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| **Steward Role Profile** |  |

**Purpose of Role:** A voluntary role providing a warm, attentive and dignified welcome for worshippers and

visitors in keeping with Rochester Cathedral’s long established Benedictine tradition.

Stewards are invited and appointed by the Dean and are members of the congregation on the Cathedral Roll.

**Key Tasks:**

* Providing a warm, friendly and sensitive welcome helping to create a calm and quiet atmosphere

of prayer and worship

* Ushering the congregation to their seats, distribute the order of service booklets and provide assistance to visitors.
* Welcome at North Door for Disabled access and buggies
* Communicating with the public in an appropriate , accessible and friendly manner
* Displaying an attentive, friendly, approachable, dignified and non-judgemental attitude at all times
* Taking the collection
* Directing the congregation during the administering of Communion.
* Counting the collection and ensure the Cathedral is tidy after the service.
* Attending and assisting at Weddings, Funerals and other special services
* Forming a Guard of Honour at Steward's Funerals.
* Liaising and cooperating with those who are also involved in the Sunday service; Sunday Club leaders, parents, children; Kings’ School Scholars, Chapter, Vergers and other Volunteers in the Cathedral.
* Assist the Vergers to evacuate in the case of emergency

**Person Specification**

**Attributes:**

* Adaptable and willing to embrace change
* Flexible and adaptable to situations as they arise
* Reliable and conscientious
* Dignified and quiet manner
* Good communication skills
* Positive and enthusiastic
* Approachable and engaging
* Enjoys being part of a team
* Good sense of humour

**Time Commitment:** One week a month and support at special larger services like Christmas,

Easter, ordinations and civic occasions.

**Training:**

* Undertake mandatory Safeguarding - Basic Awareness and Foundation Training
* Follow the Cathedral Health and Safefty Guidelines
* Attend Fire Evacuation training as set by Rochester Cathedral’s policies
* Attend Security training as required

**General duties of all Volunteers:**

* Being a good ambassador, exhibiting behaviour and dignity appropriate to the nature and work of the Cathedral, thus maintaining an excellent reputation for the Cathedral
* Checking in and out with the Duty Vergers - recording personal hours of volunteering
* Reporting any serious issues, concerns, accidents and emergencies promptly to the Duty Verger or Chairman of Stewards
* Complying with, supporting and actively promoting Cathedral policies and practices at all times
* Attending such training and development opportunities as deemed necessary by Chapter to effectively fulfil the Steward role and volunteer in compliance with Rochester Cathedral’s Health & Safety Policy at all times
* Complying with the Safeguarding guidelines and policy
* Willing to propose ideas for improvement and be prepared to receive performance related feedback
* Wearing identity badge and carry a Cathedral Safeguarding card
* Dressing appropriately

**Practicalities:**

**Key internal contacts:**

Chairman of Stewards: Sandy Struben

Deputy Chairman : Jill Armitage

Steward Group Leaders:

Head Verger: Colin Tolhurst

Dean's Verger: Joseph Miller

Duty Verger(s)

**Prepared by:**

Sandy Struben, Chairman of Stewards / Volunteer Manager; & Colin Tohurst , Head Verger.

**Authorised by:** Gordon Giles, Canon Chancellor (on behalf of Chapter)