



THE CATHEDRAL AND
 ABBEY CHURCH OF
 SAINT ALBAN

Concert and Events Stewards Role Description

Role title	Concert and events stewards
Purpose	Stewards play a vital role in welcoming audiences to concerts and events in the Cathedral. They also ensure the safety and wellbeing of the audience for the duration of the event.
Reporting to	The Lead Concert steward
Main tasks	<p>Duties include:</p> <ul style="list-style-type: none"> welcoming people, checking their tickets, showing them to their seats, giving directions around the Cathedral be familiar with and acting on the emergency evacuation procedures if required taking pre-interval drinks orders, assisting the Abbot's kitchen to serve refreshments during the interval, tidying up after the event.
Skills, experience and qualities needed	<ul style="list-style-type: none"> Good communication skills with a tactful and friendly manner The ability to work with others in a team Stewards can expect to be on their feet for up to an hour prior to an event
DBS check required?	A DBS check is not required for this role.
When	<ul style="list-style-type: none"> Concerts and events typically take place on Saturdays (lunch time, early evening and evening), Sunday afternoons, bank holiday lunchtimes and other evenings during the week. The role is flexible: Concert stewards are invited to indicate their availability for events three times a year covering the periods: January – April, May – August and September – December. A rota is drawn up based on responses received. Concert stewards are typically required to report for duty 45 – 60 minutes before the start of a concert or event, and to remain on duty until 15 – 20 minutes after the event to assist with tidying up
Where	<p>Depending on the specific duty for a particular event stewards can expect to be on duty in any of the following areas:</p> <ul style="list-style-type: none"> The main body of the Cathedral, the Lady Chapel and the Quire/ Crossing. They are usually able to hear a performance but should not expect to be able to see the performers At the entrances, such as the Cedar tree door or Abbot's door In the south transept In the Abbot's kitchen

Support offered and benefits of role:	<ul style="list-style-type: none">• Concert stewards are given some basic training in welcoming and in procedures, such as emergency evacuation, for events• The Cathedral also offers general induction training for all volunteers• In common with all volunteer roles that are customer facing concert stewards are expected to undergo some safeguarding awareness training.
Additional volunteering information:	<ul style="list-style-type: none">• All volunteers are invited to an annual 'Thank you' evensong event