

SOUTHWARK

◆ CATHEDRAL ◆

- Job Title:** Temporary Events Steward
- Reports to:** Head of Visitor Engagement
- Start date:** 9 October 2023
- Salary:** London Living Wage, currently £11.95 per hour (LLW)
- Hours of work:** Event Stewards work on a casual basis with no guarantee of minimum hours.
- How to apply:** Please submit a CV to cathedralHR@southwark.anglican.org by 5pm on Monday 25 September. Interviews will be conducted on a rolling basis.

Overview

Southwark Cathedral has been a place of Christian worship for over 1400 years. Now it stands on the vibrant and exciting regenerated south bank of the Thames surrounded by cultural venues such as Tate Modern, Shakespeare's Globe and Borough Market, the offices of major companies as well as schools and diverse residential communities. It is an inclusive Christian community that offers a welcome to all.

We are looking for 4 to 6 Temporary Event Stewards to help us host our forthcoming installation, *Museum of the Moon*, by the artist Luke Jerram. The installation will be in place at Southwark Cathedral from 9 – 29 October 2023, and our Visitor Engagement team needs a team of dedicated and flexible Temporary Events Stewards to help manage visitor timeslots and deliver a range of events during this period.

Shifts will include 9am – 5.30pm over six days (Monday to Saturday) which will include a 1-hour lunch break (or 11am – 3pm without a lunchbreak).

Additional shifts are available for our busy events programme taking place in the evenings from 6pm – 10pm.

There may be an opportunity for Temporary Event Stewards to join the roster of casual Cathedral Event Stewards who support the Cathedral's busy schedule of events.

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Principal Tasks

- Creating a welcoming atmosphere to those coming to visit the Cathedral as well as those coming specifically to see the Museum of the Moon;
- Checking tickets on visitor arrival as well as letting visitors know how they can pay for a ticket(s) if walk-in on the day of visit;
- Assisting the delivery of the highest standards in customer care to all visitors;
- Showing people to their seats at any associated ticketed events and stewarding those attending services as required;
- Working alongside the designated Duty Event Manager 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 Diversity & Inclusion 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.

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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 £11.95 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.

Schedule:

- Day shift: 9am – 5.30pm over six days (Monday to Saturday) which will include a 1-hour lunch break (or 11am – 3pm without a lunchbreak)
- Evening shift: 6pm – 10pm
- Monday to Saturday

Experience:

- Customer Service: 1 year (required)

Work authorisation:

- United Kingdom (required)

Shift availability:

- Day shift
- Evening shift

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.

Safeguarding is at the core of all that we do at Southwark Cathedral. We are a Safer Recruiter, and all appointments will be subject to receipt of two satisfactory references and the relevant pre-employment checks being completed.