

**Cathedral Church of St Nicholas
Newcastle upon Tyne**

Job title: **Honorary Verger**

Reporting to: Senior Verger

Job summary

The Vergers' Department is responsible for the smooth running of the Cathedral as a place of worship, welcome and learning. This includes ensuring that the Cathedral building is open, prepared for the various activities and events that take place day by day and is well maintained. The Vergers also assist with worship and the ministry of welcome.

Main duties

Worship and the ministry of welcome

- Ensure that the Cathedral and ancillary rooms are prepared for all services and events, that appropriate furniture and other equipment is available as requested, and cleared away promptly afterwards.
- Work with the appropriate clergy to advise and support those responsible for special services on seating configurations, the arrangements for reception and seating of VIPs and other logistical requirements.
- Work with the Events Manager in the efficient planning and delivery of events, including attendance at relevant meetings as required.
- Ensure that visitors are greeted warmly, and that comments and queries are responded to swiftly and appropriately. Exercise compassion and understanding without encouraging a dependency culture.
- Act as a guide to visitors and parties when required.
- Provide guidance and assistance to Welcomers and other volunteer helpers to enable them to carry out their roles effectively.

Cathedral Building

- Ensure the Cathedral and its environs are kept tidy.
- Work with the Senior Verger to ensure that day to day repairs and maintenance are carried out promptly and to a high standard.

Person specification

Skills

- Professional, punctual and accountable approach to work with good attention to detail and willing to set high standards.
- Excellent organisational skill and ability to plan, prioritise and manage workloads to meet deadlines.
- Calm, practical and flexible approach, with an ability to work to manage multiple demands under pressure and handle changes and constraints.
- A good communicator, able to give clear instructions.
- Be self motivated and able to take initiative.
- Be able to work alone for extended periods and also within a small team.
- Ability to communicate well with visitors. Tact and firmness with a courteous stance when dealing with occasional disruptive people.
- Administrative competence with money, in communication and in the preparation of forms and rotas.
- Demonstrate reliability and trustworthiness.
- General experience of dealing with people.