

PART TIME

Church Hosts

The Parish of Knightsbridge is recruiting. We are looking to identify, train and deploy a small team of occasional staff to be known as “Church Hosts” to be responsible for:

- welcoming visitors/users to our churches in the evenings and at weekends,
- ensuring a safe, well-managed and positive experience for everyone,
- providing support and back-up for our team of full-time clergy and lay staff.

This is an hourly paid role for occasional staff (£20/hour) who have great people skills, a natural confidence and authority, and who – as ambassadors for church life – enjoy giving visitors to our buildings the very best possible experience. It is usually ‘solo’ work – i.e. you are the person in charge in a team of one. The work is sporadic: busy with many hours available in April – June, and again in November – December, otherwise just ‘as and when needed’. Jobs are offered to the team and you need only take up those which suit your other commitments. Reliability is vital: you will be dependable, punctual and someone who follows through on commitments.

Interested? Please read what follows and then come and find out more.



THE ROLE

Our small team of Site Operations Assistants (SOAs), referred to as “Church Hosts”, works alongside our team of full-time clergy and lay staff to enable our two churches (St Paul’s Knightsbridge in Wilton Place and Holy Trinity Church in Prince Consort Road) to be open for services and events as required. The main parish office in Wilton Place is staffed daily from 08:30-17:30 on weekdays and from 09:00-13:00 on Saturdays and Sundays. The SOAs step in to cover bookings, mainly in the evenings and at the weekends, when the regular full-time staff team is unavailable. They may also step in on weekdays to cover gaps in the schedule.

Hours are offered on an ad hoc basis, and SOAs can accept those opportunities that fit into their other commitments.

Church Hosts are responsible for supporting the smooth and effective running of events. They will have an instinct for delivering a friendly welcome along with high quality of service to all who visit the church, be they worshippers, hirers, visitors, performers, or audience members.

Hosts possess a cheerful, warm and approachable disposition, being able to work collaboratively and flexibly with a desire to ‘get the job done’.

For external bookings and events - such as concerts - Church Hosts act as the on-site venue supervisor and primary point of contact, be they for event organisers, performers, audience members, external contractors or visitors. They will assume responsibility for overseeing the set-up, delivery and de-rig of events, ensuring the agreed event plan runs smoothly and adheres to all requisite health & safety, and fire regulations, for the duration of the event.



The events that take place vary, as do the needs of all who attend. Our SOAs are trained:

- To provide a warm and confident welcome;
- To ensure that users are well-orientated in the building and have what they need;
- To set up in advance (as laid out on bookings sheets) and to clear up afterwards (including lavatories and back-of-church areas);
- To respond helpfully to un-planned-for needs;
- And above all to ensure that during the use of the church, health and safety matters are attended to and that there is a confident response to any issues that may arise (accidents/people being taken ill/other unexpected events).

Beyond the ‘functional’ aspects of the role, our SOAs are ambassadors for the church. They are those who help to shape the front-of-house culture for our churches.

KEY RESPONSIBILITIES

- Being the main point of contact for all users of the church and quickly building up excellent working relationships with parishioners, event managers, performers, and audience members – anyone who visits the church.
- Taking responsibility for the security of the church building, including opening the church ahead of an event, and securing the church at its conclusion.
- Ensuring event set up, delivery, and de-rig, is conducted safely and in line with the hire agreement.
- Clearing up, cleaning, and re-setting the church at the end of an event. Briefing event stewards on health and safety and fire safety requirements.



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- Ensuring the church, churchyard and facilities are well presented, clean, and safe before, during and after the event.
- Overseeing the safety and security of all people in the church building.
- Responding to incidents or operational issues as they arise and having an awareness of when to ask for additional support and when to report issues to other team members.
- Acting as Fire Warden for the event and leading an evacuation in the case of emergency.
- Supporting users with use of the church's sound system.
- Assisting with other reasonable duties consonant with the role that may be required.

THE PERSON

You will:

- Possess exceptional interpersonal skills to build and maintain healthy relationships with a wide range of stakeholders.
- Have excellent and unflappable organisational skills with the ability to multi-task and remain calm under pressure.
- Have an intuitive situational judgment when under pressure, with the ability to 'think on your feet'.
- Be able to deal with people who are anxious in a calm and professional manner
- Possess good pastoral sensitivity and instinctive discretion, for example when you have to deal with events involving high profile people, or when dealing with a person in distress.
- Be a team player with flexibility to collaborate with colleagues to 'get the job done'.



TRAINING & SUPPORT

Appropriate induction and training will be provided, including for:

- The ethos and culture of our organisation
- Our buildings and their facilities
- Safeguarding and pastoral awareness
- Health & safety
- Fire Safety
- First Aid
- Lone working
- Incident management

Reports to:	The Vicar
Work locations:	St Paul's Knightsbridge, Wilton Place, SW1 Holy Trinity Church, Prince Consort Road, SW7
Hours:	Flexible, as required and agreed by us together. When bookings come in, you will be offered jobs with hours clearly indicated, and it will be for you to accept the offer. The work is mainly during evenings and weekends, including some Sunday mornings.
Contract type:	Zero-hours
Salary:	£20 per hour.



DBS & SAFEGUARDING

Because it matters to us that our Churches are safe places, a basic DBS check will be required before the appointment is confirmed. You should know that a criminal record may not necessarily be a bar to employment, but any decision will be treated on its merits and individual circumstances subject to the church's Safeguarding obligations.

Successful candidates will be required to undertake the appropriate level of periodic Safeguarding training for their role, and to familiarise themselves with the Parish Safeguarding Policy.

APPLICATION PROCEDURE

A Letter of Application accompanied by a full CV and the names of two referees (who will not be contacted until after shortlisting has taken place) should be sent by email to pa@spkb.org.

Appointment will be subject to the receipt of satisfactory references and provision of proof that the appointee has the right to work in the United Kingdom. If appropriate, candidates may be asked to provide proof of qualifications.

