



JOB DESCRIPTION

JOB TITLE: Operations Support, Bath Abbey

JOB PURPOSE: Working with other members of the Operations team, under the leadership of the Facilities Manager, to ensure the smooth running of the Abbey as a place of worship, visitor attraction, and venue for events and concerts. To support the effective operation and maintenance of building systems, processes and services within Bath Abbey and its buildings.

FULL-TIME: 40 hours over 7 days (some weekend working / evening work is required)

SALARY: £22,297.60 per annum

HOLIDAY ENTITLEMENT: 25 days + bank holidays per annum

LINE MANAGER: Facilities Manager, Bath Abbey

BATH ABBEY

Bath Abbey is a flourishing parish church in the heart of the UNESCO World Heritage City of Bath and with this a significant part of the City's rich heritage which reaches back to Roman times. Please visit our website on www.bathabbey.org

While the geographical parish has only a small residential population, our congregation is a gathered community from all over the city and surrounding area. We also welcome over 500,000 regional, national, and international visitors, and worshippers. Bath Abbey has around 30 staff, around 50 in our choirs, c.300 volunteers and over 450 in its congregations.

Bath Abbey was built in 1499, is Grade 1 Listed and is the last great medieval church to be built in England. In addition to this building, the staff of Bath Abbey work from offices in Kingston Buildings next door, which is also home to the Abbeys Song School.

KEY RESPONSIBILITIES

- Complete necessary tasks as and when required to ensure the smooth running of the Abbey and offices including but not limited to, cleanliness, security and good housekeeping
- Support the work of the Facilities Manager and Custodian in maintaining the Abbey and offices, reporting all necessary repairs and defects
- Preparation of Abbey floor for services, concerts and events with occasional ceremonial verging duties as required
- Work productively with others to ensure the smooth transition between liturgical and non-liturgical events
- Liaise with staff, volunteers and external organisations in relation to detailed arrangements for concerts and secular events in the Abbey as directed by the Facilities Manager
- Provide support during concerts, events, exhibitions and functions
- Operating the AV and live streaming systems for services, concerts and events

- To be part of the team who act as responsible key holders in the event of out of hours incidents such as fire, and intruder alarm activation
- Completion of Operations related administrative tasks
- To ensure all significant incidents, accidents and near misses are reported as appropriate, and in line with the Abbey's Health and Safety procedures
- Counting and handling cash in accordance with the Abbey's money handling procedures

PERSONAL SPECIFICATION

Essential

- Welcoming and professional to colleagues, visitors and our congregation
- Able to build and maintain close working relationships with all other members of the Abbey team, with those who organise events in the Abbey and with all other external groups and organisations
- Strong communication skills and the ability to relate well to a variety of audiences including staff, the congregation, volunteers and members of the general public
- Empathy with all aspects of the Church of England liturgy and its ethos,
- Ability to work as a flexible and enthusiastic team member within the Operations team and across the Abbey
- Excellent organisational skills, with an ability to plan, prioritise work and meet deadlines
- Ability to work under pressure
- Ability to work independently and exercise individual initiative as required
- Reasonable level of physical fitness with the ability to lift and carry furniture, climb stairs, and stand unaided for significant periods of time
- IT literate in MS Office including but not limited to Word, Excel, Outlook, PowerPoint
- Willingness to commit to continuing professional development (CPD)
- Ability to work flexible hours, including evenings and weekends

Desirable

- Previous experience of working as a vergers in a Church environment
- An understanding of Church of England liturgy and its principles.
- A sense of the value of well-ordered worship and its contribution to the Abbey's wider ministry and mission
- Understanding of audio-visual equipment and the principles of developing material for broadcasting online.
- Current First Aid at Work qualification or willingness to be trained
- Understanding of safeguarding issues and practices

Special Requirements

- The candidate will be required to submit an enhanced DBS clearance check

Application

To submit an application please send a full CV and covering letter of no more than one A4 page which explains why you are a suitable candidate. Please include the details of two references. References will only be taken up once an offer has been made.

Please send your CV and letter to Natalie Cox-Mullings, Human Resources Officer at ncox-mullings@bathabbey.org.