



ELY CATHEDRAL

STEWARD

VOLUNTARY ROLE

Purpose:

- Stewards play a vital role in helping to provide a warm welcome, order and safety at Services and Events held in the Cathedral.

Duties:

- Offer a warm welcome to all who come into the Cathedral for whatever reason, during services, concerts and other events.
- On duty for all Sunday services, weekday Evensong/Evening Prayer and the many special services that take place during the year. Duties typically include welcome, directing the congregation as necessary, taking collections, tidying the Cathedral afterwards.
- Steward the numerous concerts and events held in the Cathedral, directing the audience to their seats, keeping order and tidying the Cathedral afterwards. When on duty for concerts stewards are provided with a complimentary seat.
- Take care of congregation and audience members, helping to meet their every need from directing them to the toilets to aiding their safe evacuation in the event of an emergency.
- Act as the first point of contact a visitor or congregant will see when they enter the building. By representing the Cathedral Community, a steward understands that initial impressions are really important.

Person Specification:

- Be in sympathy with the Cathedral's purpose, mission and values.
- Stewards need to be confident, outgoing and friendly people with a love of Ely Cathedral and an open and welcoming attitude to visitors, audiences and regular worshippers alike.
- Stewards must be prepared to be alert during the Service or event and able to be on their feet for up to an hour before some services and concerts begin.
- A willingness to steward at a mixture of services and concerts.
- Able to follow basic instructions.
- Reliable and punctual.
- Familiar with using e-mails.
- Competent with IT and comfortable with using an online rota system.

Time Commitment:

- Stewards are expected to commit to a minimum of 2 duties per month, on average, choosing from a wide variety of services, concerts, book signings, weddings, funerals, and other events. Daytime, evening, and weekend duties are available.

Training:

- Required to undergo Basic Safeguarding Awareness Training every 3 years and be aware of the advice given in the Cathedral Safeguarding Handbook.
- Regular attendance required at training in emergency evacuation procedures, customer care and counter-terrorism/security procedures.

Supervised by:

- The Volunteer Steward Team Leader and Head Verger.