



# Truro Cathedral

sacred space, common ground

## Bookings Steward

# Our Vision, Ambition and Values

## Vision

Our vision for Truro Cathedral is to create **Sacred Space** in which the holiness of God is encountered in an open and inclusive way and **Common Ground** where issues shared by the whole of humanity can be explored.

## Ambition

Inspired by the Gospel of Jesus Christ, we work to build a welcoming, inclusive and engaging environment that, through the delivery of a diverse and inspiring programme of worship, events, educational activities and community outreach, fulfils and spiritually enriches all who experience Truro Cathedral.

## Values

### **Love & Unity**

We care for one another with compassion and kindness and our work is embedded in a spirit of love and cooperation as we come together to succeed in our mission for the Cathedral.

### **Dignity & Respect**

We respect others and value diversity, embracing our similarities and differences with gentleness, self-control and a willingness to learn. We welcome expressions of spirituality, respecting and valuing those with different faiths or no faith.

### **Accountability & Integrity**

We act with honesty, openness and integrity in everything we do. We use the resources entrusted to us wisely and effectively with transparency and accountability. We demand high standards of professionalism from ourselves every day, always striving to deliver excellence in our work.

### **Creativity & Courage**

We are bold and challenge ourselves and others to question the norm. We explore new options and take intelligent risks, confident that we do so in a supportive environment. Committed to continual development, we embrace change and nurture personal growth.

# Job Description

<b>Job Title</b>	<b>Bookings Steward</b>
<b>Hours of Work</b>	Zero Hours Contract
<b>Line manager</b>	Operations Administrator

## Overview

This role works to support the Operations Administrator with the care of bookings which take place outside of our meeting spaces core hours.

This role will facilitate those bookings by ensuring setups are done to the customers' requirements, facilitating access and egress from our meeting rooms, and acting as point of contact for organisers and attendees. This role requires someone who is reliable, flexible, has a good eye for detail, can follow instructions and the sensitivity to deal with people at all backgrounds.

There is no requirement to stay for the duration of hire periods.

## Key duties and responsibilities

- Ensuring that our property is safe and secure.
- Ensuring that spaces are setup as per the hirer's requirements.
- Ensuring that hirers can access the spaces at the time that they need to.
- Ensuring that the property is locked when the hirer leaves.
- Ensuring that spaces are left clean, tidy and in good order.
- Being point of contact for hirers.
- Ensuring that any catering requirements are setup and in place for the hirer

## General

1. Attend and participate in training courses as directed.
2. Maintain confidentiality at all times.
3. Take a positive and active part in the Cathedral's annual appraisal/review system.
4. Adhere to Truro Cathedral's policies and procedures.
5. Other duties as are necessary for the smooth running of the business.
6. This job description will be subject to regular review and amended to meet the changing needs of the Cathedral

## Terms & Conditions

<b>Job Title</b>	<b>Bookings Steward</b>
<b>Contract</b>	Permanent
<b>Hourly Rate</b>	£10 per hour
<b>Hours of Work</b>	Zero Hours Contract
<b>Line manager</b>	Operations Administrator
<b>Place of work</b>	Truro Cathedral/Truro Cathedral Office
<b>Probation</b>	The post will be subject to a three-month probationary period, during which time, either party may give the other one weeks written notice
<b>Pension</b>	You will automatically be enrolled onto the government's Nest pension scheme but can opt out if you wish. After successful completion of six-month probation period staff are eligible to join the Church Workers Pension Scheme (contributory employer 6%, employee 3%)
<b>Smoking</b>	The cathedral operates a no smoking policy
<b>Health &amp; Safety</b>	All staff are required to follow the policies and procedures set out in the employee handbook.
<b>Equal Opportunities</b>	Truro Cathedral operates under the principles of Equal Opportunity, insisting on and promoting equality of opportunity and access to all, regardless of age, race, colour, ethnic or national origins, gender, marital status, sexual orientation, disability or impairment, income, education, religious beliefs or cultural heritage. This applies in all we do, including our campaigns and employment practices, membership of committees, all stages of recruitment or selection processes, working practices, conditions of work, and allocation of resources.
<b>Safeguarding</b>	Truro Cathedral's safeguarding policy provides a framework to promote the welfare and protection of children and vulnerable adults. It is available at <a href="http://www.trurocathedral.org.uk">www.trurocathedral.org.uk</a> or in the company documents area of BreatheHR.

# Person Specification

## Bookings Facilitator

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Job Knowledge &amp; Experience</b>	Good interpersonal skills with experience of customer service.	Experience in a similar role
<b>Job Skills</b>	An understanding of meeting room setup Able to setup digital equipment such as projector / screen / PA equipment Able to use Outlook email system Good interpersonal skills An eye for detail Physically fit, able to move chairs / tables and equipment Good standard of professionalism	Track record as a keyholder
<b>Education &amp; qualifications</b>	Good standard of spoken and written English	
<b>Personal attributes</b>	Understand and demonstrate commitment to the cathedral's sense of purpose and vision Able to use own initiative Good sense of humour and common sense when dealing with the pressures of the post Reliability Flexibility	