

# SOUTHWARIK

## ◆ CATHEDRAL ◆

### Job Description

Job Title: Events Steward

Salary: London Living Wage, currently £11.05 per hour

Hours of work: Event Stewards work on a casual basis with no guarantee of minimum hours.

#### Overview

Southwark Cathedral is a 900 year old cathedral located in the busy and vibrant Bankside area of London near to London Bridge.

We are looking for a number of Event Stewards to help us host an exciting programme of events which could be anything from a book launch with a famous author or historian, a concert, photography evenings of the cathedral is transformed into a location for the latest Netflix drama.

We are also a popular venue for ceremonies, thanksgiving and memorial services some of which involve attendance by members of the Government, Royal Family and foreign Ambassadors.

Events Stewards work in teams alongside an Event Supervisor and Cathedral staff and are key to the delivery of these events and services.

#### Principal Tasks

- Creating a welcoming atmosphere in the Cathedral to congregations, audiences, visitors and event organisers and those taking part before, during and after the event or service.
- Assisting the delivery of the highest standards in customer care to all visitors.
- Showing people to their seats at ticketed events and stewarding those attending services as required.
- Working alongside the Event Supervisor and other Cathedral staff to ensure all necessary health and safety measures have been adopted for the event or service.
- Assisting in emergency evaluation or lock-down should the situation occur.
- Willing to undertake training where necessary.
- Undertaking manual handling (if required for seating and staging from time to time and subject to full training being given) is desirable but not required.
- Understanding the principles of people flow and dealing effectively with visitor access routes for events, event intervals and other pressure points.
- Being alert and vigilant throughout the event.

- Abiding by Cathedral policies including in relation to Equality and Diversity and Health and Safety.
- Providing an inclusive welcome to all, to demonstrate our Cathedral values of diversity and inclusion.

### **Person Specification**

- Excellent communication and interpersonal skills.
- Outstanding customer service skills including the confidence to deal with difficult situation in a calm and efficient manner.
- Able to understand the pastoral sensitivities attached to some special services.
- The ability to demonstrate a positive, helpful and welcoming attitude to those attending.
- Experience of managing visitor flow and queues for events desirable although not necessary as training will be provided.
- The ability to build and maintain good working relationships with fellow staff and visitors.
- A genuine interest in working in the customer service industry and the ability to enhance our visitors' experience.

### **Summary of Terms and Conditions**

The person will be employed by Southwark Cathedral at its site at London Bridge, London SE1 9DA.

1. Salary: London Living Wage, currently £11.05 per hour.
2. Hours: The post is casual and there is no guarantee of minimum hours. Event stewards will be contacted by the Event Supervisor to establish the availability for duty. A period of duty is normally a minimum of 4 hours in length.
3. Holidays: 28 days including statutory bank holidays (pro-rata).

Please apply by 5pm on Friday 8 July with your CV and a covering letter to Southwark Cathedral, London Bridge, London SE1 9DA or to [rose.harding@southwark.anglican.org](mailto:rose.harding@southwark.anglican.org), explaining why you wish to join Southwark Cathedral as an Events Steward and how your experience and personal skills are relevant to the role.

*Southwark Cathedral believes in promoting and building a diverse and inclusive leadership, and workplace, culture and governance structures that are welcoming to and respectful of all. We welcome applications from all suitably qualified people whatever their ethnicity, background, age, disability, long term condition, sexual orientation, gender identity, or any other characteristic protected by law.*