



# St Andrew's Cathedral, Sydney

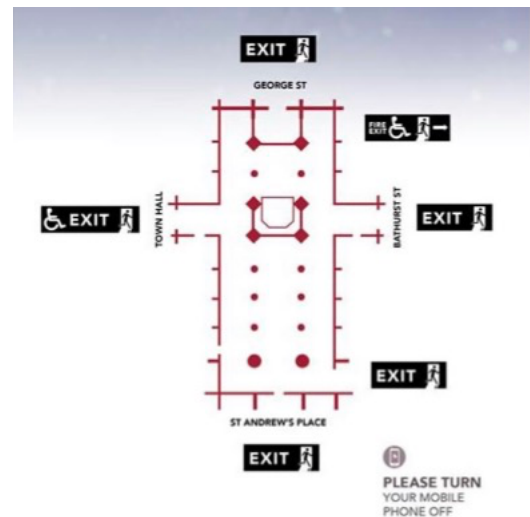
## WELCOMER'S JOB DESCRIPTION

### Before people arrive

1. When on duty, plan to arrive at our Cathedral **45** minutes before church starts. If unable to attend please advise our Front Office. (Those serving at 10:30am or a special service will meet with the Lay Canon on Duty/Team Leader to receive instructions and Usher tag.)
2. One welcomer should double-check that bathrooms are tidy and stocked with toilet paper and hand towels.
3. One welcomer should double-check TV screens are working. Check the cry room is clean and the video feed is turned on.

### OH&S Matters

4. Familiarise yourself with the Emergency Evacuation Diagram.
5. Ensure the door way you are stationed at allows 'one-handed exit'.
6. In case of emergencies, dial 000 – this can include fire, a serious health incident, or an intruder disrupting a service. You may also seek the advice of a senior pastoral staff member, a caretaker, or any doctor or first aid trained persons present that you know of.
7. Be aware of the location of the following equipment:
  - our **defibrillator** is located near the North Door;
  - **first aid kits** are located in the Foyer outside the Dean's Office and in the Kitchen (Lower Chapter House);
  - **fire-hoses and extinguishers** as follows:
    - North Door – H<sub>2</sub>O and CO<sub>2</sub> extinguishers
    - Corridor outside Cathedral toilets – CO<sub>2</sub> extinguisher
    - West Door – hose reel
    - South Transept – hose reel & 2 x CO<sub>2</sub> extinguishers
    - South-East Door (adjacent disabled parking) – H<sub>2</sub>O extinguisher
    - Upper Chapter House (near sound desk) – hose reel & CO<sub>2</sub> extinguisher
    - Bottom of steps to Lower Chapter House – hose reel & CO<sub>2</sub> extinguisher
    - Kitchen, Lower Chapter House – CO<sub>2</sub> extinguisher & fire blanket
    - West end Lower Chapter House – CO<sub>2</sub> extinguisher
    - Office kitchenette – CO<sub>2</sub> extinguisher
8. In case of large attendances, ensure that **no chairs** obstruct the Cathedral's centre or side aisles, nor any doors used for exit!
9. In case of unattended bags, please see either Dean or Sub-Dean or the Lay Canon on duty.



## **Before the start of the service**

10. Remember: “**first impressions matter**”! Greet everyone. Offer information as requested.
11. Give out the **bulletins** (and any other material noted for distribution).
12. Please notice any **children** as guests. During term time, give them a Cathedral Kids brochure, and (if at 10:30am), be ready to point out a children’s ministry leader. During school holidays, be ready to offer a Children’s activity pack. (These are stored in the small desk near the office entrance.)

## **During the service**

13. As needed, politely direct people to suitable seating, especially, if the service is full and once the service has started. (For this reason, at least one usher needs to remain seated near each entry in use for that service.)
14. Be ready to help during church, e.g. by directing people to toilets or cry room.
15. Notice lights, fans, ventilation, TV screen etc. too windy, noisy, cold. Because of the rise of COVID and to maintain Emergency Exits, we usually prefer the Cathedral doors to remain open unless it is too cold, windy, or noisy outside. If internal glass doors need to be shut, be ready to welcome and assist entry to latecomers.
16. If tourists want to view the Cathedral just before or during a Service, please say they can enter and join the Service, but they should not wander around and take photos. Otherwise, they can come back another time. (The Cathedral is open for a time after the morning services, and this link has the other times in the week – [sydneycathedral.com/get-in-touch](http://sydneycathedral.com/get-in-touch)) Please note that Welcomers do **not** need to enforce the ‘no photography’ request.

## **After the service**

17. At the end of the service, receive any offertory gifts via a collection bag, or direct people to the ‘tap and go’ stations or collection boxes (these areas should be kept clear). Generally two welcomers (incl. any Lay Canon/Team Leader on duty) will be required to count and secure the offertory in the church safe after the service. The Lay Canon/Team Leader will have the appropriate keys (otherwise see staff for help). A separate worksheet exists with instructions regarding this procedure.
18. Be ready to direct people to the ticket validator for (discounted) car parking in St Andrew’s House. It’s located near the North door.
19. If you have the chance, introduce yourselves to newcomers. Do what you can to make them feel welcome. You could introduce them to one of the pastoral staff or some of your friends.
20. After some time for refreshments, pick up any bulletins or other litter left behind in the pews or on the floor, and dispose of thoughtfully. Replace Bibles neatly in the seats.
21. Please return any unused bulletins to the office front desk.

***Thank you for your involvement in this vital ministry of hospitality!***