

JOB DESCRIPTION

Post:	Senior Virger
Responsible to:	The Head Virger
Responsible for:	<p>Operational line management of Virgers, and Casual Virgers in the absence of the Head Virger or when responsible for specific services or events.</p> <p>Operational line manager to Chaplains, Holy Stitchers, Stewards, Flower Arrangers and Linen Laundry Team in the absence of the Head Virger or when responsible for specific services or events.</p>
Summary of post:	<p>The Senior Virgers hold a key role within the Cathedral working with and supporting the Head Virger in leading the Virgers' team ensuring the strategic priorities of Chapter become a reality on the Cathedral Floor. They set the standards for the team in upholding the good order of worship and events in collaboration with other teams, and at all times maintaining a ministry of welcome to all who enter, in keeping with the Cathedral vision, values and strategic aims.</p> <p>They operate as a cohesive senior team taking individual responsibilities for services as delegated across the senior team and attend meetings on behalf of the Head Virger.</p> <p>They are also responsible along side the Volunteer Chaplains for the provision of effective and seamless pastoral care in and around the Cathedral and its precincts.</p>
Hours of Work:	37.5 (including evening and weekends)

PRINCIPAL TASKS

The Virgers team works 7 days a week, 365 days of the year, covering all services, activities and events taking place on the Cathedral Floor. It is a team that forms a focal point for our pastoral support and safeguarding for those we encounter who are vulnerable or in need, acting as a central hub in the daily running of the Cathedral Floor, facilitating the work of all other teams inside the Cathedral.

As such the Virgers team are at the front line, alongside the Visits team, in articulating the Cathedral's, mission and ministry to regular worshippers and casual visitors alike.

1. Team Leadership
2. Worship and Ceremonial
3. Ministry of Welcome
4. Safeguarding
5. Operational Leadership
6. Care of infrastructure and fabric
7. General Administration
8. Health and Safety

It is expected that the Senior Virgers will carry out all other tasks reasonably asked by the Head Virger in keeping with the strategic priorities of the Cathedral.

1. Team Leadership

- Supporting the Head Virger in the running of the Virger team including allocation of tasks, training and briefing to ensure that the team is run effectively.
- Oversight of services and events within the Cathedral as delegated by the Head Virger ensuring each service or event has the correct preparation and support.
- Working closely with the Head Virger and as part of a Senior Virgers team to ensure tasks are fulfilled, issues resolved and daily, weekly and seasonal tasks are carried out in a timely and efficient manner.
- Support the working of the Canon Precentor to implement and develop the Strategic Plan particularly as it relates to worship and welcome.

- Support the Head Virger in ensuring a Virger presence on the Cathedral Floor able to respond to the needs of clergy, staff and visitors.

Worship and Ceremonial

- Participate in Cathedral services in keeping with the practices of the Church of England
- As delegated by the Head Virger, attend planning meetings for additional services and in collaboration with the Events Manager, supervise the necessary preparations and delivery for each of the services and events in the Cathedral.
- Attend the Worship and Events Committee on behalf of the Head Virger contributing to the planning and review of both regular, seasonal and special services and events.

Ministry of Welcome

- Supporting clergy, staff and volunteers in making the Cathedral a place of sanctuary for all.
- Ensure consistency of a positive and supportive approach from all those working with the public including supporting the Head Virger in training and development of the Virgers' welcoming skills
- Work with clergy in maintaining and updating the Cathedral intercession list.

Safeguarding

- Working closely with the Canon Precentor, Head Virger the Head of Events and Canon Missioner to implement and develop the Strategic Plan particularly as it relates to worship, welcome and providing a safe space for all.
- Provide a pivotal role in safeguarding children and vulnerable adults working closely with the volunteer Chaplains and Cathedral Safeguarding Lead.
- Work with Chaplains to provide pastoral care for those in need and when required signpost to organisations able to assist.
- Actively promote a Safer Church for all and comply with the Cathedral's Safeguarding Policy and Procedures.
- Respond promptly to any concern suggesting harm to an adult, child, or young person and creating a culture of informed vigilance.

Operational Leadership

- Attend the weekly operations meeting on behalf of the Head Virger and other focussed task groups as delegated and ensure information from such meetings is shared and cascaded
- Be responsible as the 'Floor Manager' of the Cathedral during core operational opening hours, as delegated by the Head Virger, dealing with emergencies, evacuations and incidents alongside the Constables.

Care of Infrastructure and Fabric

- Support with the oversight of the operation of the Cathedral's AV and live-streaming equipment.
- Work with the Archives team in the care and maintenance of Cathedral property and its loans.
- Maintain the tidiness and condition of furniture and vestments.
- Ensure the care and maintenance of vestments and linen.

General Administration

- Keep all necessary registers and ensure they are completed: Service Registers, Loan Book, Inventory and Distinguished Visitors Book.
- In the absence of the Head Virger have oversight of all aspects of the Cathedral's sacristy needs, the management of the Cathedral plate and cash-handling in the Cathedral.
- Ensure any necessary supplies are available and in good condition for the Cathedral's needs as tasked by the Head Virger.
- Contribute to the management of the budget for the Virger's team.

Health and Safety

- Ensure all Cathedral policies are adhered to and ensure the team has a well understood and working knowledge of them.

- Attend the Health and Safety Committee on behalf of the Head Virger when asked liaising with the Health and Safety Officer and Cathedral Constables regarding the security of the building and its contents.
- Support the training of the Virgers in emergency procedures and in providing training and updates to stewards and event volunteers as appropriate.
- To provide a first aid response to incidents and accidents as and when required.
- To be trained as a fire warden for the cathedral and assist with emergency evacuation of the cathedral when necessary.

PERSON SPECIFICATION

By embracing the Cathedral's Code of Conduct, demonstrate the commitment to creating a positive, inclusive and respectful community at Canterbury Cathedral, where everyone can flourish and contribute to making real in this place the gift of 'life in all its fullness'.

	Essential/ Desirable
Integrity, Values and Behaviours <ul style="list-style-type: none">• Sympathetic to the overall mission of the Cathedral, recognise the ambassadorial role for the Cathedral and have a willingness to work within the core values of the Cathedral.• A passion for the Christian message, heritage, and visitors.• Offer a hand of support and welcome to all with a genuine kindness and willingness to help.• Make time to listen and care for all, treating people with respect and courtesy.• Take responsibility for noticing those around us who are struggling.	E E E E E
Knowledge, Experience, Skills and Aptitudes <ul style="list-style-type: none">• Knowledge of the Anglican Church, its liturgy, structure, practices and protocols, with an appreciation for different forms of worship and practice across the Church and in particular Cathedral ministry.• Excellent organisational skills with an ability to plan, prioritize and manage workloads under pressure and to handle last minute changes with a calm and positive attitude, coordinating approaches across the team.• Experience of working in large complex organisations, showing an ability to manage the complexity of demands posed by both a religious, conservation, tourist attraction and commercial environment.• Confident in working with a range of people from different backgrounds, showing strong and demonstrable leadership and people management skills.• A good clear and confident communicator not only with the Virgers team but with all staff, volunteers and visitors to the Cathedral, showing the aptitude to deliver excellent customer care and the ability to react positively to visitor feedback and to manage conflict effectively.• Ability to build strong effective relationships and positively influence stakeholders and so gain commitment of others to act and achieve outcomes.• Ability to deliver difficult messages constructively when required, putting in place measures to minimise the impact of actions and decisions on others.• Able to handle disruptive behaviour in an appropriate manner; able to separate out the person from the behaviour and to always show respect to the other person.	E E E E E E E E

<ul style="list-style-type: none"> • Good knowledge and understanding of safeguarding within the Church of England or similar environment. • Good IT skills and an interest in modern technology and innovation, with a commitment to incorporate technology where appropriate to manage the running of the team. • First Aid Trained. • Able to participate in a physically demanding job and an ability to work at height, climbing stairs and working in areas with uneven surfaces and challenging access. • Able to work flexibly including evenings and weekends. 	E D D E E
Personal Attributes <ul style="list-style-type: none"> • An Anglican communicant or a communicant of a church in communion with the Church of England. • Mature, reliable and calm under pressure. • Able to work well in a multi-disciplinary team and keep an open mind to create a safe space in which to succeed and fail. • Professional and accountable approach to work with a high attention to detail and willingness to set high standards. • Caring and compassionate. • Positively and pro-actively support collective decision making and accept decisions as binding, particularly when personal views may vary. • Recognise their own limitations and encourage others to build a community of compassion - support and encourage others so that they can thrive. • Seek to listen to all and encourage new and imaginative ideas and perspectives, and willingly explore different approaches for mutual benefit. • Loyal to colleagues and seek to follow through their words and deeds and delivering promises. • Being prepared to adapt and flex according to the needs of the cathedral at any given time. 	E E E E E E E E E E
Qualifications <ul style="list-style-type: none"> • Educated to senior school level or equivalent. • Experience of working in a Cathedral environment or have equivalent skills that can translate to a Cathedral context. • First Aid Certificate 	E E D