

Role Guide

Team: Housekeeping (10:30am)



Role: Lead Steward

The big picture

The Housekeeping Team helps the Sunday service run smoothly, safely and without unnecessary distraction. Much of this ministry happens quietly in the background so that the congregation can focus on worshipping God and ministering to one another.

Your role

The Lead Steward is the main practical point of responsibility during the service.

You are based primarily at the West Door. The South Door Steward assists you and fulfils the corresponding role at the other end of the church.

Before the service

Please be on site in time for the 10:00am Team Meeting & Prayers.

Before the service begins:

- check that the West Door and surrounding area are ready;
- make sure you know who is serving as South Door Steward;
- check with the Service Leader if there are any unusual arrangements that morning;
- be ready to welcome people as they arrive;
- make sure you know where the main exits, toilets and step-free route are.

During the service

Remain alert and approachable.

In particular:

- welcome and assist newcomers, visitors and latecomers;
- help anyone who is unsure where to sit or where to go;
- respond to practical needs such as access to toilets, water or seating;
- keep an eye on the West Door and the surrounding congregation;
- assist with the movement of children and families when the West Door is being used;
- respond calmly to accidents, illness, disruption or other practical problems;
- coordinate with the South Door Steward where necessary;
- take the lead if a practical situation needs dealing with.

After the service

Remain available while people are beginning to leave and talk.

Please do not create the impression that people are being hurried out. Fellowship after the service is part of church life, and housekeeping should support that rather than cut it short.

If something significant has happened during the service, let the Vicar or a churchwarden know.

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