

SOUTHWARK

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Lead Event Steward | Applicant Pack

Job Title:	Lead Event Steward
Positions available:	2
Reports to:	Head of Engagement
Key Relationships:	Cathedral Stewards, Head of Engagement, Engagement Coordinator, Head of Events, Events & Enterprises Assistant, Volunteer Manager, Vergers, Property Department, Liturgy Department
Start Date:	As soon as possible
Salary:	£15,942.85 per annum (£31,000 FTE)
Hours of work:	18 hours per week. Due to the nature of the role, attendance at some evening and weekend events will be required.
How to apply:	Please complete the application form on the Church of England Pathways website by 11.59pm on July 12th, 2026.
Interviews:	Interviews are scheduled for Monday, July 20th, 2026.

Introduction to the Cathedral

Southwark Cathedral has been a place of Christian worship for over 1400 years. Now it stands on the vibrant and exciting regenerated south bank of the Thames surrounded by cultural venues such as Tate Modern, Shakespeare's Globe and Borough Market, the offices of major companies as well as schools and diverse residential communities. It is an inclusive Christian community that offers a welcome to all.

The Cathedral's mission, ministry and musical tradition are core to its life as a Cathedral and a parish church serving the community. It also relies on the valuable financial contribution made by its income generating activities such as its shop, café, conference rooms, corporate events and concerts. It is a very busy place, attracting 290,000 visitors a year to the Cathedral, its churchyard and medieval herb garden. The Cathedral relies on a small but dedicated team to be inclusive and welcoming to all.

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Our Vision & Values

Southwark Cathedral's original foundation was a Priory with a community that lived by the rule of St Augustine, written around 400 AD. Augustine begins his rule with the words, 'Before all else, love God and then your neighbour, because these are the chief commandments given to us'. Our renewed vision of 'making space for love: with Heart, Mind and Soul, finds its inspiration in our spiritual heritage.

Our mission and objectives combine in what we are calling the pathways for realising our vision. The pathways through which we will make space for love of God and neighbour are:

Objective 1: **Rooted in Christian faith** - to be a place of hospitality, exploration, imagination and kindness. We will be a Cathedral that rejoices in making space for all people to flourish and grow in heart, mind and soul.

Objective 2: **Heart** - to keep the heart healthy in London by a commitment to social justice, upholding the human dignity of all people and of every age.

Objective 3: **Mind** - to help people both live faithfully and think critically, being a place of learning and discovery.

Objective 4: **Soul** - to be a school for the soul, a place for enrichment of the inner life through prayer, our Cathedral building, the arts, and community.

Our Values

Integrity, Kindness, Justice, Courage

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Role Overview

Southwark Cathedral are looking to recruit two Lead Event Stewards – an exciting role focused on managing the team of Cathedral Stewards and improving & expanding the welcome offered to visitors and customers at the Cathedral.

The post-holders will be responsible for our team of paid, casual Cathedral Stewards. The Cathedral Stewards are an essential part of our life at the Cathedral – making possible the busy and engaging programme of services and events that we hold. It is envisaged that one post-holder will focus more on scheduling and payroll for the stewards whilst the other post-holder will focus more on recruitment and training. However, both positions will hold responsibility for the entire team from recruitment all the way to on the ground event support.

The Lead Event Stewards will organise the duty rota for the paid Cathedral Stewards in coordination with the Head of Engagement, the Head of Events and the Liturgy Department, ensuring all upcoming events have the necessary stewarding in place. They will also lead the Cathedral Stewards on the Cathedral floor during events and special services – ensuring that the team is briefed on their duties and have received a health and safety walk-around for the event.

The Lead Event Stewards will take a lead on the recruitment, training and development of the stewards in collaboration with the EA to the COO. They will be responsible (with appropriate support and training) for arranging (and in some cases, delivering) a program of training for the Cathedral Stewards, including first aid, fire safety, lockdown, and customer service training. The post-holders will also have the opportunity to develop the existing team, including the development of Deputy Lead Stewards and ensuring all Cathedral Stewards have strong customer & visitor relations skills, bringing a warm welcome to all who come to Southwark Cathedral. Leading and supporting our values of inclusion and hospitality are core to the role.

The Lead Event Stewards will work closely with the Head of Engagement, the Engagement Coordinator and the Head of Events – assisting them with their delivery of events.

The post-holders will also be a key member of the Health, Safety and Security Committee at the Cathedral – working closely with colleagues on improvements to our policies and effecting robust processes.

They will also play a key part in planning for large-scale events being held this year and beyond.

At its core, this is a role which offers the Lead Event Stewards the chance to be at the forefront of our relationship with our visitors and play a key part in the success of our special services, large-scale commercial and Engagement events.

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Main Duties and Responsibilities

- Organise monthly rotas for the Cathedral Event Stewards to ensure all events are adequately and appropriately staffed;
- Working alongside the HR team, develop and maintain a training programme for Cathedral stewards
- Work alongside the Head of Engagement and the Engagement Coordinator to take part actively in planning, set-up and delivery of Engagement events such as talks, theatre, music, comedy nights and art installations;
- Undertake stewarding shifts for special services, large scale commercial events and Engagement events;
- Work alongside the Head of Property, the Facilities Manager and the Governance, Committees and Compliance Manager to undertake Risk Assessments and Method Statements for special and Engagement events;
- Assist the Audience Development Coordinator in collecting feedback from Engagement events
- Demonstrate outstanding customer service at all times;
- Attend the fortnightly Health, Safety and Security Committee: help to develop and implement new initiatives and responses to legislation and other guidelines, and assist with developing ways of working and steward handbooks;
- Attend various internal meetings including the weekly diary meeting, project and event planning meetings, all-staff meetings and the Health, Safety and Security Committee meeting.
- Ensure we are compliant with meeting our duty of care to members of the public.
- Compile steward timesheets and submit to the Finance Department for payroll

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Person Specification	
(E) = Essential	(D) = Desirable
<p>Skills/Aptitudes</p> <ul style="list-style-type: none"> • Able to work using own initiative and be accountable (E) • Excellent interpersonal skills with people at all levels – internally and externally, and able to work collaboratively in an approachable and constructive manner with both paid staff and volunteers (E) • Excellent organisational and time management skills, as well as meticulous attention to detail (E) • Proficient in the use of the Microsoft Office suite, including Microsoft Word, Excel and Outlook or Google Workspace and confident in the management of complex calendars and spreadsheets (E) • Strong written and oral communication skills (E) • Confident in engaging appropriately with a wide range of stakeholders (E) 	
<p>Knowledge/Experience</p> <ul style="list-style-type: none"> • Significant experience of event stewarding (E) • Experience of successfully managing relationships with visitors or customers to ensure visitor safety and satisfaction (E) • Keen awareness of health, safety and security challenges of a large public site in central London (E) • Experience line managing volunteers or paid casual staff (D) • Understanding of data protection and data management requirements surrounding sensitive data (E) • Commitment to continuous organisational improvement & the ability to act as an agent of change (E) • Experience of working in an organisation with both paid staff and volunteers (D) • Some knowledge of Church life and the culture and structure of the Church of England as an organisation (D) 	
<p>Personal Attributes & Values</p> <ul style="list-style-type: none"> • Understanding of and enthusiasm for the Cathedral’s overall vision and values (E) • Sympathy with the Christian faith (E) • Inspires the trust, confidence, commitment of others and welcomes feedback (E) • Understands, supports and promotes inclusion and diversity in the workplace and every member of the community that the Cathedral serves (E) • Pragmatic and solution-oriented (E) • Committed to high standards and continual improvement (E) 	

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- Willingness to engage with & implement the use of new software, applications and systems (E)

Southwark Cathedral is committed to being an Equal Opportunities Employer. We believe in promoting and building a diverse and inclusive team, and workplace, culture and governance structures that are welcoming to and respectful of all. We welcome applications from all suitably qualified people whatever their ethnicity, background, age, disability, long term condition, sexual orientation, gender identity, or any other characteristic protected by law.

Southwark Cathedral is committed to a culture of safeguarding, especially for children, young people, and vulnerable adults. The Cathedral has adopted the Church of England policy statement 'Promoting a Safer Church (2017)'; Safeguarding Learning and Development (2024) and the Safer Recruitment and People Management Guidance (2021). Every member of our team is recruited according to these policies and is required to complete safeguarding training.

Terms and Conditions

Working Hours

The working hours shall be 18 hours a week (exclusive of meal breaks). Some out of hours working will be required to support meetings and events and this will be notified in advance. Time off in lieu will be awarded in line with Southwark Cathedral's policy.

Annual Leave

25 days paid leave per annum (pro rata), in addition to statutory bank holidays (pro rata), and an additional discretionary day at Christmas. After 10 years' service, an additional 5 days paid leave (pro-rata).

Probation

The appointment is subject to the satisfactory completion of a six-month probationary period.

Season ticket loan

Once the probationary period has been completed satisfactorily, the person appointed will be eligible to take out a season ticket loan.

Pension

The person appointed will be eligible to join a defined contributions pension scheme managed by the Church Workers Pension Fund. The Cathedral will contribute half of the annual premium of 10% of salary.

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Working Expenses

Reasonable out of pocket expenses will be reimbursed.

Privacy Notice

For more information on how Southwark Cathedral processes applicant data, please refer to our HR Privacy Notice on the Vacancies page on the Cathedral website:

<https://cathedral.southwark.anglican.org/about-us/job-vacancies/>