



Steward

JOB TITLE:	Steward
RESPONSIBLE TO:	Head of Commercial Events and Diary and Events Support Officer
KEY INTERNAL RELATIONSHIPS:	Head of Commercial Events, Head of Facilities, Diary and Events Support Officer, Vergers
SALARY:	£12.36 per hour
PENSION:	Subject to meeting the relevant criteria you will be enrolled in the Cathedral's Pension Scheme with 8% employer contributions.
HOURS:	As and when.
CONTRACT:	Zero hours.
HOLIDAYS:	12.07% has been added to the salary in respect of rolled up holiday pay. Therefore, holiday will not be accrued.

Job Description:

- At the start of an event a briefing will be given, stewards must attend.
- Greeting guests and, if applicable, check tickets on the door.
- Direct guests to seats - this may involve directing guests to specific seats according to a seating plan or assisting and directing guests who require accessible access.
- Be on duty as a Fire Marshal with an assigned fire exit and in the event of an evacuation open doors and direct guests out to the evacuation points on the close.
- Ensure walkways and doors are clear and remain unobstructed.
- Use the torch provided and hi-vis vest when required.
- Take direction from the Verger during an event and offer support to them.
- Communicate any observations and concerns to the Events Team or Verger.
- Assisting with various food and drink refreshments including taking cash and card payments.
- Assisting with logistics where necessary.
- Full training will be given.

Person Specification:

- A passion for sharing sacred space in sympathy with the ethos of the Church of England.
- Comfortable supporting the worshipping life of the cathedral.
- Awareness of good customer service, to be friendly and welcoming.
- Good communication skills and a proactive awareness to ensure the smooth running of events.
- The ability to handle people with tact and be confident in dealing with a range of situations.
- Understand the need of safeguarding, Health & Safety, and Counter Terrorism measures
- Be punctual, reliable, communicative and flexible to enable smooth allocation of shifts, which are allocated on a first come first served basis.

The primary role as a steward is to assist with the delivery of an enjoyable and safe experience for event attendees, to maintain a high level of customer care, and provide practical assistance both inside and outside of the venue.

Without your time, support, and dedication the cathedral would not be able to offer this service.

Applicant must 18 or older at the time of application.

Deadline for Applications: 2 weeks from receipt of the application pack

Interview Date: To be confirmed

Completed application forms should be sent to recruitment@birminghamcathedral.com