**JOB DESCRIPTION**

**Assistant Director of Whalley Abbey**

|  |  |
| --- | --- |
| **Hours** | 40 per week (including some evenings and weekends |
| **Salary** | £35,609.83 per annum |
| **Responsible to** | Director of Whalley Abbey |
| **Responsible for** | Whalley Abbey employees |
| **Accommodation** | Accommodation on site may be available by negotiation |

**Key Responsibilities:** Working with the Director and second Assistant 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.

\_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_

**Main responsibilities**

**Working under the Director, the responsibilities are:**

**Overview**

* Deputising for the Director of Whalley Abbey in their absence
* Implementing the strategic plan and developing business and customer base
* Keeping to budget, growing income and monitoring costs

**Business Management**

* Ensuring that the Abbey is developed to its full potential and driving the business to build up the booking levels and reputation of Whalley Abbey
* Ensuring that guests have an excellent experience of hospitality
* Developing a creative and effective marketing strategy to ensure continued growth
* Managing the budget and ensuring that the team and day to day operations are working in line with the finances

**Management of Staff**

* Line managing employees and resident community members
* Managing staff and volunteers in accordance with the policies and procedures of the DBF including training, appraisals and recruitment
* Ensuring that relevant and appropriate policies and procedures are in place with contractors
* Ensuring that staff and volunteers (and, as appropriate, contractors) receive appropriate training and development
* Managing shift patterns and rotas for paid staff, community and volunteers to cover the necessary requirements for running the Abbey
* Communicating with all staff (and where appropriate, contractors) to ensure day to day plans and requirements are known and understood, and ensuring a clear feedback route for any staff problems
* Creating excellent internal communications and holding regular staff meetings
* Developing a bank of casual staff to draw on as needed
* Ensuring that paid employees are recruited according to DBF and Diocesan/ CoE Safer Recruitment
* Ensuring that all relevant policies are understood and followed by all staff, including Fire, Food Hygiene and Health and Safety, and that policies are kept up to date
* Recruiting paid employees according to DBF and Diocesan/CoE Safer Recruitment

**Operational activities**

* Proactively offer and provide assistance to guests with limited mobility.
* Working alongside the Director and the team to develop the programme of events at the Abbey
* Ensuring an excellent level of guest experience
* Providing a warm welcome to guests, responding to their needs and resolving problems and complaints efficiently and effectively
* Developing the business and bookings
* Managing the booking process
* Managing relationships with partners
* Responding to day-to-day situations needing urgent attention calmly and efficiently
* Working to ensure processes and routines are continually improved and efficient
* From time to time, sleeping at the Abbey to provide an overnight presence and being on call for emergencies
* Working with the Governance Committee as required in accordance with governance arrangements set in place by Bishop’s Council and Diocesan Board of Finance
* Carrying out such other duties as may from time to time reasonably be required

**Compliance and Legal**

* Ensuring that all relevant policies are understood and followed by all staff and volunteers, including Fire, Food Hygiene and Health and Safety and that policies are kept up to date.
* Ensuring that all activities of the Abbey comply with all health and safety, food handling, employment, copyright, GDPR and other legal obligations.
* Acting as the Designated Safeguarding Officer for Whalley Abbey (appropriate training will be given)
* Ensuring that safeguarding procedures are followed by all employees and volunteers.
* Ensuring that all financial regulations and procedures are adhered to.

|  |  |  |
| --- | --- | --- |
| **Person specification** |  |  |
| **Commitment to the ethos** | Respect and active support for the Christian ethos and work of the Abbey  Enthusiasm to promote the retreat and quiet day programme  Interest in the prayer life of the Abbey  An understanding of the Church of England | Essential  Desirable |
| **Qualifications and Training** | 2 x A level or equivalent  5 GCSE including Maths and English  Degree level education  First aid qualification | Essential  Desirable |
| **Experience and Skills** | Experience of managing staff and budgets in the hospitality or related sectors  Ability to implement and maintain Health and Safety and Safeguarding Standards  Ability to make sound judgements and apply them calmly, including under pressure  Efficient administrative ability  IT competencies, experience in using social media and a range of MS Office tools, including Word and Excel.  Excellent organisational and time management skills  Initiative and proactive working  Ability to deal with sensitive and confidential information Ability to communicate effectively in different media with people of all backgrounds  Ability to work independently in handling and prioritising a diverse workload and in keeping to deadlines  Strong verbal communications skills and ability to produce clear written records and reports  Understanding of expectations and needs of a Retreat Centre  Experience in marketing and promoting events  Experience of working with the Church or other faith groups | Essential  Desirable |
| **Personal qualities** | Excellent interpersonal skills and telephone manner  Approachable and with a good sense of humour  A good team player  Ability to support and empower colleagues  A person of integrity  A good listener  Proven ability to develop and sustain relationships at all levels both inside and outside the organisation  Proven ability to work under pressure  Flexible and adaptable approach to working  Availability to stay overnight on a regular basis in any of the accommodation on site (approximately a couple of nights each month in addition to covering annual leave) | Essential |
| **General** | Full Driving Licence  The role normally involves some furniture arranging and lifting guests’ luggage or other equipment, but accommodation would be made for a successful applicant with a disability | Desirable |

**Outline of Terms and Conditions**

**Employer:** Blackburn Diocesan Board of Finance

**Contract type:** Permanent

**Salary:** £35,609.83 per annum

**Disclosure and Barring Service:** This post is subject to an enhanced DBS check.

**Hours:** This is a full-time role based on a 40-hour working week, but the post holder may be required to work additional hours as to meet the reasonable requirements of the role. The post holder will be entitled to time off in lieu for attending meetings outside normal office hours which may include evenings and weekends.

**Location:** The post holder will be based at Whalley Abbey, The Sands, Whalley, BB7 9SS.  The nature of the role requires regular travel around the diocese, and sometimes beyond. A smartphone and laptop can be provided to assist remote working.

**Pension:** The default for staff is a Royal London Pension Scheme, 10% Employer contribution 2% minimum employee contribution.  Clergy can opt into the Church of England Clergy Pension Scheme via a salary sacrifice.  Details of this are available on request.

**Annual leave:** The full-time entitlement is 25 days (not including statutory bank holidays) in the first year of employment rising by 1 day per completed calendar year up to a maximum of 30 days per year.  This is pro rata for part time employees.  The holiday year runs from 1 January to 31 December.  

**Probationary period:** The appointment is subject to the satisfactory completion of a six-month probationary period.

**Notice Period:** During the six-month probationary period 4-weeks' notice is required on either party. Thereafter you will be required to give 12-weeks’ notice should you wish to resign.

**Expenses:** Working expenses are paid at the diocesan rates.

**Employee Assistance Programme:** Employees of the BDBF are entitled to the Medicash EAP following their second month of employment. Medicash is available to all employees whose contracts exceed 3-months from their continuous start date.

**Right to work:** The post-holder must have the right to reside and work in the UK.

**Diversity - The Diocese of Blackburn believes that diversity enables us to thrive and develop and is committed to race equality, welcoming applications from UK Minority Ethnic/ Global Majority Heritage backgrounds**

**The Diocese of Blackburn is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All post holders and volunteers are expected to share this commitment.**