

## THE ROLE OF STEWARDS

### 1. Introduction

Stewards are involved in an important role on behalf of the church – you may be one of the first people to greet a new attendee, or show an interest in someone who just wants to feel welcome. Although you may be on the rota occasionally this is an important ministry at every service. Please think on this as you fulfill your role and let us all continue to ensure that attendees at CCC feel VERY welcome.

The following are guidelines only, and are by no means comprehensive in every situation that you may encounter. By your presence you are signalling that you are there to help, so be aware also that this 'offer' may be taken-up!

The Stewarding Leader / Key Holder should arrive around 9.45am; with Stewards arriving at the church building at least 30 minutes prior to the service time (e.g. 10.30am for morning service) and recognise your role is to assist the congregation feel at ease, in all circumstances, and assist the smooth running of the service. All stewards will fulfill this best by working as a team, please encourage each other in this.

The Stewarding Leader / Key Holder will allocate duties in discussion with other stewards. The stewarding of the front door and the car park are organised separately and are not a part of the steward's regular duties.

### 2. Health & Safety

Stewards are part of the church team and therefore have an important duty to fulfill with regards to Health and Safety.

#### HEALTH AND SAFETY

Most people expect that health and safety is someone else's responsibility. As Stewards we accept that we will try to be aware of health and safety issues and take appropriate steps deal with them. One of the most issues is Fire Safety and the fire evacuation procedures adopted by CCC.

However it is more common that we will encounter other situations such as children running around – advise them not to run; and obstacles placed around the building which prevent the free-flow of people – move these if possible and warn others if not.

Another situation may be people who feel ill during the service and your response should reflect the situation as it

occurs. However the following should be seen as a broad guide –

1. Be guided by the person, and any medics who may be on hand, about the possibility of helping them out of the sanctuary;
2. Try, discretely, to avoid too many people crowding round the person where possible;
3. Once out of the sanctuary, if possible move the person into the lounge so that appropriate help can be given and / or arranged (e.g. recovery and / or rest and car and / or ambulance);
4. The worship leader or preacher will deal with any implications and guide the congregation in an appropriate way (e.g. prayer).

### **3. Stewarding Leader / Key Holder**

The day before the service – telephone volunteers on the rota and confirm their attendance (or find out if a swop has been arranged!).

#### **MORNING SERVICE – ARRIVE FOR 9.45AM**

Generally, aim to be fully aware of who is in the team and tune-in to the worship-leader (and sometimes others) plans for the service.

1. Fire Safety – Check fire doors are not blocked and allocate one steward to each exit door in Sanctuary (fire evacuation procedures to be followed); arrange tables in foyer area to allow free access to sanctuary entrance
2. Obtain order of service from person who is leading the service – check timing of offerings and communion (where relevant);
3. Place a glass of water for speaker at the lectern.
4. Prepare communion (when required).
5. Act as Duty Manager. Ensure other stewards / activity leaders identified for the day know their responsibilities as Fire Marshalls
6. Allocate stewards to main entry (to sanctuary / auditorium), ensure notice-sheets are available and distributed;
7. Be aware of –
  - fulfilling the tasks below
  - assisting those with additional needs (older people, disabled, with children et al..)

- supporting the 'the natural flow of people' to the sanctuary;
8. Retrieve large print song sheets and offering bags and –
- distribute offering bags to stewards; advising them of the timing of the offering
  - ensure stewards are allocated to cover each aisle;
  - ensure that stewards and children are allocated for the offering
9. At the start of service – see below as set out in stewards duties;
10. Be available in the vestibule during the service to help where needed with – e.g.
- make late attendees welcome and not embarrassed to enter sanctuary (at appropriate time)
  - arrange push chairs [particularly when there are several] to allow easy egress
  - open and close doors for Kidzone and crèche children and encourage them not to be too noisy
  - watch-out for attendees who may exit the service for any reason; make your presence known and assist if required;
11. Towards the end of Service –
- open doors to ensure free access between foyer area and auditorium;
12. At Service end – allocate stewards to post-service duties, as agreed with others, and as set out below. Tidy seats. Spot hoover foyer. Check toilets. Switch off all lights. Ensure Auditorium doors are all locked.
13. Locking-Up at close of morning – Stewarding Leader is responsible for ensuring everyone vacates the building, after coffee, and locking up the building at the end of morning service only. Set both alarms.

### **EVENING SERVICE – ARRIVE FOR 4.45PM**

1. Fulfill the same responsibilities at 1, 2, 3, 4, 6, 7 and 9 (as required);
2. Check to ensure that YF is happening and / or if someone is available to lock up after service;
3. Stewarding duties normally conclude at the end of the evening service.

#### **4. Stewards**

##### **MORNING SERVICE - ARRIVE FOR 10.30AM**

1. On arrival find a 'HOST' badge
2. Find out from Stewarding Leader –
  - which door you have been allocated for greeting people and distributing the notice sheet
  - which fire duties you are allocated
3. At the start of service –
  - close doors to sanctuary particularly if noisy in the vestibule
  - encourage people who may be in the vestibule to wait for an appropriate moment to enter / re-enter
  - before you go in to the sanctuary, find out from Stewarding Leader your post-service duty
4. During the service –
  - be alert to any needs around you and respond appropriately
  - ensure that the doors are open and closed for children or parents with children leaving (or re-entering)
5. At the end of the service –
  - 1 steward to watch out for, and advise children who may be boisterous in the Auditorium, and also to advise children not to enter the stage in the main auditorium
  - 1 steward to watch-out for young children who may try to leave the building unaccompanied;
6. Before leaving the building - find out if Stewarding Leader needs any more assistance.

##### **EVENING SERVICE - ARRIVE FOR 5.30PM**

1. Fulfill the same responsibilities
2. Stewarding duties will normally conclude at the end of the evening service.

## Notes

- Communion bread and wine is supplied by CCC.
- The Facilities Management Team sets heating zone thermostats.
- The Facilities Management Team issues keys and alarm instructions.
- Production Team set auditorium lighting.

## Notes - Stewarding Requirements

- Stewarding Leader covers morning and evening.
- Separate Welcome Steward for morning and evening.
- Young person to open foyer door morning and evening when bad weather.
- Rotas will list Stewarding Leader and Welcome Steward AM.

## Fire Marshall

As part of its Fire Action arrangements CCC has appointed the Stewarding Leader on duty as the Duty Manager and other Stewards on duty / Leaders of various activities as Fire Marshalls to assist with any evacuation of the buildings.

The role of the Fire Marshall is to, when the fire alarm sounds, check their designated area to ensure that it is clear and report to the Senior Fire Marshall at their designated assembly point. Fire Marshalls are not expected to fight fires or to place themselves at risk! They will receive training to ensure they can undertake their duties safely.

Fire Marshalls are also asked to report to the CCC Health & Safety Representative any defects in fire equipment e.g. a fire door not closing, or a fire extinguisher which has been tampered with.

You should make known to the leaders of the activities being held who the Fire Marshalls are for your floor or area of the building. All persons within the building must co-operate with the Fire Marshalls and leave the building when asked to do so.

If your area does not have a designated Fire Marshall, you must exit the building when the alarm sounds and report to the Fire Marshall at your designated Assembly point.