

SOUTHWARK

◆ CATHEDRAL ◆

Job Title:	Event Steward
Reports to:	Head Event Steward
Start date:	Rolling
Salary:	£13.15 per hour
Hours of work:	Event Stewards work on a casual basis with no guarantee of minimum hours. Weekend and evening work will be available.

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.

Principal Tasks

- Being on a rota of different roles, working flexibly across the Cathedral including (but not limited to); welcoming visitors, stewarding during religious ceremonies, commercial hires and cultural events, checking tickets, assisting during conferences and guided tours;
- Assisting the delivery of the highest standards in customer care to all visitors;
- Providing an inclusive welcome to all, to demonstrate our Cathedral values of diversity and inclusion;
- Showing people to their seats at any associated ticketed event and stewarding those attending services as required;
- Working alongside the Head Event Steward and other Cathedral staff to ensure all necessary health and safety measures have been adopted for the event or service;
- Being alert and vigilant throughout the event and assisting during first aid incidents, emergency evacuations or lock-downs should a situation occur;
- Being responsible for improving personal performance by undertaking training when necessary;
- Understanding the principles of people flow and dealing effectively with visitor access routes for events, event intervals and other pressure points;
- Abiding by Cathedral policies, including in relation to Equality and Diversity and Health and Safety.
- Ensuring all children & young people and vulnerable adults are safe and protected whilst onsite and be fully aware of Safeguarding reporting procedures.

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Person Specification

- Excellent communication skills in English (required);
- Outstanding interpersonal skills paired with a courteous attitude;
- Confidence in dealing with difficult situations in a calm and efficient manner;
- Ability to understand the pastoral sensitivities associated with special services;
- Ability to demonstrate a positive, helpful, and welcoming attitude to those attending;
- Ability to build and maintain good working relationships with staff and visitors;
- A genuine interest in working in the customer service industry and the ability to enhance our visitors' experience;
- Ability to work flexible days and times, including bank holidays, weekends, and evenings;
- Ability to demonstrate sympathy with the aims and objectives of Southwark Cathedral;
- Ability to communicate in a second language (desired).

Summary of Terms and Conditions

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

1. Salary: £13.15 per hour

2. Hours: The post is casual and there is no guarantee of minimum hours. Event stewards will be contacted by the Head Event Steward to establish the availability for duty. A period of duty is normally a minimum of 3 hours in length.

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.