



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

Job Title	Bookings Steward
Hours of Work	Zero Hours Contract
Line manager	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

Job Title	Bookings Steward
Contract	Permanent
Hourly Rate	£10 per hour
Hours of Work	Zero Hours Contract
Line manager	Operations Administrator
Place of work	Truro Cathedral/Truro Cathedral Office
Probation	The post will be subject to a three-month probationary period, during which time, either party may give the other one weeks written notice
Pension	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%)
Smoking	The cathedral operates a no smoking policy
Health & Safety	All staff are required to follow the policies and procedures set out in the employee handbook.
Equal Opportunities	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.
Safeguarding	Truro Cathedral's safeguarding policy provides a framework to promote the welfare and protection of children and vulnerable adults. It is available at www.trurocathedral.org.uk or in the company documents area of BreatheHR.

Person Specification

Bookings Facilitator

ATTRIBUTES	ESSENTIAL	DESIRABLE
Job Knowledge & Experience	Good interpersonal skills with experience of customer service.	Experience in a similar role
	An understanding of meeting room setup	Track record as a keyholder
Job Skills	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	
Education & qualifications	Good standard of spoken and written English	
Personal attributes	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	