

DERBY CATHEDRAL CHAPTER

HEAD VERGER

JOB DESCRIPTION, PERSON SPECIFICATION

Job Description

| | |
|--------------------------|--|
| Job Title | Head Verger |
| Reporting to | Head of Operations |
| Hours of work | 40 hours per week (shift pattern) |
| Location | Derby Cathedral |
| Key relationships | The role will work closely with the clergy, music department, welcomers and Cathedral wardens. |

Overall Purpose of Post

The verging team is responsible for ensuring that all visitors to this iconic building are welcomed and engaged, and that services and other events run smoothly. The Head Verger is a key member of the senior staff who brings dynamic leadership to the verging team, enabling it to fulfil this function.

KEY RESPONSIBILITIES

1: Leadership and Management

- I. To inspire and train the verging team, welcomers and stewards to engage and serve all users of the building.
- II. To give monthly supervision sessions to the vergers, and to lead regular team meetings, so that responsibilities are clearly defined and team members held to account.
- III. To hold regular meetings with the Head of Operations to ensure consistent communication about issues arising and to review work plan of the team.
- IV. To compile staff rota to ensure cover for all hours the building is open and that all events and services are staffed.
- V. To plan rota a minimum month in advance and any changes to be agreed with the Head of Operations, ensuring holidays are covered and records of hours worked and holidays taken recorded.

2: Liturgy and Services

- I. To ensure the Cathedral is prepared for all services and related events (including weddings, funerals, civic events and special services).
- II. To act as the Head Verger at services in the Cathedral and to manage the other Vergers as part of these occasions.
- III. To brief stewards for services and events, in particular in relation to logistical operations and health and safety requirements.
- IV. To support the Canon for Liturgy in planning of special services as required and in provision of all Cathedral worship.
- V. To lead Morning and Evening prayer when required.
 - a. To be responsible for sound and light systems in the Cathedral and ensure they are in good working order, regularly tested and that the Verging team are trained on how to use and maintain them.
- VI. To ensure all liturgical furniture, plate, ornaments and vestments are maintained in the highest order.
- VII. To manage the procurement and storage of cleaning supplies and all materials needed for the presentation of services.

3: Welcome and Hospitality

- I. To work alongside welcome team and other colleagues to consistently improve the experience of visitors to Derby Cathedral
- II. To liaise with Education Officer, tour leaders, and others, to provide excellent experiences for school groups, tourists, and other visitors.
- III. To regularly review visual first impressions of the Cathedral, ensuring these are as positive as possible.
- IV. To champion a culture of hospitality and welcome which imbues all that we do as a cathedral community.

4: Events and Logistics

- I. To offer a professional service to all events organisers.
- II. To ensure the building is appropriately set up for all events, being aware of Cathedral ethos and sensitivities, and health and safety policies.
- III. To plan rota for vergers and stewards to ensure adequate cover for events.
- IV. To liaise with Diary and Events Coordinator and other colleagues, and to be present (or ensure other verger presence) at weekly diary meetings.

5: Health and Safety

- I. To be in top of, and ensure team are aware of, all Health and Safety policies including major incident, fire safety, first aid and lone working policies.
- II. To ensure training in all these areas is up to date for self and colleagues.
- III. To ensure all relevant fire safety and health and safety records, and accident books, are accurately maintained.
- IV. To liaise with fire, police, ambulance services, Cathedral Quarter Rangers and City Centre Chaplains, building personal relationships, and understanding who to call and when.
- V. To be responsible for ensuring that the Cathedral is kept in a safe order and that any hazards are reported to the Head of Operations.

6: Maintenance

- I. To regularly review all systems in the Cathedral including but not limited to heating, lighting, fire and security, taking responsible for all maintenance checks and management of external contracts.
- II. To ensure all records are kept in good order and accessible to Cathedral management, Architect and relevant external bodies.
- III. To participate in annual fire inspection and action any recommendations.
- IV. To ensure a full maintenance programme is in place and reviewed regularly with appropriate actions discussed with the Head of Operations.
- V. To ensure the Cathedral is clean and presented to the highest standards at all times; to ensure there is a robust and sensible cleaning regime in place.
- VI. To be responsible for the supervision of on-site contractors.

7: Security

- I. To constantly pay attention to the security of the building and everyone in it, moving towards problems and taking responsibility to resolve them.
- II. To ensure the Cathedral is adequately staffed during opening hours, supporting and liaising with welcomers, and ensuring no-one is left in a vulnerable position.
- III. To oversee the operation and maintenance of security systems in the Cathedral, keeping appropriate records. To regularly review all processes relating to security (such as key holders, out of hours security processes).

8: General

- I. To keep the vestry and sacristy in good order.
- II. To ensure all HR processes are adhered to including 'Return to Work' interviews and any necessary performance management tools in conjunction with the Head of Operations.

| | |
|------|---|
| III. | To be the representative for Derby Cathedral in the Association of English Cathedrals Head Verger network. |
| IV. | To engage and liaise with the National Guild of Vergers. |
| V. | All staff and volunteers are expected to demonstrate a commitment to safeguarding the welfare of all children and vulnerable adults, who are involved with and/or visit the Cathedral. This will include adherence to policies and procedures, following good practice in relation to their own behavior and conduct and undertaking any safeguarding duties and training commensurate with their role. |

Person Specification

The person appointed will be a leader with considerable personal presence, confident to sustain a significant public role. They will have sensitivity, tact, and diplomacy to deal with the many members of the public who visit Derby Cathedral. They will be a practicing Christian. In addition they will be able to demonstrate the following attributes.

| Attributes | Description of requirement |
|------------------------------------|---|
| Qualifications and Training | <ul style="list-style-type: none"> ➤ Good skills in IT (Microsoft Office) and record keeping. ➤ Holding a personal license would be an advantage. ➤ Willing to undertake first aid training (if not already undertaken). |
| Essential experience | <ul style="list-style-type: none"> ➤ Demonstrable ability to lead, motivate, and manage a team. ➤ Understanding and experience of cathedral or church context and traditions. ➤ Significant experience in a leadership or verging role or similar. |
| Personal Qualities | <ul style="list-style-type: none"> ➤ A passionate commitment to the vision and values of Derby Cathedral. ➤ A gifted and inspirational manager of a team. ➤ Diplomatic, able to deal with colleagues, stakeholders and visitors in a calm, courteous manner. ➤ Committed to achieving excellence. ➤ Self-motivated and proactive. ➤ Able to work as part of a team and under the leadership of others. ➤ A positive approach to problem solving. ➤ Practical skills in maintenance ➤ Emotionally intelligent, able to deal with all types of people appropriately. |

Terms and Conditions

| | |
|--|---|
| Remuneration | Remuneration is per annum. £25,000-£28,000 depending on experience. |
| Pension | Proposed employer contribution of 9% to be confirmed |
| Working time: | 40 hours per week over 7 days. Shift working required. |
| Holidays: | 33 days holiday each year, some Bank Holiday working is required. |
| Expenses: | Agreed working expenses are reimbursed in full, upon production of receipts. |
| Discounts: | Discount of 10% in the Cathedral Café and discount of up to 20%* in the Cathedral Bookshop*certain items only |
| Disclosure and Barring Service (DBS) Check | This appointment is subject to a satisfactory enhanced check from the Disclosure and Barring Service. |
| Closing Date: | 5.00pm - 3 rd January 2019 |
| Interviews: | 24 th January 2019 |