

Hospitality Administrators

OVERVIEW OF THE ROLE

The Community of the Resurrection (CR) is a monastic community for men under life vows in the Church of England. There are currently 17 members, aged between 30 and 90. We have been settled in our present home on a 20-acre estate in Mirfield, West Yorkshire, since 1898.

It is our calling to serve the Church and God's world, in particular through ministries of hospitality and theological education. We occasionally work away from home, but the majority of our life is lived at Mirfield, welcoming others to deepen their Christian faith by participating in our daily round of prayer, study and work.

The site at Mirfield is centred round a fine monastic church that is in daily use. We maintain a guest house for those coming for prayer retreats of 40 simple rooms with meeting rooms. We run a small bed and breakfast in a separate building, and host a limited number of functions such as wedding receptions. Our life here is shared with students preparing to be ordained as priests, some of whom live on site and some of whom travel from their own homes. Provision includes libraries and lecture rooms.

We are looking to appoint two administrators to work closely together covering 50 hours per week, ideally at 25 hours each with at least part of one day per week worked in common. The posts would suit a job-share arrangement.

This is an active site, full of interest, and home for monks and students. No two days are likely to be the same. The heart of the work of these posts will be to provide a welcome to the monks' guests, and those appointed will be joining a friendly team of support staff and monks.

The successful applicants will be approachable and enjoy working with others, with strong administrative skills and a clear eye for detail, flexible and dependable.



JOB SUMMARY

Accountable to: the Prior CR

Location: Community of the Resurrection, Mirfield

Grade: 4

The successful applicants will provide a professional hospitality, administrative and reception service to the Community of the Resurrection (CR). They will work alongside the Guest Brother and Warden, the Bursary, the Brethren, and the Catering and Facilities teams, as well as with site partners.

Occasionally situations may arise that require the post holders to perform other duties or tasks as may be reasonably requested.

A broad sympathy with the ethos and values of the Community of the Resurrection and its work is required.

The Community of the Resurrection is a Christian and monastic organisation within the Church of England. It is our aim and desire to receive all visitors and guests as Christ, and to care for them to their spiritual profit.

Current Scope of CR Hospitality Work

There are four aspects:

1. Pastoral / monastic
2. The Mirfield Centre platform
3. Commercial
4. Working with others on site

1. Individual retreat guests
Programmed retreats
Quiet Days - individual and parish
Reflective Study days
Sabbaticals
Church-related groups & organisations
Monastic life – Community Leaders’ Conference; Inter-novitiate; Festival Day
Vocational enquiries
 2. Mirfield Centre platform: monastic engagement with partners in areas of special interest, both on site and away
Study days
Internally organised conferences
 3. External groups - training / conferences
Weddings and similar functions
B & B guests
 4. St. Hild College
Leeds Diocesan School of Ministry
College of the Resurrection
Schools visits
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Duties and responsibilities

I. Provide administrative support to enable the breadth of CR's hospitality work, outlined above, to flourish.

II. Bookings System

- a) Operate *Rezlynx* bookings system:
 - Input annual rates plans
 - Create events / book rooms & meeting space - monitor & update event information as necessary, including site partner bookings
 - Manage *Rezlynx* diary, and participation in weekly operations meeting
 - Generate invoices & liaise with Bursary to monitor outstanding payments, including from Site Partners.
 - Create new *Rezlynx* profiles when necessary and cross-check with *Donorflex*
- b) Respond to enquiries for wedding receptions and other functions and, with the Catering Manager, handle preliminary visits and bookings.
- c) Capture data and manage the *Donorflex* database, including reporting.
- d) Prepare management information as needed.

III. Care of Guests

- a) Receive, welcome and orientate guests & visitors on site, in line with the CR ethos of hospitality and care.
- b) Respond to emails, post, telephone calls and the door-bell.
- c) Bring any pastoral needs to the attention of the Guest Brother / Warden.
- d) Prepare paperwork for arrivals & departures.
- e) Take deposits and payment for retreat stays, and payment for shop purchases.
- f) Prepare / update catering lists.

IV. Communications

- a) Attend the weekly hospitality team meeting and operations meeting.
- b) Maintain regular, appropriate communication with the Guest Brother and Warden, and with Housekeeping & Catering departments to ensure the effective and efficient care of guests.
- c) Understand the practices and needs of the site partners.
- d) Contribute to the annual programme planning, and be responsible for the production of publicity / promotional materials.
- e) Liaise with the Fundraising & Communications Manager to ensure effective use of social media and website platforms.
- f) Regularly review and update guest information in rooms.

V. Compliance

- a) Attend site Health and Safety meetings and ensure all hospitality work complies with any Health and Safety guidance and legal requirements.
- b) Store information according to the data protection policy of CR.
- c) Be familiar with and apply the safeguarding policy of CR and be ready to draw others' attention to their responsibility for safeguarding.

VI. Support

- a) Provide administrative support to the brothers and speakers for retreats and day events.
 - b) Ensure smooth functioning of speaker events with the right room layout, equipment and catering arrangements.
 - c) Prepare and service day and residential conference events, including any follow-up.
 - d) Provide assistance in booking and administering schools visits, including with risk assessments.
 - e) Provide administrative support for in-house events such as the annual Fun Day and Festival Day.
 - f) Provide assistance in sorting out basic technical problems, eg with computers and the photocopying machine.
 - g) Take minutes at meetings of other departments as required.
 - h) Undertake any other duties and responsibilities compatible with the overall scope and authority of the post.
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Dimensions of the Role

Responsible to the Prior CR who is line manager, and on a day to day basis to the Guest Brother, in the first instance.

Hours of work = 2 appointments of approximately 25 hours each are sought.

This could be a job share for 2 candidates.

Days of work = Monday to Saturday, to be agreed. Occasional evening and Sunday work.

PERSON SPECIFICATION – HOSPITALITY ADMINISTRATOR

Requirements	Essential/ Desirable	Duties this requirement supports	How it will be assessed
Knowledge			
Hospitality software and databases	D	II.a	CV, Practical Test and Interview
Social networking such as Facebook and Twitter	D	IV.e	
Terms, structures and practices of the Church of England and of Retreats	D	III. VI.a.c	
RE curriculum	D	V.c	
Safeguarding practices	D	VI.d	
Qualifications and Skills			
Excellent interpersonal and communication skills, both written and verbal, with a strong customer-focused approach	E	II.b III. VI.g	CV, Practical Test and Interview
Ability to respond in a timely way to all enquiries whether in person or by telephone, email, website or post	E	II.b III.a.b	
Ability to multi-task and prioritise a busy and varied workload	E	VI.	
Excellent diary management	E	IV.a.b	
An eye for detail	E	II. III.d IV.f V.a	
Excellent IT skills including the use of the internet, Microsoft Word, Outlook and the ability to produce and maintain spread sheets using Excel	E	II.d IV.d V.a VI.e.f	
Formal administrative or other relevant vocational qualification	D	I.	
Experience			
Records/data maintenance	E	II.c V.b	CV, Practical Test and Interview
Working in a busy office/business environment	E	III a.b.e	
Working with volunteers	D	IV.b	
Organising conferences	D	VI.c	
Use of projector and sound equipment	D	VI.a.b.c	

<p>Personal Qualities</p> <p>A good awareness of the need to work collaboratively with other members of the team, including the Guest Brothers and the Warden, and to foster this approach at all times</p> <p>Self-motivating and able to work without prompting</p> <p>Able to use own initiative and apply good judgment</p> <p>Able to work in and preserve a quiet working environment</p> <p>A high standard of personal presentation</p> <p>A broad sympathy with the ethos and values of the Community and their work.</p> <p>Able to maintain confidentiality</p> <p>Adapts well to changing circumstances</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>III.f IV.</p> <p>II.</p> <p>III.</p> <p>I.</p> <p>III.</p> <p>I. III.a.c V.c</p> <p>I. III.c</p> <p>VI.h</p>	<p>Interview and References</p>
<p>Additional requirements of the job</p> <p>Willingness to accept flexible working hours</p> <p>To undertake an annual review on the basis of this job description</p> <p>To accept Disclosure and Barring Service checking</p> <p>To undertake Safeguarding Training as specified by the CR Safeguarding Policy & Practice Guidance</p> <p>Such other duties as may reasonably be required</p>	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>	<p>VI</p> <p>All</p> <p>III. V.c</p> <p>III. V.c</p> <p>VI.h</p>	<p>Interview</p>