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**ASSISTANT VERGER**

**Role Overview**

The Vergers Team are responsible for ensuring the smooth running of St Peter Mancroft Church and ensuring that it always looks its best for worshippers, visitors, and the public, and providing a safe and welcoming environment and assisting (when required) in The Chantry.

Vergers are responsible for the preparation of services, leading processions, working the internal AV and PA systems, preparation for events and regularly carrying out cleaning and maintenance of the Church and chantry.

As well as an exemplary standard of supporting worship in the Church, this role will be a front-facing verger role, with an expectation that the post-holder will actively support the Front of House / “Welcome Team” and all 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, 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 Church.

They will need to be diplomatic, exceptionally hard-working, flexible in their approach and have a respectful, warm manner.

Every member of the team will play their part.

**Key Relationships** Directly reporting to the Head Verger, the Assistant Verger will be part of a small, dedicated, and friendly team carrying out these functions. The Verger Team works particularly closely with the housekeeping staff, administrators, departmental heads, and clergy to ensure the Church and Chantry are safe and welcoming.

**Role Description**

**Church Building**

1. Be responsible as a “key Holder” for opening and closing the Church as required by the rota. This will involve regular weekend, some evening and late evening working.

2. Ensure the Church and its environs are kept tidy.

3. Take a full part and assist as required in the cleaning all parts of the Church, its ancillary rooms and as required in The Chantry to our high standards.

4. Assist with the care of silver, vestments, books, altar linen etc.

5. Observe the requirements of Health and Safety legislation and COSSH procedures, including maintaining necessary records.

6. Operate, and maintain an up-to-date knowledge of, all Church electrical, electronic, and audio systems.

7. Work with other members of the Verger / staff team to ensure that any contractors on the Church or Chantry site comply with all relevant Church policies.

**Worship and the ministry of welcome**

8. Prepare the Church 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.

9. Carry out liturgical duties as required (including serving at the weekday eucharists, and occasionally at weekends.

10 Ensure that all visitors are greeted warmly, and that comments and queries are responded to swiftly and appropriately. Exercise compassion and understanding without encouraging a dependency culture.

11 Act as a guide to visitors and parties when required.

12. Assist welcomers and other volunteers to enable them to carry out their roles effectively.

13. Maintain a high standard of personal presentation, including the wearing of cassock and gown at all services, and as other occasions demand

**Security**

14. Maintain the security of the building. The assistant verger will take part in the “keyholder rota” to secure the Church after evening events as required.

15. When on duty, ensure that there is an authorised person always present in the Church.

16. Ensure the security of all monies collected, silver and other items in accordance with Church procedures.

17. Undertake the role of Duty Verger / Key Holder as required.

**Other**

18. Work with other members of the Church staff in the efficient planning and delivery of events, including attendance at relevant meetings as required.

19 Deputise for the Head Verger as required by the Head Verger.

20. Support the aims of the Church and make a positive contribution towards achieving these.

21. Undertake such other duties as may reasonably be requested by the Head Verger or Vicar.

**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 PCC of St Peter Mancroft Church Norwich, supports and promotes the aims of the Church of England.

The successful candidate will meet the following requirements:

**Attributes**

• Be in sympathy with the aims and ethos of the Church 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 Church team are positive and mutually-supportive

• Able to work flexibly across a 7- day week including occasional early mornings and late evenings/unsociable hours

• Must be able to commit to regular Sunday working as required by the rota.

• Able to work Holy Week and Christmas week (including Christmas Eve & Day according to the rota)

• Calm, practical, and flexible approach, with an ability to work to manage multiple demands and handle changes and constraints

**Attributes continued:**

* Be able to perform the full range of verger duties

• Be confident in fulfilling the role of Assistant Verger / Key Holder (first point of contact for volunteers and overseeing security when the Head Verger is not present) (*NB this is a role shared by several staff and Churchwardens / Deputy Churchwardens who will carry it out as per the rota*)

**Qualifications and Training**

• Workplace training will be given in relation to specific role & liturgical requirements.

• Experience of working in a church setting, the public/voluntary sector, or a heritage/visitor destination would be helpful

• Have knowledge of and sympathy for the Church of England and the distinctive worship and mission of churches within the Church

• Experience of working in a customer-facing organization or setting

• A willingness to learn and to grow an understanding of sound and AV systems and their effective performance within the context of the church

• Experience of working with volunteers

**Knowledge, skills, and abilities**

• Be able to demonstrate an ability to provide confident and clear instruction to colleagues, volunteers, and contractors when necessary

• Passion for visitor welcome and an understanding of the importance of visitor welcome

• Have good 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

• Possess good administration skill and be computer literate

**Personal Qualities**

• 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 Church appropriately to stakeholders and visitors

• Ability for strong decision-making skills and sound judgement whilst working under pressure; be able to think on your feet.

**Safeguarding**

St Peter Mancroft has an unwavering commitment to the safeguarding of all people and promotes the wellbeing of all staff, volunteers, and visitors alike. We expect all our staff and volunteers to share these commitments.

An offer of employment would be 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 or as organised by the Parish Safeguarding Officer.

**How to apply**

**In the first instance please complete the following application form and Confidential Declaration and** **email them together with a letter of application explaining why you would like this job and your CV to** [vicar@stpetermancroft.org.uk](mailto:vicar@stpetermancroft.org.uk)

**Interviews / Start date**

Interviews will take place as soon as possible, at a time to be arranged. This post will be filled as soon as possible, on the earliest start date possible for the appointed candidate.

**References**

***TWO*** will be taken up. Proof of eligibility for working in the UK will be required before appointing.

**Terms of Employment Contract Status**

* The post is offered as a permanent contract on a basic 105 hours per month annualised basis of 1260 hours per year.
* 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 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 Church develops.
* A draft Contract of Employment can been viewed on request.

**Salary**

You would be working 105hrs per calender month at £10.90 per hour.

**Pension If eligible**

There is a pension and details of this can be obtained on request.

**Place of Work**

Your main places of work will be St Peter Mancroft, Hayhill, Norwich, NR2 1QQ, and The Chantry, Chantry Road, Norwich, NR2 1QZ.

The Church / Head Verger reserves the right after, consultation with you, to change the place of your work.

**Hours of Work**

The Church needs to be flexible with the hours which it is open.

Usually, it will be open to the public at service times on a Sunday, and currently 10.30am – 3.30pm Monday – Saturday. (These times may have to change depending on external requirements, Covid etc)

There are a wide variety of events which regularly happen outside these times for which additional salary is payable.

The verger’s team rota is drawn up by the Head Verger.

The Assistant Verger will be expected to be flexible and work with colleagues to always enable full staffing of the Church.

**Equality Statement**

The PCC 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.

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**APPLICATION FORM**

**APPLICATION FOR THE POST OF: ASSISTANT VERGER**

***Please complete the application form and reference request below marked* CONFIDENTIAL *and return together with a covering letter explaining why you would like this job and a copy of your CV to*** [***vicar@stpetermancroft.org.uk***](mailto:vicar@stpetermancroft.org.uk) ***or post it MARKED CONFIDENTIAL to:***

***Confidential, The Vicar, St Peter Mancroft Office, The Chantry, Chantry Road, Norwich NR2 1QZ***

**Full Name:**………………………………………………………………………………………………………………………….

**Date of Birth:** …………………………………………………………………………………………………………….........

**Former Name:** ……………………………………………………………………………………………………………………

**Home address:** …………………………………………………………………………………………………………………………………………..

**Postcode:** ……………………………………………………..

**Mobile Number:** ………………………………………… **Home Number** …………………………………………….

**How long have you lived at this address?**..................

**If less than 12 months previous address:**

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**Postcode:** …………………………………………………….. **How long there**?....................................

**Church attended:** ……………………………………………………………………………………………………………….

**Name of Priest / Minister:** …………………………………………………………………………………………………

**Relevant Qualifications / Training, and Previous Experience (continue on separate paper if required)**

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**APPLICATION FORM**

**REFERENCES**

Please provide **two references** one of which must be from current employer or previous church

Reference 1.

**Name:**

**Address**:

**Postcode**: **Mobile Tel:** **Home Tel:**

**Email Address:**

Reference 2.

**Name:**

**Address**:

**Postcode** **Mobile Tel:** **Home Tel:**

**Email Address:**

**Signed:** …………………………………………………………………… **Date:**………………………………………………….