

# BRISTOL CATHEDRAL

## JOB DESCRIPTION AND PERSON SPECIFICATION

Job title	Verger
Reporting to	Head Verger/Deputy Head Verger
Full Time/Part Time (hours)	Full time
Hours	<p>40 hours per week on Rota basis (8 hour day plus unpaid hour for lunch break).</p> <p>There is a three-week work pattern, but flexibility is required to enable the opening/closing of the Cathedral across 365 days of the year; holiday cover for verger colleagues and busy periods such as Christmas and Easter.</p> <p>There are also evening events/concerts that require verger facilitation and oversight. Overtime is paid for hours rota'd in addition to the 40 hours per week. Late night rate is paid after 10.30pm.</p>
Salary	£31,600
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), Right to Work in the UK and references. We also require the successful candidate to complete our Basic, Foundation and Domestic Abuse Awareness Safeguarding training.

Overall purpose of post:
<p>As a key and valued member of the Cathedral's team, the Vergers, reporting to the Head Verger or Deputy Head Verger, are responsible for 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. The Vergers also facilitate practical arrangements and oversee all events and concerts that take place in the Cathedral.</p> <p>They are also responsible for the day-to-day running of the Cathedral, as a place of worship. They provide support for the Visitor Experience Assistants to ensure a warm welcome to all our visitors; 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.</p> <p>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.</p>

Context in which Cathedral jobs are carried out:
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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.

Responsibilities and accountabilities	Nature and scope of role
Liturgical duties	<ul style="list-style-type: none"> <li>• Provide liturgical and sacramental support to the Dean, Residentiary Canons and other clergy, helping them to fulfil their ministerial functions.</li> <li>• Be responsible for the repair and maintenance of vestments, robes, plate and liturgical furnishings.</li> <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 ensure the maintenance of sacristy supplies and altar requisites – e.g. candles, communion supplies etc. Informing the Head Verger of ordering requirements in good time.</li> </ul>
Event management	<ul style="list-style-type: none"> <li>• Work closely with the COO, Head/Deputy Head Verger Events/Visitor Experience Staff 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 Events/Visitor Experience Staff to advise clients on what the Cathedral can provide in terms of staging/layouts etc.</li> <li>– providing all health and safety briefings related to events work</li> </ul> </li> <li>• overseeing the physical preparation of the Cathedral’s layout for events. Being prepared to ‘step-up’ to being the Verger in charge of particular events. Eg. checking the clients fulfil necessary health and safety rules.</li> </ul>
Welcome	<ul style="list-style-type: none"> <li>• Ensure, with the Visitor Experience Assistants, that all visitors are appropriately welcomed, and provide advice, guidance and assistance where it is needed.</li> <li>• Provide high level customer care for all visitors and volunteers using the Cathedral.</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop and maintain positive working relationships with colleagues, volunteers, suppliers, external partners and members of the congregation.</li> <li>• Ensure the Cathedral Notice Boards and leaflet displays are kept tidy and up to date.</li> <li>• Help ensure the Cathedral is kept in a clean and tidy state. This includes sharing responsibility with the rest of the Verger team for large scale cleaning tasks and projects.</li> </ul>
Health and Safety, child protection, first aid and security	<ul style="list-style-type: none"> <li>• Support the Head Verger/Deputy on the delivery of health and safety policy and procedures and the maintenance of all health and safety records.</li> <li>• Undertake risk assessments for activities taking place in the Cathedral.</li> <li>• Support the Chapter Clerk on the delivery of Safeguarding policy 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 to identify adults of concern or unaccompanied children. This includes liaison with BCCS in the event of emergencies and lock down procedures. This also includes working with the Music Department and with other educational activities within the Cathedral to ensure the safety of our young people and vulnerable adults.</li> <li>• To provide First Aid support to people on the Cathedral's premises where appropriate. (First aid qualifications will be refreshed as required). This can include assisting children with treatment if required (e.g. vomiting).</li> </ul>
Management of the building	<ul style="list-style-type: none"> <li>• Work with the Chapter Clerk, Head/Deputy Head Verger on the delivery of key fabric projects and coordinate suppliers and maintenance staff as required</li> <li>• Maintain security of the building, its keys and its contents, ensuring the vergers adhere to opening and closing procedures</li> <li>• Maintain liaison with the police service and City Council's public services and maintenance of College Green</li> <li>• Collect monies from alms and 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.) and be the first responder in the event of a major incident.</li> </ul>
Cathedral Records	<ul style="list-style-type: none"> <li>• Assist with the maintenance and completion of Service and Event statistics with the rest of the Verger team to enable accurate annual returns on attendance, baptisms, marriages, funerals etc.</li> <li>• Support the development and maintenance of the Cathedral inventory and asset registers.</li> <li>• Assist with the gathering of data for the Cathedral performance indicators and evaluation tracking</li> </ul>

Generic responsibilities of all staff

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:

- Welcoming and helping any visitors and volunteers who need assistance, providing a high level of care and attention.
- Dealing promptly and courteously with any in-coming queries and telephone calls.

Assisting with events, services and meeting organisation.

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.

To undertake as requested other duties as may reasonably be expected.

Person specification		
Attributes	Essential (or expected to train/qualify to that standard)	Desirable
Qualifications and Training		To be a communicant member of the Church of England.
Experience		Experience of the liturgy of the Church of England and a desire to be part of cycle of worship that sustains cathedral life.
Knowledge, skills and abilities	<ul style="list-style-type: none"> <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> </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>• An ability to evaluate, learn and develop.</li> </ul>	
General	<ul style="list-style-type: none"> <li>• To be in sympathy with the Cathedral's Christian mission and the values of the Church.</li> <li>• To act with integrity and honesty.</li> </ul>	

<p>General notes</p> <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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Date of issue	
Review date	
Approved by	

