

## Assistant Director of Whalley Abbey - Job Description

### **Main function of the post**

To assist the Director in developing Whalley Abbey to be a financially sustainable Centre for Christian Discipleship and Prayer, helping the diocese to fulfil its strategic vision and providing a place of retreat and spiritual encounter for individuals and churches across the North West. The postholder will manage the day to day operations of the Abbey and will be in charge during the absence of the Director.

The role holder will also participate in the prayer life of the community and oversee the community at specific times.

### **Main responsibilities**

Operationally, specific areas of responsibility will include:

Organising all shift patterns and rotas for paid staff, community and volunteers, and communicating well to ensure day to day plans and requirements are known and understood

Working 3 out of 4 weekends in the month.

Developing a bank of casual staff and volunteers to draw on as needed

Being ready to step in and help in any department as needed to cover sickness or absence and ensure guests continue to receive excellent service

Training and developing staff, community and volunteers

Making sure that all relevant policies are current, understood and followed by all staff, including Fire, Hygiene, Health and Safety, and Safeguarding

Resolving complaints from guests to ensure an excellent level of guest experience

Assist in the recruitment and day to day management of the team of volunteers

Assist the Director in budget management and financial procedures.

Work with the Director to ensure processes and routines are continually improved and efficient

Ensuring that the team and day to day operations are working towards the financial budget.

Assisting the Director in the implementation of the strategic plan

Working with the Director to oversee buildings maintenance and repairs

Ensure that health and safety and security of the Abbey

**Accountability:** Responsible to: the Director as line manager

**Salary:** £27,674 per annum

**Pension:** Membership of the DBF, Royal London Pension Scheme 10% employer contribution and 2% employee contribution. Salary sacrifice is available if membership of the Clergy Pension Scheme is preferred.

**Hours of Work:** 40 hours per week spread over 5 days, with holiday entitlement. The role will involve some evening and weekend working.

**Data Barring Service:** A standard DBS is required.

## Person Specification Assistant Director of Whalley Abbey

Attributes	Essential	Desirable
<b>Christian Commitment</b>	<ul style="list-style-type: none"> <li>• A deep and growing faith in Jesus Christ with a mature spirituality</li> <li>• A practising Christian with a demonstrable faith</li> </ul>	<ul style="list-style-type: none"> <li>• A familiarity with and understanding of the Church of England</li> <li>• A willingness to work with people of different traditions</li> </ul>
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Educated to a good general standard</li> </ul>	<ul style="list-style-type: none"> <li>• Certificate in Health and Safety</li> <li>• First Aid Certificate</li> </ul>
<b>Experience and skills</b>	<ul style="list-style-type: none"> <li>• Experience of working in a team, preferably in a supervisory role</li> <li>• To have an understanding of the expectations and needs of a Christian Retreat Centre</li> <li>• Ability to implement and maintain Health &amp; Safety standards</li> <li>• Ability to make sound judgements and apply them calmly and sensitively</li> <li>• Ability to work as a team member and team leader</li> <li>• To be efficient with administration</li> <li>• To be IT competent with experience of using MS Office.</li> <li>• To have excellent organisational and time management skills.</li> <li>• Ability to achieve deadlines and prioritise a busy schedule.</li> <li>• Ability to use initiative and work in a proactive manner.</li> <li>• Ability to deal with sensitive and confidential information.</li> <li>• Able to communicate effectively in different media with people of all backgrounds</li> <li>• Able to work independently in handling a diverse workload and in keeping to deadlines</li> <li>• Strong verbal communications skills and ability to produce clear written records and reports</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in the hospital sector</li> <li>• Experience of working in a community and promoting the Church of England</li> <li>• Some understanding of the structures and processes of working with other faith groups</li> <li>• DIY skills - with small repairs and work in the home</li> </ul>

<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• A committed member of the Church of England or CTBI</li> <li>• Excellent communicator and a good telephone manner.</li> <li>• To possess excellent welcoming and hospitality skills and be able to support colleagues to achieve good hospitality.</li> <li>• Approachable and with a good sense of humour</li> <li>• A person of integrity</li> <li>• A good listener</li> <li>• A proven ability to develop and sustain relationships at all levels both inside and outside the Church;</li> <li>• An ability to work under pressure</li> <li>• Flexible work approach</li> <li>• Reasonable physical fitness sufficient to climb stairs and occasionally lift guests' luggage or other equipment</li> </ul>	
<b>General</b>	<ul style="list-style-type: none"> <li>• Full driving licence and access to a car.</li> </ul>	

There is an Occupational Requirement that the post holder is a practising Christian, in accordance with the Equality Act, 2010.