



HOSPITALITY TEAM MEMBER



VOLUNTEER CODE OF CONDUCT

We at **St Francis** seek to put God at the centre of who we are and all that we do. Church is not just about Sundays, but the whole of life. Whether we are alone or with others, we are always the church – called into relationship with God through His love and kindness.

We intend our Sunday services to honour God and to equip us for doing Life with God during our whole week with family, friends and work colleagues.

We 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 and we value living in accordance with the gospel.

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.
 - a) In instances of conflict or division, we will make every effort to biblically pursue reconciliation and resolution.
 - b) 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. It is essential that all volunteers understand and apply the principles of the Church of England Code of Safer Working Practice see link to [Safety and Wellbeing](#) at the bottom of our on our website home page (st-francischurch.org.uk)

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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 Jane Franchi, the Church Operations Manager.
- You will be serving alongside a team of 2-4 other people.
- The rota works on a monthly basis, which allows for 1 week on, 3/4 weeks off.

Key responsibilities

9.30 Set up team

Please arrive by 9am. Milk should be in the fridge but please check there will be enough before starting other duties.

- Put on the dishwasher
- Switch on the water heater and hot water in the cupboard in the foyer
- Make coffees in 3 flasks and bring them to the coffee bar
- Set up the coffee bar with mugs, sugar etc
- Prepare but do not switch on the coffee machine on the counter
- Make sure the trolley and dishwasher trays are in the Beatrice Room by the partition wall.

Enjoy the 9.30 service as the next team will do the rest!

11am Serving Team

Please arrive no later than 10.20am

- Pray with the team.
- Switch on the coffee machine on the counter and make a big pot of tea.
- 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.
- 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.
- Wash up as you go along, reminding people to return their mugs to the trolley
- 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 07837 968417.