



<b>Job Title:</b>	<b>Floor Supervisor</b>	<b>Department:</b>	<b>Visitor Services</b>
<b>Reporting to:</b>	<b>Head of Visitor Services</b>	<b>Pay:</b>	<b>TBC</b>
<b>Contract type:</b>	<b>Permanent 30hrs per week</b>	<b>Location:</b>	<b>Exeter Cathedral</b>

<b>Job Description</b>
<p><b>Purpose of role:</b></p> <p>To work as part of the floor supervisor team to ensure that the Cathedral is operated effectively and presented appropriately at all times. To care for the Cathedral’s security and to welcome all who enter it. You will play an important part in ensuring the proper functioning of the Cathedral as a place of worship and for the many other roles and activities which it serves.</p>
<p><b>Key Accountabilities:</b></p> <p>Floor Supervisor’s will be responsible for:</p> <ul style="list-style-type: none"> <li>• Being present on the ‘floor’ of the Cathedral throughout the working day and ensuring that the Cathedral floor is covered at all times.</li> <li>• Assist in the maintenance of good order throughout the Cathedral and its precincts and ensure that decorum is maintained within the Cathedral at all times.</li> <li>• Liaising, supporting and facilitating the public and other groups within the premises.</li> <li>• Security of the Cathedral and precincts.</li> <li>• Providing a visible presence/response to deter (and confront where necessary) individuals engaging in anti-social behaviour or who may have other intrusive or disruptive purpose. This may include dealing with individuals that are mentally ill or have other social issues.</li> <li>• Dealing with accidents and emergencies and providing first aid cover.</li> <li>• Adopt command and control in an emergency situation, liaising with the Emergency Services as appropriate.</li> <li>• Reserving parking and assisting with contractor vehicle access.</li> <li>• Daily ensuring the ongoing security integrity of buildings and maintenance of fire exits.</li> <li>• Ongoing environmental scanning for H&amp;S issues relevant to public presence.</li> <li>• Ensuring that the Cathedral is presented to a high standard at all times, reporting issues to the appropriate department when necessary.</li> <li>• Opening the Cathedral to Visitors in the morning.</li> <li>• Closing the Cathedral and ensuring security of the precincts at the end of the day-</li> </ul>

checking that all external doors and gates are secure.

- Accessing the Artifax diary system enabling preparation and set up of resources needed for the daily requirements of the Cathedral for services and events including set up of PA/Televisions etc
- Operating the Cathedral alarms and testing them on a weekly basis and recording results (for all Cathedral buildings).
- Issuing keys and ensuring controlled access to the roof spaces.
- Ensuring that faults are reported to the Works Department and that Cathedral spaces are kept tidy at all times.
- Daily periodic checks of the roof register.
- Depositing takings to the bank.
- Issuing of Cathedral radios
- Assisting with access around the Cathedral and precincts to various user groups.
- Raising and lowering of the North Tower Flags
- Monthly testing/recording of the Cathedral Defibrillator.
- Monthly Fire Extinguisher testing/recording.
- Monthly testing/recording of the emergency lighting.
- Any additional duties as required.

#### **Background Information:**

This is an exciting role that will help Exeter cathedral to professionalise its visitor welcome by ensuring that the floor of the Cathedral is properly managed. You will act as part of a team of floor supervisors and will report to the senior floor manager. A uniform will be provided. Part of this role involves heavy lifting and also the post holder must be able to access the roof space.

#### **Key Challenges:**

- Operating in a busy working Cathedral with a need to balance the requirements of religious services and visitors
- Working in a demanding and stressful environment
- Working alongside a team of volunteers
- The need to liaise across a number of departments

#### **Working Pattern:**

This will be a part-time role with 30 hrs per week- the roster may vary and you will be expected to work some weekends, Bank Holidays and unsocial hours. You must be willing to undertake Security Industry Authority accredited training and First Aid Training if you are not already qualified.

**Candidate Profile:**

**Essential:**

- Ability to work as part of a close-knit team
- Knowledge of Health and Safety (training will be given)
- IT literate
- Personable and a good communicator
- Excellent standard of personal presentation
- A flexible approach with a positive outlook

**Preferred:**

- First aid qualification
- Security Industry Authority (SIA) accreditation
- Fire and evacuation (training will be given)
- Knowledge of sound systems and CCTV operation (training will be given)
- Experience of working in a Church or Cathedral environment
- An understanding of the daily workings of a cathedral church

**Benefits:**

- The Cathedral will match up to 5% of your contribution to your pension plan (provided it is HMRC approved).
- The Cathedral offers a Childcare Voucher Scheme.
- Holiday entitlement – 29 days including Public Holidays per annum pro rata.

**Job holder name:**

**Signature:**

**Date:**