

Job description

Job title: Worship Support Assistant – 12-month fixed term contract

Department: Virgers

Line manager: Dean's Virger

Salary: £27,530 per annum

The job description is an operational document that does not form part of the contract of employment.

It may be that from time to time an individual is expected to perform tasks that may not be expressly in the job description but are nonetheless necessary in the day to day performance of their duties.

St Paul's Cathedral reserves the right to amend the job description as may from time to time be necessary to meet the changing needs of the organisation.

Purpose of the job

To provide practical and operational support to worship and ceremonial life at St Paul's Cathedral, ensuring that services are delivered smoothly, worship spaces are well-presented, and clergy and Virgers are fully supported.

This includes assisting with the set-up and movement of liturgical items, robe care, supporting lighting and sound systems (with full training provided), and offering a warm welcome to worshippers and guests.

Main duties

Worship Preparation & Delivery

- Assist in setting up worship spaces for daily offices, Eucharists, Sunday services, and major festivals
- Move liturgical items, kneelers, seating, books and items safely and respectfully
- Support the Virgers during services, ensuring smooth transitions and readiness of items
- Assist with robing rooms: circulating items as needed, maintaining order and professional presentation
- Clear spaces and reset after services

Lighting & Sound Support

- Receive full training in the safe and effective use of Cathedral lighting and sound systems
- Assist in basic first-line troubleshooting under Virger direction
- Operate sound and lighting systems during services as instructed by the Dean's Virger, following required training

Care of Vestments & Linen

- Assist in laundry, pressing and presentation of robes and vestments under Virger direction
- Support stock rotation and care of linens, cassocks and surplices

Floor Presence & Welcome

- Provide a calm, professional presence during worship
- Support safe flow of congregations and worshippers
- Offer warm welcome and assistance where needed, respecting liturgical context

Facilities & Safety Support

- Notify the Property Team of maintenance, equipment movement, and electrical issues as required
- Adhere to manual handling and safe working practices
- Report building hazards quickly and clearly
- Participate appropriately in emergency responses alongside Virgers and Visitor Experience colleagues

Worship Support Assistant Admin Duties:

- Provide support in the preparation and placement of internal signage and informational posters within the Cathedral
- Assist with the printing, labels for seating plans, coordination, and timely delivery of materials between Chapter House, 3B Amen Court, and the Cathedral
- Support the secure handling and movement of monetary collections in accordance with Cathedral procedures

- Manage general and specific email correspondences for the Music and Liturgy Departments
- Handle and respond to emails enquiries from external stakeholders on behalf of the Music and Liturgy departments
- Perform administrative duties as assigned by the Dean's Virger to support the smooth operations of worship and related activities.

Person specification

Experience & Knowledge

Essential

- Experience in a live operational environment (e.g., events, hospitality, building operations, theatre)
- Customer-facing experience, with confidence in public settings

Desirable

- Exposure to worship or ceremonial environments
- Experience in lighting, sound or technical support (not required; training provided)

Skills

- Strong communication and teamwork skills
- Able to handle physically active work including lifting, carrying, climbing stairs and occasional work at height
- High attention to detail in presentation of space and items
- Calm under pressure; able to respond quickly and positively to changing needs
- Proficient in using Microsoft Office

Other duties

- Contribute to the development and ongoing maintenance of an operational manual for lighting and sound systems, ensuring best practice and consistency in their use across Cathedral services and event
- Undertake any other reasonable duties as requested by the line manager, senior management, or Chapter, in support of the Cathedral's mission and operational requirements.

Please note that this position operates on a rota system aligned with the Cathedral's schedule, which will include weekend working. Annual leave must be planned in consideration of the Cathedral's operational requirements to ensure continuity of services and events.

The individual will be:

- expected to share in St Paul's Cathedral's commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults;
- expected to adhere to Cathedral Safeguarding Policies and willing to attend Safeguarding training and report any Safeguarding concerns through appropriate channel; and
- in sympathy with, and in their work support, the Christian aims and mission of St Paul's Cathedral.