

# BRISTOL CATHEDRAL

## JOB DESCRIPTION AND PERSON SPECIFICATION

Job title	Deputy Head Verger
Reporting to	Head Verger
Reportees	Verger Team (one full-time verger and part-time assistant vergers)
Full Time/Part Time (hours)	Full Time
Hours	<p>40 hours per week on Rota basis including regular weekend, evening and public holiday work (8 hour day plus unpaid hour for lunch break).</p> <p>There is a three-week pattern, but flexibility is required to enable the opening/closing of the Cathedral 365 days of the year, holiday cover for verger colleagues and busy periods such as Christmas and Easter (when you will be required to work).</p> <p>There are many evening events/concerts that require verger facilitation and oversight. Overtime is paid for hours rota'd extra to the 40 hours. Late night rate is paid after 10.30pm.</p>
Salary	£33,580
Holiday	25 days plus bank holidays in lieu per year, pro rata for part time employees
Other Benefits	<ul style="list-style-type: none"> <li>• Cycle to work scheme</li> <li>• Employee assistance programme</li> <li>• Church of England church workers pension scheme with 7% employer contribution, with 5% employee contribution</li> <li>• Discount in the Cathedral shop and café</li> </ul>
Pre-employment checks	This role will be subject to the following pre-employment checks: DBS (Enhanced with Barred List Check), Right to Work in the UK and satisfactory references. We also require the successful candidate to complete our Basic and Foundation / Leadership / Domestic Abuse Awareness Safeguarding training.

Overall purpose of post	<p>The Deputy Head Verger supports the Head Verger in:</p> <ul style="list-style-type: none"> <li>• Supporting the Dean, Residentiary Canons and other clergy to carry out their priestly functions, which will include overseeing the delivery of the practical arrangements for services.</li> <li>• Facilitating practical arrangements for the day-to-day running of the Cathedral, as a place of worship as well as overseeing all events and concerts that take place in the Cathedral.</li> <li>• Providing support for the Visitor Experience Assistants to ensure a warm welcome to all our visitors.</li> <li>• The Verger team also ensures the cleanliness of the Cathedral and the safety and security of the building, worshippers and visitors. This includes oversight of fire and intruder alarm systems, CCTV systems and key access systems throughout the building and its environs.</li> </ul>
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- The Vergers are the first responders in incidents of First Aid (training will be provided), anti-social behaviour and fire. They maintain a friendly and helpful relationship with the police and fire services.
- As a key and valued member of the Cathedral's team, the Deputy Head Verger assists the Head Verger in the smooth running and care of the verger team.
- In the Head Verger's absence, the Deputy will have oversight of the department, deputise and represent the department at key meetings etc.

#### Context in which Cathedral jobs are carried out

Bristol is the largest city in the Southwest, and the Cathedral is set on College Green, at the centre of this modern, vibrant and diverse city. The city has much to celebrate and enjoy – with a vigorous business and cultural life and a strong festival tradition. Originally a trading and merchant port it has become a centre for financial and business services, creative industries, distribution and retail.

The Cathedral has been a Christian presence in the city for nearly 900 years and is part of the wider Diocese of Bristol which extends from Swindon through South Gloucestershire and North Wiltshire. We want to reach out to the city and make people welcome.

We are open every day of the year, hosting three daily services of worship, alongside a wide and varied programme of events and activities. See [www.bristol-cathedral.co.uk](http://www.bristol-cathedral.co.uk) for more information.

The Cathedral's vision and strategy has five key purposes which are to:

- Follow Jesus Christ
- Worship God
- Serve others
- Transform communities
- Serve the Bishops and Diocese

We have also identified four key values of being Brave, Creative, Open and Generous.

Responsibilities and accountabilities	Nature and scope of role
Deputise for the Head Verger	<ul style="list-style-type: none"> <li>• Deputise for the Head Verger when required. This will include covering Head Verger absences (holiday etc.), managing rota adjustments as they arise etc and deputising at meetings.</li> <li>• Take the initiative, liaising and working with colleagues across the organisation including the Senior Executive Team.</li> <li>• Manage the work and performance of the Verger team in the Head Verger's absence.</li> </ul>
Liturgical support	<ul style="list-style-type: none"> <li>• Provide liturgical and sacramental support to the Dean, Residentiary Canons, other clergy and Head Verger, helping them to fulfil functions.</li> <li>• Support the repair and maintenance of vestments, robes, plate, linen and liturgical furnishings.</li> </ul>

	<ul style="list-style-type: none"> <li>• Prepare liturgical equipment and furnishings for the daily and special services and undertake the ceremonial duties traditionally required of a Cathedral Verger at Bristol Cathedral.</li> <li>• Assist with the liturgical training of ordinands, visiting clergy, and Diocesan clergy in Cathedral worship.</li> <li>• Help the Head Verger manage the maintenance of sacristy supplies and altar requisites – e.g. candles etc.</li> </ul>
Event management	<ul style="list-style-type: none"> <li>• Work closely with the Dean, Operations Team, Visitor Experience Team and the Head Verger on the delivery of all events within the Cathedral. This will include: <ul style="list-style-type: none"> <li>– supporting the diary scheduling process to support the smooth running of the events and the Cathedral’s daily business</li> <li>– working with the Dean’s EA to advise clients on what the Cathedral can provide in terms of staging/layouts etc.</li> <li>– providing health and safety briefings related to events</li> <li>– checking that clients fulfil the necessary health and safety rules.</li> <li>– overseeing and taking part in the physical preparation of the Cathedral’s layout for events</li> </ul> </li> </ul>
Welcome and volunteers	<ul style="list-style-type: none"> <li>• Work with the Visitor Experience Team to ensure all visitors are appropriately welcomed, and provide advice, guidance and assistance where it is needed.</li> <li>• Develop and maintain positive working relationships with colleagues, volunteers, suppliers, external partners and members of the congregation.</li> <li>• Provide high level customer care for all visitors and volunteers using the Cathedral.</li> <li>• Ensure the Cathedral is kept in a clean and tidy state.</li> </ul>
Health and Safety, Safeguarding, First Aid and security	<ul style="list-style-type: none"> <li>• To be the Verger with responsibility for Health and Safety.</li> <li>• Responsible for ensuring that the verger team are compliant with all Health and Safety policy.</li> <li>• Work with the Head Verger and Chief Operating Officer to develop and implement health and safety policies, procedures and systems across the Cathedral.</li> <li>• Undertake risk assessments for activities taking place in the Cathedral and ensure information and advice are available to relevant staff and volunteers.</li> <li>• Ensure evacuation procedures are kept up to date</li> <li>• Ensure regular checks are carried out and recorded (opening, closing, fire alarm, fire extinguishers, fire exits, security, health and safety etc), with an effective system for monitoring this.</li> <li>• Ensure the Accident and Incident Report systems and other health and safety documentation is appropriately maintained (e.g. COSHH logs and ladder register).</li> <li>• Implement Cathedral safeguarding policies and procedures.</li> <li>• Be responsible for the security of children in the Cathedral, particularly in regard to safeguarding. This would include use of the CCTV system</li> </ul>

	<p>to identify adults of concern or unaccompanied children. This includes liaison with Bristol Cathedral Choir School in the event of emergencies and lock down procedures.</p> <ul style="list-style-type: none"> <li>• To provide First Aid support to people on the Cathedral's premises where appropriate. (First aid qualifications will be refreshed as required).</li> </ul>
Management of the building	<ul style="list-style-type: none"> <li>• To be the lead verger working with Clerk of Works and Head Verger for building maintenance and development.</li> <li>• Work with the COO, Clerk of Works and Head Verger on the delivery of key fabric projects and coordinate suppliers and maintenance staff as required.</li> <li>• Work with the Head Verger to maintain security of the building, its keys and its contents, ensuring the vergers adhere to opening and closing procedures</li> <li>• Liaise with the police service and City Council's public services and maintenance of College Green when necessary</li> <li>• Collect monies from donation boxes, services and other events, in accordance with Cathedral guidelines.</li> <li>• Ensure Cathedral vestries, plate, ornaments, vestments etc., are kept clean, secure and in good order.</li> <li>• Night call out (dependent on distance lived from the Cathedral) – attend the Cathedral in the night in the event of an emergency or problem (e.g. fire/break in etc.).</li> </ul>
Cathedral Records	<ul style="list-style-type: none"> <li>• Work with the Head Verger to:</li> <li>• ensure records are maintained for the completion of annual returns on attendance, baptisms, marriages, funerals etc.</li> <li>• ensure accurate completion of Baptism and Marriage Registers and any associated records</li> <li>• support the development and maintenance of the Cathedral inventory and asset registers.</li> <li>• manage the gathering of data for the Cathedral performance indicators and evaluation tracking</li> </ul>

<p>Generic responsibilities of all staff</p> <p>As the Cathedral runs with a small team all staff are expected to act flexibly and cover for each other occasionally when required. Duties could include:</p> <ul style="list-style-type: none"> <li>• Welcoming and helping any visitors and volunteers who need assistance, providing a high level of care and attention.</li> <li>• Dealing promptly and courteously with any in-coming queries and telephone calls.</li> </ul> <p>Assisting with events, services and meeting organisation.</p> <p>All staff are required to follow the policies and procedures set out in the staff handbook. All staff are expected to pay particular attention to the requirements of the child and adult safeguarding policies and health and safety. All staff are expected to treat each other with respect and dignity in the workplace. All staff are expected to support the vision and values of the Dean and Chapter of Bristol Cathedral.</p> <p>To undertake as requested other duties as may reasonably be expected.</p>
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Person specification
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Attributes	Essential (or expected to train/qualify to that standard)	Desirable
Qualifications and Training	<ul style="list-style-type: none"> <li>• Safeguarding (Leadership level)</li> <li>• Health and Safety (Training provided)</li> <li>• First Aid (Training Provided)</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>• Working as a verger in a cathedral or major church</li> <li>• Developing health and safety processes and systems</li> <li>• Working within Safeguarding systems</li> <li>• Operations and events support</li> </ul>	
Knowledge, skills and abilities	<ul style="list-style-type: none"> <li>• Working knowledge of customs and practices of Cathedral worship.</li> <li>• The ability to build and maintain effective working relationships with colleagues, volunteers and external partners.</li> <li>• Strong verbal and written communication skills.</li> <li>• The ability to prioritise tasks and manage time effectively.</li> <li>• Strong IT skills with good working knowledge of Microsoft packages and the internet (e-mail and research tools).</li> <li>• Comfortable working at height and in confined spaces.</li> </ul>	
Behaviours	<ul style="list-style-type: none"> <li>• An ability to be proactive, and act on own initiative when appropriate.</li> <li>• A willingness to work flexibly and an openness to change.</li> <li>• An ability to provide a high level of customer care and mediate conflicts.</li> <li>• Able to work in a pressured environment with many competing priorities.</li> <li>• An ability to evaluate, learn and develop.</li> </ul>	
General	<ul style="list-style-type: none"> <li>• There is a genuine occupational requirement that the holder of this post is a communicant member of the Church of England, or a Church in communion with the Church of England, or a Church which subscribes to the doctrine of the Holy Trinity.</li> <li>• To act with integrity and honesty.</li> </ul>	

General notes
<p>This is a description of the job as it is currently defined. It is the practice of Bristol Cathedral to periodically review job descriptions as the priorities and requirements of the Cathedral change over time. The review would be conducted by the line manager, in consultation with the post holder. Bristol Cathedral reserves the right to make changes to the job description, in line with the procedures set out in the staff handbook.</p>

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Approved by	