If any issues arise, report them to the Church Administrator.

Please refer to the Volunteer Code of Conduct for more information about what we value in and expect of our volunteers.

How do I swap?

It is completely understandable that you may need to swap your date on the rota if you have other commitments. We would ask that once you are aware of your need to swap, you try and organise the swap as soon as possible. Please make sure you swap with someone who is in the same role as you i.e., if you are a Team Leader please swap with another Team Leader and if you are a Team Helper please swap with another Team Helper.

Once you have made the swap please inform your team leader and don't forget to double check the dates with the person you swapped with so you know when you are next serving! If you are unable to find someone to swap with please let the Church Administrator know.

Illness

If you are unwell or have a persisting illness on the day you are scheduled to serve, please let the Church Administrator know on **[Insert Church Administrator Phone Number Here]**.

Head Steward





THE CHURCH OFFICE

Head Steward

Thank you very much for being willing to give your time on a Sunday to help us serve our church family and visitors. Our aim is to make sure the church service runs smoothly so that people are able to respond to the gospel and our Stewarding Team plays a big part in that.

As a leader of the Stewarding Team:

- You will be responsible to **[Church Administrator's Name Here]**, the Church Administrator.
- You will be leading and serving alongside a team of **[Number of Helpers in the Stewarding Team on a Sunday]**.
- The rota works on a 4-week basis, which allows for 1 week on, 3 weeks off. **[Adapt This to Fit Your Rota Schedule]**

Key responsibilities

- Arrive at **[Time]**, **[Minutes]** minutes before the church service begins so that doors can be allocated and the team has time to pray.
- Ensure that main hall entry points have at least one team member to welcome people as they come in and direct them to seats if required.
- Make sure the information desk is manned and any sign-up sheets that are needed are in place.
- Co-ordinate chair set up and seating changes with the Welcome Team if visitors or church family members have extra accessibility needs (e.g. a pushchair or are in a wheelchair).
- If visitors have hearing loss or are deaf, co-ordinate with the Sound Team and provide information about our 'T-loop' system for hearing aids.
- Check in on the members of your team to see if they require any assistance.
- Close the main doors as the meeting is started and hold open the doors for anyone who may need to leave, making sure the doors don't make a loud noise during the sermon.
- Co-ordinate with the children's ministry teams in parent/guardian call-outs.

- Co-ordinate the breaking of bread and the taking of the wine, ensuring the necessary team members know which rows of seating they are covering. Make sure the gluten free bread and non-alcoholic wine are present on every tray.
- Co-ordinate the taking up of the offering. Make sure all team members are present and clear about which area they are in charge of.
- In the case of a Fire, co-ordinate the orderly exit of people from the main hall and the exit of children from the children's ministry classrooms alongside your team and the Church Administrator according to the Fire Procedure. (This is something you will receive training for and the Fire Procedure can be found in writing in **[Direct Volunteers to the Relevant Fire Procedure Documentation]**).
- If any issues arise, report them to the Church Administrator.

Please refer to the Volunteer Code of Conduct for more information about what we value in and expect of our volunteers.

How do I swap?

It is completely understandable that you may need to swap your date on the rota if you have other commitments. We would ask that once you are aware of your need to swap, you try and organise the swap as soon as possible. Please make sure you swap with someone who is in the same role as you i.e., if you are a Team Leader please swap with another Team Leader and if you are a Team Helper please swap with another Team Helper.

Once you have made the swap please inform your team leader and don't forget to double check the dates with the person you swapped with so you know when you are next serving! If you are unable to find someone to swap with please let the Church Administrator know.

Illness

If you are unwell or have a persisting illness on the day you are scheduled to serve, please let the Church Administrator know on **[Insert Church Administrator Phone Number Here]**.



THE CHURCH
OFFICE

Children's Ministry Team Member



Children's Ministry Team Member

Thank you very much for being willing to give your time on a Sunday to serve with our children's ministry. Our aim is to teach the children about the gospel and the love of God for them and this role plays a big part in that.

As a member of the Children's Ministry:

- You will be responsible to **[Church Administrator's Name Here]**, the Church Administrator.
- You will be serving in a team of **[Number of Helpers in the Children's Ministry Team on a Sunday]** under a Team Leader.
- The rota works on a 4-week basis, which allows for 1 week on, 3 weeks off. **[Adapt This to Fit Your Rota Schedule]**

Key responsibilities

- Bring your gifts, talents and enthusiasm to help the team and contribute to ensuring the children have a good time in the ministry classes.
- At all times you are expected to be familiar with and follow our Child Protection Policy which can be found in our **[Direct Volunteers to the Appropriate Documentation in Your Church]**.
- Turn up **[Number of Minutes Early to Show Up]** minutes early to help set-up the classroom for the activities and pray for the children.
- Be a welcoming face to parents/guardians and children as they arrive.
- Take part in activities with the children (this could be quizzes/games/crafts/ etc.).
- Support the Team Leader by helping the children to engage during the short talk in class.
- Support the Team Leader in parent/guardian call-outs (e.g. in cases of illness).
- Take children to the toilet following the safeguarding procedure laid out in the **[Direct Volunteers to the Appropriate Documentation in Your Church]**
- Hand out squash and biscuits to the children.
- Help tidy up the classroom after the class has taken place.

Please refer to the Volunteer Code of Conduct for more information about what we value in and expect of our volunteers.

How do I swap?

It is completely understandable that you may need to swap your date on the rota if you have other commitments. We would ask that once you are aware of your need to swap, you try and organise the swap as soon as possible. Please make sure you swap with someone who is in the same role as you i.e., if you are a Team Leader please swap with another Team Leader and if you are a Team Helper please swap with another Team Helper.

Once you have made the swap please inform your team leader and don't forget to double check the dates with the person you swapped with so you know when you are next serving! If you are unable to find someone to swap with please let the Church Administrator know.

Illness

If you are unwell or have a persisting illness on the day you are scheduled to serve, please let the Church Administrator know on **[Insert Church Administrator Phone Number Here]**.



THE CHURCH
OFFICE

Children's Ministry Team Leader



Children's Ministry Team Leader

Thank you very much for being willing to give your time on a Sunday to serve with our children's ministry. Our aim is to teach the children about the gospel and the love of God for them and this role plays a big part in that.

As a Team Leader in the Children's Ministry:

- You will be responsible to **[Church Administrator's Name Here]**, the Church Administrator.
- You will be leading a team of **[Number of Helpers in the Children's Ministry Team on a Sunday]**.
- The rota works on a 4-week basis, which allows for 1 week on, 3 weeks off. **[Adapt This to Fit Your Rota Schedule]**

Key responsibilities

- Bring your gifts, talents and enthusiasm to encourage your team members and contribute to ensuring the children have a good time in the ministry classes.
- Prepare the class based off of the relevant lesson plan which can be found **[Direct Volunteers to Where the Lesson Planning Resources Can be Found]**. This includes preparing a short, age-appropriate talk on the topic laid out in the lesson plan. Feel free to share certain tasks or aspects of the preparation to other members of your team. (N.B. if you decide to do this, make sure you give them plenty of warning so that they can suitably prepare!)
- Turn up **[Number of Minutes Early to Show Up]** minutes early to set-up the classroom for the activities with the help of your team and pray for the children.
- Register the children present.
- Be a welcoming face to parents/guardians and children as they arrive.
- Organise activities for the children with the help and suggestions of your team (this could be quizzes/games/crafts/ etc.).
- Manage parent/guardian call-outs (e.g. in cases of illness) following procedures laid out in **[Direct Volunteers to the Appropriate Documentation in Your Church]**.
- Take children to the toilet following the safeguarding procedure laid out in the **[Direct Volunteers to the Appropriate Documentation in Your Church]**

- Ensure the classroom is tidy after the class has taken place.
- At all times you are expected to be familiar with and follow our Child Protection Policy which can be found in our **[Direct Volunteers to the Appropriate Documentation in Your Church]**.

Please refer to the Volunteer Code of Conduct for more information about what we value in and expect of our volunteers.

How do I swap?

It is completely understandable that you may need to swap your date on the rota if you have other commitments. We would ask that once you are aware of your need to swap, you try and organise the swap as soon as possible. Please make sure you swap with someone who is in the same role as you i.e., if you are a Team Leader please swap with another Team Leader and if you are a Team Helper please swap with another Team Helper.

Once you have made the swap please inform your team leader and don't forget to double check the dates with the person you swapped with so you know when you are next serving! If you are unable to find someone to swap with please let the Church Administrator know.

Illness

If you are unwell or have a persisting illness on the day you are scheduled to serve, please let the Church Administrator know on **[Insert Church Administrator Phone Number Here]**.

Hospitality Team Member



Hospitality Team Member

Thank you very much for being willing to give your time on a Sunday to help us serve our church family and visitors. Our aim is to make sure the church service is welcoming and give people the opportunity to get to know the church family better and our Hospitality Team plays a big part in that.

As a member of the Hospitality Team:

- You will be responsible to **[Church Administrator's Name Here]**, the Church Administrator.
- You will be serving alongside a team of **[Number of Helpers in the Hospitality Team on a Sunday]** under a Hospitality Team Leader.
- The rota works on a 4-week basis, which allows for 1 week on, 3 weeks off. **[Adapt This to Fit Your Rota Schedule]**

Key responsibilities

Pre-Service Preparations

- **[If You Serve Teas and Coffees in a Separate Room to Where the Meeting is Held]** Set up the tables for serving teas and coffees, this includes leaving out tea spoons, sugar and laying out biscuits on a tray.

After the Service

- Leave the service **[Number of Minutes Early to Leave Service]** minutes early and go to the tea and coffee point.
- Pray with the team.
- Decide who is serving teas, who is serving coffees and who is in charge of the biscuits- making sure to leave out the biscuit packets so that if anyone wants to ask allergy advice the information is available.
- **[Give Instructions on Making Teas and Coffees in Your Church Here e.g. fill 2/3 tea pots, put in 5 tea bags, etc.]**
- Be welcoming, chat to the people coming for teas and coffees.
- Keep children away from the hot water urns and do not serve any hot drinks to children without their parents present.
- **[If Your Church Uses Re-Usable Cups for Refreshments]** When the tea and coffee rush is dying down one team member will be left in charge of the remaining teas, coffees and squash and start the washing up.

- **[Give Instructions for Caring for the Hot Water Urns and Where They Need to be Stored]**
- **[Give Any Further Necessary Instructions For Setting Down Teas And Coffees]**
- If any issues arise, report them to the Church Administrator.

Please refer to the Volunteer Code of Conduct for more information about what we value in and expect of our volunteers.

How do I swap?

It is completely understandable that you may need to swap your date on the rota if you have other commitments. We would ask that once you are aware of your need to swap, you try and organise the swap as soon as possible. Please make sure you swap with someone who is in the same role as you i.e., if you are a Team Leader please swap with another Team Leader and if you are a Team Helper please swap with another Team Helper.

Once you have made the swap please inform your team leader and don't forget to double check the dates with the person you swapped with so you know when you are next serving! If you are unable to find someone to swap with please let the Church Administrator know.

Illness

If you are unwell or have a persisting illness on the day you are scheduled to serve, please let the Church Administrator know on **[Insert Church Administrator Phone Number Here]**.

Hospitality Team Leader





THE CHURCH OFFICE

Hospitality Team Leader

Thank you very much for being willing to give your time on a Sunday to help us serve our church family and visitors. Our aim is to make sure the church service is welcoming and give people the opportunity to get to know the church family better and our Hospitality Team plays a big part in that.

As a member of the Hospitality Team:

- You will be responsible to **[Church Administrator's Name Here]**, the Church Administrator.
- You will be leading and serving alongside a team of **[Number of Helpers in the Hospitality Team on a Sunday]**.
- The rota works on a 4-week basis, which allows for 1 week on, 3 weeks off. **[Adapt This to Fit Your Rota Schedule]**

Key responsibilities

Pre-Service Preparations

- Collect the hot water urns from **[Location Where Urns Are Stored]**, fill them up and turn them on **[Amount of Time Before the Meeting]**.
- **[If You Serve Teas and Coffees in a Separate Room to Where the Meeting is Held]** Set up the tables for serving teas and coffees, this includes leaving out tea spoons, sugar and laying out biscuits on a tray.
- Check that there is enough milk, cups, squash and biscuits. If there is not, inform the Church Administrator.

After the Service

- Leave the service **[Number of Minutes Early to Leave Service]** minutes early and go to the tea and coffee point.
- Pray with the team.
- Decide who is serving teas, who is serving coffees and who is in charge of the biscuits- making sure to leave out the biscuit packets so that if anyone wants to ask allergy advice the information is available.
- **[Give Instructions on Making Teas and Coffees In Your Church Here e.g. fill 2/3 tea pots, put in 5 tea bags, etc.]**

- Be welcoming, chat to the people coming for teas and coffees.
- Keep children away from the hot water urns and do not serve any hot drinks to children without their parents present.
- **[If Your Church Uses Re-Usable Cups for Refreshments]** When the tea and coffee rush is dying down leave one team member in charge of the remaining teas, coffees and squash and start the washing up.
- **[Give Instructions for Caring for the Hot Water Urns and Where They Need to be Stored]**
- **[Give Any Further Necessary Instructions For Setting Down Teas And Coffees]**
- Inform the Church Administrator of any shortages for next weeks Hospitality Team.
- If any issues arise, report them to the Church Administrator.

Please refer to the Volunteer Code of Conduct for more information about what we value in and expect of our volunteers.

How do I swap?

It is completely understandable that you may need to swap your date on the rota if you have other commitments. We would ask that once you are aware of your need to swap, you try and organise the swap as soon as possible. Please make sure you swap with someone who is in the same role as you i.e., if you are a Team Leader please swap with another Team Leader and if you are a Team Helper please swap with another Team Helper.

Once you have made the swap please inform your team leader and don't forget to double check the dates with the person you swapped with so you know when you are next serving! If you are unable to find someone to swap with please let the Church Administrator know.

Illness

If you are unwell or have a persisting illness on the day you are scheduled to serve, please let the Church Administrator know on **[Insert Church Administrator Phone Number Here]**.



THE CHURCH
OFFICE

Counting Team Member



Counting Team Member

Thank you very much for being willing to give your time on a Sunday to help us serve and welcome our church family and visitors. Our aim is to make sure as a church we steward our money wisely and our Counting Team plays a big part in helping us do that.

As a member of a Counting Team:

- You will be responsible to **[Church Administrator's Name Here]**, the Church Administrator.
- You will be serving as part of a team of **[Number of Helpers in the Counting Team on a Sunday]** under the Counting Team Leader.
- The rota works on a 4-week basis, which allows for 1 week on, 3 weeks off. **[Adapt This to Fit Your Rota Schedule]**

Key responsibilities

- Head to **[Location Where Counting Team Meets]** after the service to meet up with your team members and team leader.
- Your Team Leader is responsible for collecting the offering from the Head Steward and getting the Counting Box from **[Location of the Counting Box]**.
- Please follow the Counting Team Guidance included in the Counting box which gives a step-by-step guide on which amounts should be logged on which sheets. **[N.B. There is a Counting Team Guidance Template on The Church Office Website]**
- After separating the loose cash, giving envelopes and cheques, one team member will take responsibility for counting the loose cash and the other for recording the cheques on the member's sheet.
- The giving envelopes will be opened by all team members and correctly entered on the appropriate sheets.
- After the offering has been counted and all of the totals add, all team members should sign the summary sheet.
- The sorted offering money and summary sheets should then be given to the Church Administrator and the Counting box should be returned to **[Location to Return the Counting Box to]**.
- If you have any queries please contact the Church Administrator.

Please refer to the Volunteer Code of Conduct for more information about what we value in and expect of our volunteers.

How do I swap?

It is completely understandable that you may need to swap your date on the rota if you have other commitments. We would ask that once you are aware of your need to swap, you try and organise the swap as soon as possible. Please make sure you swap with someone who is in the same role as you i.e., if you are a Team Leader please swap with another Team Leader and if you are a Team Helper please swap with another Team Helper.

Once you have made the swap please inform your team leader and don't forget to double check the dates with the person you swapped with so you know when you are next serving! If you are unable to find someone to swap with please let the Church Administrator know.

Illness

If you are unwell or have a persisting illness on the day you are scheduled to serve, please let the Church Administrator know on **[Insert Church Administrator Phone Number Here]**.



THE CHURCH
OFFICE

Counting Team Leader



Counting Team Leader

Thank you very much for being willing to give your time on a Sunday to help us serve and welcome our church family and visitors. Our aim is to make sure as a church we steward our money wisely and our Counting Team plays a big part in helping us do that.

As a leader of a Counting Team:

- You will be responsible to **[Church Administrator's Name Here]**, the Church Administrator.
- You will be leading and serving with a team of **[Number of Helpers in the Counting Team on a Sunday]**.
- The rota works on a 4-week basis, which allows for 1 week on, 3 weeks off. **[Adapt This to Fit Your Rota Schedule]**

Key responsibilities

- Head to **[Location Where Counting Team Meets]** after the service to meet up with your team members and team leader.
- Collect the offering from the Head Steward and get the Counting Box from **[Location of the Counting Box]**.
- Please follow the Counting Team Guidance included in the Counting box which gives a step-by-step guide on which amounts should be logged on which sheets. **[N.B. There is a Counting Team Guidance Template on The Church Office Website]**
- After separating the loose cash, giving envelopes and cheques, one team member will take responsibility for counting the loose cash and the other for recording the cheques on the member's sheet.
- The giving envelopes will be opened by all team members and correctly entered on the appropriate sheets.
- After the offering has been counted and all of the totals are added, all team members should sign the summary sheet.
- Ensure that the sorted offering money and summary sheets are given to the Church Administrator and the Counting box is returned to **[Location to Return the Counting Box to]**.
- If you have any queries please contact the Church Administrator.

Please refer to the Volunteer Code of Conduct for more information about what we value in and expect of our volunteers.

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Illness

If you are unwell or have a persisting illness on the day you are scheduled to serve, please let the Church Administrator know on **[Insert Church Administrator Phone Number Here]**.

Set-Down Team Member





THE CHURCH OFFICE

Set-Down Team Member

Thank you very much for being willing to give your time on a Sunday to help us serve and welcome our church family and visitors. Our Set-Down Team is a key group that assists our Church Administrator in making sure we bless the owners of the building by leaving it clean and tidy.

As a member of the Set-Down Team:

- You will be responsible to **[Church Administrator's Name Here]**, the Church Administrator.
- You will be serving as part of a team of **[Number of Helpers in the Counting Team on a Sunday]** under the Church Administrator.
- The rota works on a 4-week basis, which allows for 1 week on, 3 weeks off. **[Adapt This to Fit Your Rota Schedule]**

Key responsibilities

- **[Give Instructions for Where to Store the Chairs, Podium Stand, Microphones, Music Stands and If Relevant, How to Get There]**
- Stack the chairs in piles of **[Number of Chairs to be Put in a Stack]** near the **[Where to Put the Chairs]** using the chair trolley.
- Avoid heavy lifting but if it is necessary ensure you act in line with church policy and guidance which can be found in **[Direct Volunteers to the Appropriate Documentation]**.
- Collect all Church Property, this includes the chairs, signs, tables, communion tools and the items on the stage for the service. Leave the A/V equipment.
- Check the children's ministry rooms, main hall and bathrooms to make sure they are all in order. If necessary, clean them. (Cleaning products can be found **[Location of Cleaning Products]**).
- If you have any queries please contact the Church Administrator.

Please refer to the Volunteer Code of Conduct for more information about what we value in and expect of our volunteers.

How do I swap?

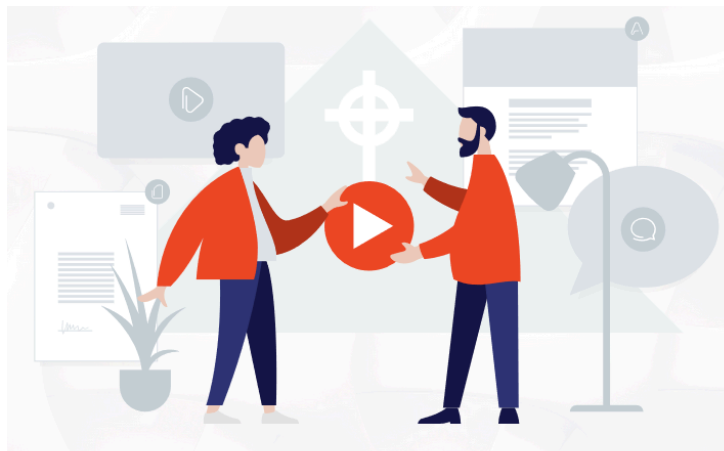
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Illness

If you are unwell or have a persisting illness on the day you are scheduled to serve, please let the Church Administrator know on **[Insert Church Administrator Phone Number Here]**.

Security Team Member





THE CHURCH OFFICE

Security Team Member

Thank you very much for being willing to give your time on a Sunday to help us serve our church family and visitors. Our aim is to make sure the church service is a safe place for regular church attendees, church members and visitors which is what our Security Team helps to ensure.

As a member of the Security Team:

- You will be responsible to **[Church Administrator's Name Here]**, the Church Administrator.
- You will be serving alongside a team of **[Number of Helpers in the Security Team on a Sunday]**. **[Number of Team Members on 'Active Duty']** of whom will be on 'active duty' and the rest will be in the service as normal but will be required to assist after the service in securing the building and in the event of an escalating situation.
- The rota works on a 4-week basis, which allows for 1 week on, 3 weeks off. **[Adapt This to Fit Your Rota Schedule]**

Why is a Security Team needed?

[Describe your Church Situation Here, and Why a Security Team is Needed. E.g. lots of people gather in the foyer during the meeting and there's a need for an extra set of eyes to ensure that everyone is safe and doesn't pose a risk to themselves or others (especially to those in Children's Ministry). Or before, during and after the service there are areas of the grounds and buildings not in use- e.g. staff offices- that are vulnerable to being entered.]

Aims of the Security Team

- To ensure that everyone in the **[Your Church Name Here]** grounds are safe and not posing a risk to themselves or others. Posing a risk can include:
 - Children who are not being overseen by parents in **[Your Church Name Here]** building or grounds
 - Adults who may be acting suspiciously in **[Your Church Name Here]** building or grounds
- To ensure that people still feel welcome but should the need arise, those who pose a risk to themselves or others can be dealt with appropriately.

- To be discreet in observing actions of others and appropriately trained in intervention techniques.
- To be ready to respond to requests of other team members should the need arise.
- Any dealings with church members, their children or visitors should be respectful and maintain confidence.
- **[Name of the Church Child Protection Co-ordinator/ Safeguarding Leads]** is the church's Child Protection Co-ordinator/Safeguarding Team and the point of contact for Safeguarding children. They are accountable to the Pastors of the church. If necessary, they will take responsibility for contacting the Police about Safeguarding issues.

Key Responsibilities

Pre-Service Preparations

- Arrive at the church building half an hour before the service begins. Meet with other team members on duty. Equip with radios. Liaise with Welcome Team leaders.
- Between the team members:
 - Check the main hall to ensure the band is able to rehearse unimpeded and the appropriate tech people are behind the desk.
 - Check foyer – welcome guests if they are alone: give basic information about the running order of the morning. Point them in the direction of the Welcome Team or Children's Ministry Registration Table if accompanied by children (Registration for Children's Ministry opens at **[Time When Children's Ministry Registration Opens]**am at the latest).
 - Check that the office door is locked. Check that the office is empty apart from appropriate members. Non-church members should not have access to the church office. Bicycles should either be padlocked to the railings outside or go in the stairwell.
 - Check entrance to the Children's Ministry hallway and classrooms.
 - Check the Crèche. Check that there is a Team Leader in the room by **[Time When Leaders Arrive]** am. If not, contact **[Name of Church Administrator]**.
 - Most Children's Ministry Team Leaders and Team Members will be in the classes by **[Time When Most of the Children's Ministry Team Arrive]** am. **[Or if a Class Starts at a Different Point in the Service, Explain How These Classes Work Here Too.]**
 - Rotas of Children's Ministry Teams are on display in all classrooms.

During the Service

[Number of Team Members Who Will be on 'Active Duty'] Security Team Members will be on active duty from [Start Time]am to [End Time]am

- Team members will patrol the Foyer, Children's Ministry corridor, the church office and the car park.
 - Observe guests/parents in Foyer. Check that anyone going to Children's Ministry class is either a Parent with a Child (i.e. those who may arrive late) or are accompanied by an appropriate Children's Ministry Member.
 - Ensure that only appropriate Children's Ministry Team Members or Parents with permission are in Children's Ministry classes.
 - During the service it is likely that Children's Ministry Team Members will come downstairs in order to call a Parent out of the service. They do this by **[Explain Process of Calling a Parent out of the Service]**.
 - Ask unaccompanied Children to sit with Parents/Adult with responsibility either in the main hall or foyer.
 - If needed, explain to Parent/Carer and Child/ren that we cannot let Children be by themselves in order to ensure their safety. If a follow up conversation is needed please point them in **[Church Administrator]'s** direction.
 - If someone poses a danger to their own or someone else's safety radio in your other team member and Welcome Team Leader.
 - Use appropriate intervention skills.
 - If the situation requires it **[Lay Out the Procedure for Dealing With an Escalated Situation]**.
 - Other team members should calmly leave their seats and make way to where the internal welcoming team leader directs them.
 - **[Names of People who Will Contact the Police if Needed]** will contact the police if needed.
 - Ensure that the office is empty or only those with appropriate access are there.
 - Ensure that the car park is secure.
 - Provide assistance if required to the Welcome Team Leader in the collection of the offering and its safe transfer to the church offices.

After the Service

- Liaise with the Welcome Team Leader to ensure there are no outstanding issues from the main service.

- Ensure that Children’s Ministry classrooms are empty and all children have been collected.
- Ensure that no one is upstairs in Children’s Ministry classrooms and as soon as possible after [Relevant Time After the Service]pm **lock the entrance to the Children’s Ministry Rooms.**
- Provide security for the Counting Team in the offices.
- All team members, including those not on ‘active’ duty:
 - Check that the office only has appropriate people in them.
 - Check that the sound desk is left alone (apart from appropriate tech guys).
 - Keep an eye on any bags that may be left alone.
 - Ask any children climbing trees to safely come down.
- If any incidents of concern have occurred liaise with either, **[Name People Who Should Be Liaised with in the Event of an Incident]** to provide a verbal update. They will make the decision as to whether this needs to be escalated to the Pastoral Team and/or circulated to other Security Team Members – a more detailed written report may be required.
- Liaise with the person responsible for lock up to ensure doors and windows are closed and lights switched off (it is not your responsibility to do the final walk around).

NB: Child protection.

It is, of course, the right of any individual as a citizen to make direct referrals to the child protection agencies (Police and Social Services) or seek advice from CCPAS, although we hope that members of the church will use the procedure outlined above. If, however, you feel that the Co-ordinator has not responded appropriately to your concerns then it is beholden to you to contact the relevant child protection agencies directly yourself and where possible, inform the Coordinator of your decision.