



CHESTER CATHEDRAL

Casual Staff – Events and Front of House

Job Description

Chester Cathedral is an ancient abbey of international importance that has played a significant part in shaping the history of the City. It still plays an important part in the spiritual, cultural and civic life of Chester and beyond. The site includes the Cathedral, with the most complete set of monastic buildings in the country, the Georgian square and streets and the largest green spaces within the walls, including the scheduled ancient monument, the Roman barracks, beneath the Dean's field.

As a major place of daily Worship, a tourist attraction and a community venue, the Cathedral welcomes around 300,000 visitors each year and operates as a vibrant and diverse destination with a large team of staff and volunteers.

Overall Purpose of the Job

Chester Cathedral hosts a busy programme of services and events and welcomes around 300,000 tourism visitors each year.

You will be assisting the Cathedral Team in running a variety of events, including their set up and reset. You will also be required to work front of house, welcoming event goers and working with external organisations, dealing professionally with their requests.

You will work primarily with the Vergers department, reporting to the Head Verger, but will also work with different departments including the Events team, refectory staff and admissions team.

You will also be responsible for the Cathedral floor during events, ensuring that the Cathedral is clean, tidy and well presented at all times.

Duties:

Events

- To liaise with the wider Cathedral teams to ensure the efficient and effective delivery of all internal and external events.
- To erect and dismantle staging in accordance with instructions.
- To ensure that the cathedral is prepared and ready for events and that all necessary equipment and seating arrangements have been provided.
- To ensure that equipment and staging is stored correctly and report any maintenance requirements.
- The role will require late evening work, heavy lifting and working at height.

Floor management

- Ensure that all areas of the Cathedral and its grounds are tidy and that all equipment is stored in an appropriate manner.

- To ensure that any litter or other unattended items are removed quickly and efficiently.
- Ensure that any lost property is removed and dealt with in accordance with Cathedral policy.
- Be aware of the activities in the Cathedral diary and be able to problem solve and deal with late changes to programme effectively.
- Assist others in their work preparing or setting up for activities in the Cathedral and to respond to the needs of staff, volunteers, visitors and event organisers.
- To be responsible for the use of audio equipment, lighting and alarm systems within the Cathedral.
- Be responsible for security within the Cathedral, be vigilant and provide a presence around the building, respond to security issues in a practical and efficient manner.

Health & safety

- To be aware of the current health and safety policy and procedures at all times, including the requirements for large events.
- To attend first aid training and administer first aid as appropriate.
- To ensure that you are trained in current fire evacuation procedures.
- To ensure that all accessible areas of the cathedral are kept in safe order and condition and to report any hazards or potential hazards not easily eliminated to the Head Verger, Clerk of Works or Operations Manager.
- Ensure the accident records are properly maintained.
- Be aware of current safeguarding policies and procedures and be vigilant to their application. All Cathedral employees and volunteers are required to complete a basic awareness course in safeguarding.
- This role may be subject to DBS clearance – while it is not necessary for the role as it is described in this document, there may be circumstances when this will be required in the future.
- The role involves considerable physical activity, including the climbing of spiral staircases and high level work which will require the use of ladders.
- This job description is intended for operational purposes only and does not form part of a contract of employment. It will be subject to regular review and the Casual Staff member will be expected to perform other duties not expressly specified within this job description.

Working Pattern:

This role will be on an hours as required basis.

Accountable to:

The Head Verger

Person Specification

	Essential	Desirable	How Assessed
A desire to learn and then to respond to changing circumstances	✓		A/I
A friendly and outgoing personality and an enjoyment of engagement with the public	✓		A/I
Excellent team working and communication skills	✓		A/I
Confidence with responsibility and leadership	✓		A/I
A self-motivated individual, capable of lone working	✓		A/I
Confidence with difficult or high pressure situations	✓		A/I
Excellent attention to detail	✓		A/I
Ability to work with technology and electronic equipment	✓		A/I
Experience with stage management, including audio and visual equipment		✓	A/I

Key:

- A – Application form and covering letter
- D – Documentation (certificates)
- I – Interview

Please apply with your completed application form and covering letter to:
Christine Williams, 9 Abbey Square, Chester, CH1 2HU or Christine.williams@chestercathedral.com

Chester Cathedral's Vision, Strategic Aims and Values

Vision

We will provide a diverse, accessible and inspiring experience. We will be thought provoking and challenging, fun and entertaining.

Strategic Aims

Worship & prayer

We will have inspiring services that offer a glimpse of the glory of God.

Learning & discipleship

We **will** help enquirers become disciples. Offering opportunities to grow faith, develop learning and explore heritage.

Welcome and hospitality

We will provide a positive and fulfilling experience for visitors, worshippers and pilgrims, offering a warm welcome in accordance with our Benedictine tradition. We are here for everyone.

Serving our city region and diocese

We will grow and nurture mutually beneficial relationships.

Sustainable and ethical business operation

We will be financially self-sustaining through a well administered, varied and thriving business, continuously innovating and developing new opportunities.

Conserving and developing our buildings and heritage

We will conserve the cathedral's heritage allowing it to evolve and remain relevant and meaningful in today's world.

Values

Throughout everything we do, we will be:

- Welcoming
- Good listeners
- Show respect
- Have great passion for our roles.

We will regularly measure ourselves against these values and create development plans to achieve them.