

# Diocese of Brentwood – Vicariate for Youth Ministry and Pastoral Care



## Hospitality Manager for Walsingham House at Abbotswick

### Job Description

<b>Job Title:</b>	Hospitality Manager for Walsingham House at Abbotswick
<b>Vicariate:</b>	Youth Ministry and Pastoral Care
<b>Employer:</b>	Diocese of Brentwood
<b>Location:</b>	Walsingham House at Abbotswick
<b>Responsible to:</b>	Diocesan Director of Youth Ministry
<b>Accountable to:</b>	Episcopal Vicar for Youth Ministry and Pastoral Care.
<b>Salary:</b>	£24,000
<b>Hours:</b>	35 hours/week (Usually Tuesday – Saturday daytimes)
<b>Contract:</b>	1 year contract
<b>Start date:</b>	August 2023

### Job Purpose

To ensure the smooth and efficient running of Walsingham House at Abbotswick as venue for schools and parishes to run self-led retreat days.

Specific responsibilities include managing group bookings, being on site to welcome groups and be on hand throughout the day as a point of contact, and ensuring the House is left clean and tidy for the next group. The post holder will liaise with the Site Manager to ensure a high level of Health and Safety is maintained.

### Staffing structure and support in the role

The Director for Youth Ministry has an office on site, and is on hand for support and help. She is the line manager for the Hospitality Manager. Further support is provided by the Chaplain to Walsingham House, the staff of the Brentwood Catholic Youth Service and Caritas Brentwood, and the Episcopal Vicar for Youth Ministry and Pastoral Care, as well as the Vicariate Administrator.

### Background to the role

This new role is an interim post while Walsingham House rebuilds after the pandemic. Usually a team of young volunteers run retreats for school and parish groups, but this is not possible during 2023/2024.

Therefore we will be opening the house as a venue for schools and parishes to bring groups of young people and adults, for retreats or meetings that they run themselves. At the same time we will be focusing on our work and ministry beyond 23/24, aiming to recruit retreat staff and a volunteer team to begin in autumn 2024.

### Our house and facilities

Walsingham House at Abbotswick is set in the heart of Brentwood Diocese. We are in a beautiful, tranquil, rural location, five miles from Brentwood and with 14 acres of our own grounds. During school term time 2023/24 we will offer the centre to schools and parishes to hire out in order to run their own retreats with

hospitality provided by the Hospitality Manager. We hope to offer a warm welcome, a place of reflection, prayer, kindness, and above all, time to ever more deeply meet and know Christ as “brother, saviour and friend” (St John Paul II).

The house includes a large meeting room, for 40-50 people, and three small group rooms. There are kitchen facilities, but we would not envisage groups using those. Similarly there are bedrooms, but we would not have the staff capacity to make these available to groups. There is a beautiful rustic chapel, and the extensive grounds lend themselves to walking. There is an outdoor set of Stations of the Cross.

## **Information before applying**

If you are considering applying for the role of Hospitality Manager for 2023-24, you will also find more information about the House on the BCYS website ([www.bcys.net](http://www.bcys.net)) as well as on our social media accounts.

Naturally, we warmly welcome visitors, so please contact Claire Bailey ([clairebailey@brcdt.org](mailto:clairebailey@brcdt.org)) if you would like to arrange to come and see Walsingham House and the work that we do in advance of applying.

The application process is given at the end of this Job Description.

## **Key tasks**

### **1. Practical support for groups using the House**

- Welcome groups to Walsingham House and be a point of contact throughout the day.
- Ensure the Main House and Chapel are clean and ready for groups on arrival, including provision of refreshments and any equipment requested by the group.
- Ensure the Main House and Chapel are clean and tidy at the end of the retreat.
- Ensure any Health and Safety concerns are addressed and/or reported to the Site Manager.
- Responsible for opening and securing the Main House.

### **2. Administrative liaison with groups**

- Assist with the taking of bookings and creation of a diary for the upcoming year of retreats and events, working alongside the Director for Youth Ministry and the Vicariate Administrator.
- Contact schools/parishes prior to retreat, to discuss their requirements/confirm details for the retreat.
- Ensure groups have a copy of the terms and conditions and are aware of their responsibilities whilst using the centre.
- Ongoing liaison with the Site Manager to ensure that all aspects of Health and Safety are up to date and that the site is safe for all visitors.

## **Other General Duties**

The above mentioned duties are comprehensive. However, they are neither exclusive nor exhaustive: the post holder may occasionally be called upon to carry out such other appropriate duties as may be required by the Director of Youth Ministry, within the competence and ability of the post holder.

## Personal Skills and Qualities

SELECTION CRITERIA	ESSENTIAL	DESIRABLE
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ATTRIBUTES		
Hard-working, honest, dependable, and self-motivated	✓	
Absolute integrity and discretion.	✓	
Confidence to make sensible and responsible decisions on own initiative.	✓	
A polite manner, flexibility, and sensitivity in relating to all staff and visitors	✓	

SKILLS AND EXPERIENCE		
Previous experience within hospitality	✓	
Good literacy skills in English	✓	
Good communication skills – written and spoken	✓	
Experience of working with young people		✓

KNOWLEDGE		
Knowledge of current Health and Safety regulations	✓	
Knowledge of efficient cleaning methods and materials.		✓
Awareness of health and hygiene procedures	✓	
First Aid trained		✓

ADDITIONAL REQUIREMENTS/INFORMATION (e.g. hours, shift work, travel)		
Understanding of, and empathy for, the mission and ethos of the Catholic Church, the Bishop of Brentwood and the Priests and laity of the Diocese.	✓	
An up to date Disclosure and Barring Service (DBS) will be required prior to commencing employment	✓	
Able to work Tuesday - Saturday	✓	

- Any appointment is subject to references and an enhanced DBS.
- **Prior to application**, you are welcome to visit Walsingham House; please contact Claire to arrange a time & date.
- **Application is by CV and covering letter.** The covering letter will be used as part of the selection process and should clearly demonstrate, with examples, how your personal qualities, skills and experience match each of the requirements of the Job Description and person specification.
- **Please also provide the details of two referees.** The referees will be contacted after the closing date and prior to interview, for candidates that are shortlisted.
- **Please send the completed application to:** Claire Bailey (Director of Youth Ministry), Walsingham House at Abbotswick, Navestock Side, Brentwood, Essex CM14 5SH. Applications can also be emailed to [clairebailey@brcdt.org](mailto:clairebailey@brcdt.org)
- **The closing date for applications** is midday on Friday 12<sup>th</sup> May and we will then invite suitable applicants to interview on Friday 19<sup>th</sup> May.