



NEWCASTLE CATHEDRAL

VERGER

Background

Common Ground in Sacred Space (CGISS) is an innovative project designed to deliver an exciting and sustainable future for an historic and incomparable cathedral building.

The £6 million project aims to conserve the historic fabric of Newcastle Cathedral and its churchyard, reviving the Cathedral's medieval role as a distinct space for worship, civic events, and activities. The transformed Cathedral will be a dynamic hub for engaging with the community and business, thereby helping to build and ensure a more secure and resilient future.

The project aims to maximise the opportunities for public engagement, supporting existing users, building new and diverse audiences through a wide ranging cultural and heritage programme, extending, and enhancing the volunteering programme and increasing the number of visiting tourists. Work on transforming physical spaces inside and out has almost been completed and the Cathedral (which has been largely closed for 18 months) is due to re-open in the summer of 2021.

Role Overview

The Vergers Team are responsible for ensuring the Cathedral looks its best at all times for worshippers, visitors and the general public, and providing a safe and welcoming environment. They are responsible for the preparation of services, leading processions, working the internal AV systems, preparation for events and regularly carrying out cleaning and maintenance of the Cathedral.

As well as an exemplary standard of supporting worship in the Cathedral, this role will be a front-facing verger role, with an expectation that the post-holder will actively support the Front of House team and volunteers in delivering exceptional customer service. They will be key to enabling all visitors to have a positive and inspirational experience, whether coming to learn about our history, wanting a snack in the cafe, enquiring about an event or coming to seek shelter and a listening ear.

The post-holder will set high standards for themselves and others in their presentation, attitude and commitment to the Cathedral. They will need to be diplomatic, exceptionally hard-working, flexible in their approach and have a respectful, warm manner. They will understand that the recent refurbishment of the Cathedral is designed to unlock potential, whether this is engaging visitor experience to drive footfall, front of house volunteers 'making the ask', a high level of weekly activities which engage our audiences or keeping our congregation supported, engaged and growing...that every member of the team will play their part.

Key Relationships

Directly reporting to the Head Verger, the Verger will be part of a small, dedicated and friendly team carrying out these functions. The Vergers Team works particularly closely with the Volunteer Co-ordinator, the Hospitality and Visitor Experience Co-ordinator, Director of Operations and Residentiary Canons to ensure the Cathedral is safe and welcome, adhering to our values of *Radical Welcome*, *Inspiring Worship* and *Empowering Worth*.

Role Description

Cathedral Building

1. Be responsible for opening and closing the Cathedral as required by the rota. This will involve regular weekend, some evening and late evening working.
2. Ensure the Cathedral and its environs are kept tidy.
3. Take a full part in the rotas for cleaning all parts of the Cathedral and its ancillary rooms to a high standard.
4. Assist with the care of silver, vestments, books, altar linen etc.
5. Assist with the ordering of sacristy supplies.
6. Observe the requirements of Health and Safety legislation and COSHH procedures, including maintaining necessary records.
7. Operate, and maintain an up-to-date knowledge of, all Cathedral electrical, electronic and audio systems.
8. Work with other members of the verger team to ensure that contractors on the Cathedral site comply with all relevant Cathedral policies.

Worship and the ministry of welcome

9. Prepare the Cathedral and ancillary rooms for all services and events, ensuring that high standards are maintained, and that appropriate furniture and other equipment is available as requested and cleared away promptly afterwards.
10. Carry out liturgical duties as required (including serving at the weekday Eucharist, and saying Evening Prayer from time to time)
11. 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.
12. Act as a guide to visitors and parties when required.
13. Assist welcomers and other volunteer helpers to enable them to carry out their roles effectively.
14. Maintain a high standard of personal presentation, including the wearing of cassock and gown at all services.

Security

15. Maintain the security of the building. The verger will take part in the rota to secure the Cathedral after evening events.
16. When on duty, ensure that there is an authorised person present in the Cathedral at all times.
17. Ensure the security of all monies collected, silver and other items in accordance with Cathedral procedures.
18. Undertake the role of Duty Manager on a regular basis.

Other

19. Work with other members of the Cathedral staff in the efficient planning and delivery of events, including attendance at relevant meetings as required.
20. Deputise for the Head Verger as required by the Chapter.
21. Support the aims of the Cathedral and make a positive contribution towards achieving these.
22. Undertake such other duties as may reasonably be requested by the Head Verger or Cathedral Chapter.

Job specification

It is a Genuine Occupational Requirement that the post holder should be a communicant member of the Church of England or a full member of a church within Churches Together in Britain and Ireland.

This post is exempt under paragraph 3 of Schedule 9 of the Equality Act 2010. The Chapter of the Cathedral Church of St Nicholas, Newcastle upon Tyne supports and promotes the aims of the Church of England.

The successful candidate will meet the following requirements:

Attributes	Essential	Desirable
General	<ul style="list-style-type: none">• Be in sympathy with the aims and ethos of the Cathedral as a Christian organisation and centre of mission worship• Able to work as part of a small team – it is crucial that working relationships across the entire Cathedral team are positive and mutually-supportive• Able to work flexibly across a 7-day week including early mornings and late evenings/unsociable hours• Must be able to commit to regular Sunday working• Able to work Holy Week and Christmas week (including Christmas Day)• Calm, practical and flexible approach, with an ability to work to manage multiple demands and handle changes and constraints• Be physically capable of performing the full range of verger duties• Be confident in fulfilling the role of Duty Manager (first point of contact for volunteers and overseeing security during this period) (NB this is a role shared	

	by a number of staff who will carry it out on rotation)	
Qualifications and Training		<ul style="list-style-type: none"> • A levels
Experience	<ul style="list-style-type: none"> • Experience of working in a church setting, the public/voluntary sector, or a heritage/visitor destination • Have knowledge of and sympathy for the Church of England and the distinctive worship and mission of cathedrals within the Church • Experience of working in a customer-facing organization or setting 	<ul style="list-style-type: none"> • Understanding of sound and AV systems and their effective performance • Experience of working with/supervising volunteers
Knowledge, skills and abilities	<ul style="list-style-type: none"> • Be able to demonstrate an ability to provide confident and clear instruction and supervision to colleagues and contractors when necessary • Passion for visitor welcome and an understanding of the importance of visitor welcome • Have strong organisational skills and an eye for detail when undertaking work • Able to demonstrate an ability to work well within a team environment as well as being able to work alone for extended periods • Professional, punctual and accountable approach to work with a good attention to detail • Be self motivated and able to take initiative 	<ul style="list-style-type: none"> • Possess strong administration skill and be computer literate •
Personal Qualities	<ul style="list-style-type: none"> • Demonstrable integrity and honesty • Demonstrate ability to take pride in your work • Ability to work quickly and creatively • Ability to form trusting, supportive relationships with colleagues • Possess excellent and versatile communication skills, and be able to represent the Cathedral appropriately to stakeholders and visitors 	

	<ul style="list-style-type: none"> • Ability for strong decision-making skills and sound judgement whilst working under pressure; be able to think on your feet 	
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Safeguarding

Newcastle Cathedral has an unwavering commitment to the safeguarding of all people and promotes the wellbeing of all staff, volunteers and visitors alike. We expect all of our staff and volunteers to share these commitments. We have a commitment to the safe recruitment of ex-offenders.

A policy as to how such applications will be handled, and what applicants should expect from Newcastle Cathedral, can be found on the Cathedral website.

An offer of employment is made subject to receiving a satisfactory confidential safeguarding declaration and DBS check.

The post-holder will be required to participate in safeguarding learning at both 'Basic Awareness' and 'Foundation' levels online within the first ten working days.

Two references will be taken up before interview.

Proof of eligibility for working in the UK will be required before appointing.

How to apply:

Please return completed application form and Confidential Declaration to isabel.hunt@newcastlecathedral.org.uk by 10am on Weds 28 July 2021.

Interviews will take place Thursday 5 August.

Terms of Employment

Contract Status

The post is offered as a permanent contract on an annualised basis of 1560 hours per year (average 30 hours per week) including 150 hours for annual leave and statutory holidays. The post will be subject to a six month probationary period.

This is a complex, demanding and rewarding role which requires flexibility, initiative and excellent people skills. The key tasks as set out in the job description are representative of the broad nature of the role and are not the sum total of tasks. The post-holder will be expected to recognise this and respond to the challenge of a varied role which will grow and evolve as the Cathedral develops.

Salary

£15,226 for 30 hours (full time equivalent £19,032)

Pension

If eligible, the Cathedral will enrol the employee into the NEST Pension Scheme, in accordance with pension law. An employee's minimum contribution for 2021/22 is 5%. Employees can contribute more if they wish, but the Cathedral will only match contributions up to 4%. The contributions are based on basic salary. Staff have the right to opt out of the

scheme if they do not wish to be a member. While participating in the scheme, however, the employee agrees to pension contributions being deducted from his/her salary. If the post-holder ceases to be a member of the scheme for any reason, the Cathedral will re-enrol him/her automatically into a pension scheme as and when required by law.

Place of Work

Your main place of work will be Cathedral Church of St Nicholas, Newcastle upon Tyne, NE1 1PF. Chapter reserves the right after, consultation with you, to change the place of your work.

Hours of Work

The Cathedral will usually be open to the public between 8am and 6.30pm Sunday to Friday (8am – 6pm Saturdays). There are a wide variety of events which regularly happen outside these times. The verger's team rota is drawn up by the Head Verger. The post-holder will be expected to be flexible and work with colleagues to enable full staffing of the Cathedral at all times.

Equality Statement

The Dean and Chapter recognise that discrimination and victimisation is unacceptable and that it is in the interests of the organisation and its employees to utilise the skills of the total workforce. It is the aim of the organisation to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation.

Newcastle Cathedral

St Nicholas' is the Cathedral for the Church of England Diocese of Newcastle, which stretches from the River Tyne to the River Tweed. Christian prayer and worship are offered here daily, just as they have been on this site for over 900 years.

Together with the Castle and the Bigg Market, the Cathedral (formerly the parish church of St Nicholas) forms the medieval hub of this vibrant city. The building contains a wealth of historical information and civic stories in the memorial stones on the walls and on the floor. It houses one of the largest collections of ledger stones in England and holds a fabulous collection of regimental flags, testament to the church's important role as a home for remembrance and commemoration.

As the seat of the Bishop of Newcastle, the Cathedral works very closely with Diocesan colleagues to develop and shape the Bishop's message in the city, aiming to create a focal point for worship, mission and pastoral ministry. Our building is the focus for great Diocesan celebrations and civic services, as well as a place of quiet serenity set amid the busyness of a vibrant city. It is the spiritual home of a caring, worshipping community.

The Cathedral is currently in the Delivery Stage of the Common Ground in Sacred Space project which aims to make fundamental physical changes to the building and its landscape in order to embrace a future which opens up the space to more worshippers, helps us engage more widely with local communities, creates a heritage destination the city is proud of and enables a wide variety of commercial events to take place.

Our values

In recent years Newcastle Cathedral has been seeking to revive its medieval role as a dynamic hub for worship, learning and engagement with our vibrant city and its diverse communities. How it listens to and engages with, lives and speaks, to our city, diocese and region is a responsibility and a shared joy. We are a value driven organisation seeking to build a community where all people are welcomed, valued and are free to explore faith,

spirituality, and our shared humanity. We describe our task as ***Making Common Ground in Sacred Space*** and our values congregate around three key themes:

Inspiring Worship

We place a priority on seeking to facilitate inspiring worship in the everyday life of the Cathedral.

Radical Welcome

Aware of the breadth of people who come through our doors, we commit ourselves to learning how to offer a radical welcome to all who enter the Cathedral.

Empowering Worth

In all that we do we will seek to value others and to encourage them to value themselves. In our engagement with City and Diocese we will advocate for the creation of a society that values human worth and dignity.

Newcastle Cathedral is a place of sanctuary, and our values see us holding in tension a desire to welcome all people together with a responsibility to ensure everyone that visits the Cathedral feels safe. We take seriously the way in which some visitors come to the Cathedral facing particular vulnerabilities and struggles (e.g. homelessness, addiction, social isolation, a history of offending, those with mental health challenges, those who have become refugees). As a Cathedral we seek to find ways that respond to, and support those who feel vulnerable. We believe in reframing vulnerability, not as something negative, but as a universal aspect of human experience.