VACANCY – OFFICE SUPPORT PERSON AND RECEPTIONIST

About Bath Abbey

Bath Abbey is a major centre for Christian worship, a leading venue for tourism and cultural events, and a treasured part of Britain’s heritage. It lies at the centre of Bath, occupying a central place in the celebration of worship, special events and the life of this unique and elegant World Heritage city. The Abbey is itself one of the most beautiful architectural masterpieces in the country.

There has been a centre for Christian pilgrimage and worship on the present site of the Abbey for over 1,000 years. During that time it has undergone many transformations and changes, surviving a number of major conflicts, architectural and religious reforms, and two World Wars. Despite this, it still stands as an essential place for both worshippers and visitors.

Today the Abbey welcomes over 420,000 pilgrims and visitors each year and is one of the most visited places in the south west region. Providing a warm welcome and excellent hospitality lies at the heart of everything we do and the Abbey Welcome team play an important role in this ministry. As one of the most spectacular large event venues in the region, Bath Abbey hosts a yearlong programme of musical events and concerts. We also have a thriving congregation drawn from the city and the surrounding area. The Abbey is the city of Bath’s main church and we work closely with the local authority and city churches to host civic and city-wide events. As well as regular services through each week, special services take place through the Church year. Our Christmas services are extremely popular and there is rarely a seat in the Abbey for Advent Sunday and Christmas Eve.

Bath Abbey’s Mission – People and Place Fully Alive

With such a wide programme of worship, over 60 cultural events a year and many thousands of pilgrims and visitors coming through our doors every day of the year, this is one of the busiest Parish Churches in the country. During 2014, we welcomed over 700,000 people through our doors. It is important to us that we provide the space and the structure for meaningful engagement, warm hospitality and opportunities for quality worship. These are the key strands of our mission and underpin everything we do. Being people and a place fully alive is what we strive to be every day.

The Abbey is, however, challenged by a lack of space and poor facilities which limits our activities and restricts what we can offer in the way of hospitality. Over the next few years, we will be developing and delivering our ‘Footprint’ project – a major capital project that will extend our facilities in new and exciting ways, update our seating and lighting, and save our Abbey floor. The project will develop new areas in the subterranean vaults and capture the natural hot spring water for which the city is famous to heat the Abbey itself. It is the single largest church project currently underway in the UK and, because of the uniqueness of Bath, hugely important not only for the Abbey but also for the City. More information about the Footprint Project can be found on our website.
JOB PROFILE

JOB TITLE Office Support Person and Receptionist

SALARY £17,160 full time equivalent

HOURS 30 hours per week, to be worked Monday to Friday. Exact work pattern to be negotiated.

JOB DESCRIPTION

Bath Abbey is more than just the sum of its parts. We are primarily a place of worship and we attract over 420,000 pilgrims and visitors a year. We are also a major tourist attraction, a live performance venue, and a key part of Britain's heritage.

At the heart of the work of the Abbey is the Abbey Office. Working with the clergy and other departments of the Abbey, its main function is to provide the essential services for the rest of the Abbey to function as a beacon of Christian hospitality in the city of Bath and surrounding areas.

This role is an opportunity to provide key support functions in the Abbey Office; the post holder should take a dedicated, enthusiastic and flexible approach to providing the administrative functions needed. As the Abbey is expanding in its functions and approach, this new role is perfect for someone who is keen to combine a high level of professional service with sympathy for the Abbey’s aims, mission and values. As our work expands, potentially the role will too.

KEY RESPONSIBILITIES

- To provide administrative support to the Abbey Office, the clergy and other departments within the Abbey, with agreement of the Office Manager.
  - Handling incoming correspondence by post, fax or email and redirecting as appropriate, receiving and distributing post and parcels;
  - Maintaining the backups of the Abbey’s computer servers;
  - Sending out details of Abbey events as appropriate, producing the weekly news sheet;
  - Maintaining the Abbey’s files;
  - Keeping a record of ticket requests for events.

- To be a friendly and welcoming first point of contact for visitors and telephone callers and managing the reception area efficiently during office opening hours.
  - Answering the telephone;
  - Keeping a record of callers and visitors;
  - Issuing badges;
  - Taking and passing on messages as necessary.

- To provide administrative assistance for the provision of worship and music at the Abbey.
  - Ensuring that the Copyright Licencing is kept up to date;
  - Producing the Hymn Sheet for:
The 6.30pm Sunday Service;
- 3-weekly service and music.
  o Producing the BAMS lunchtime recital sheets;
  o Entering organ practice requests into the diary.

- **To provide document production and reprographic services for the Abbey office.**
  o Generating regular and other documents as necessary;
  o To assist with reprographics, including:
    - Photocopying, including volunteer rotas for Abbey groups;
    - Folding, collating and laminating;
    - Arranging maintenance visits for reception area equipment and ordering photocopier toners.

- **To support the effective, productive functioning of the office and general wellbeing.**
  o Maintain stationery supplies by researching and ordering staff requirements, and informing the Accountant of order and checking invoices against delivery notes;
  o Buying stamps with petty cash;
  o Maintaining:
    - Keys and access to the Abbey Office;
    - TV licence renewal;
    - Staff car parking allocation;
    - Birthday lists

- **To undertake other duties from time to time under the supervision of the Office Manager.**

**PERSON SPECIFICATION**

The ideal candidate will:

- Have an approachable, positive demeanour with clergy, staff, visitors, contractors and suppliers;
- Have the ability to handle people calmly, sympathetically, and sometimes assertively;
- Be sympathetic to the aims, values and mission of Bath Abbey and be willing to apply them in day to day work;
- Be able to manage their own workload with the supervision of the Office Manager;
- Combine the abilities to work as a part of a wider team, and on their own initiative where necessary;
- Take a ‘can-do’ attitude to supporting colleagues where needed and offer support to colleagues should the need arise;
- Be fully literate in Microsoft Office (including Word, Excel, and Outlook) and the Windows operating system.

Previous experience in administration in the third sector is desirable, but not strictly necessary.
KEY RELATIONSHIPS

*Primary relationships:* Line managed by the Office Manager

Working closely with colleagues in the Abbey Office and wider Abbey

*Secondary relationships:* Visitors, suppliers and contractors.

To apply, please complete the application form, with a current CV and a covering letter explaining why you think you are suited for this role, and send it to the attention of:

**Mrs Deborah Coleman BA (Hons)**
**HR Officer**
**Bath Abbey**
**12 Kingston Buildings**
**Bath**
**BA1 1LT**

Or email to deborah@bathabbey.org