

JOB DESCRIPTION

JOB TITLE:	Operations Assistant – Bath Abbey
JOB PURPOSE:	An Operations Assistant is a key member of the Bath Abbey Facilities Management Team responsible for the smooth and effective operation, maintenance and cleanliness of Bath Abbey, its buildings and events taking place in the Abbey.
FULL-TIME:	40 hours per week over 7 days (regular weekend working and evening work)
SALARY:	£24,150 per annum
HOLIDAY ENTITLEMENT:	25 days per annum + bank holidays
LINE MANAGER:	Facilities Manager, Bath Abbey

INTRODUCTION

This is an exciting opportunity to join our friendly team at Bath Abbey. As Operations Assistant you will be part of the team responsible for the daily running of one of the country's most iconic buildings. This is a varied, hands-on role which will involve key holder responsibilities for opening and closing the building, supervision of the Abbey floor (including fire and security emergency response), assisting with the set up of events and activities and day to day cleaning.

We are looking for a hard-working team player who is able to offer reliability, practicality, attention to details and the ability to adhere to Health & Safety guidelines. We welcome applications from individuals who may have less experience, but who have a willingness to learn in a fast-paced environment and who can offer commitment, enthusiasm, resilience, and plenty of common sense. You and your colleagues in our Operations Team work very closely with our Visitor Services Team and so you will also need excellent customer service skills and a polite and friendly manner when dealing with members of the public, hirers, and other users of the building.

With over 320,000 visitors coming through the door each year, Bath Abbey is a unique place and opportunities like this are rare, so if you are looking for a role where you come into contact with a wide variety of people, no day is exactly the same, and you are helping to look after a remarkable building for future generations, this could be the perfect job for you.

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 320,000 regional, national and international visitors and worshipers. Bath Abbey has around 25 staff (with 6 in our

Facilities Management Team), around 50 in our choirs, over 200 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.

FOOTPRINT PROJECT

The Bath Abbey Footprint project was a £21m exciting and ambitious 8 year project that completed in March 2023. The project created new spaces, environments, activities and interpretation facilities that now enable the Abbey fulfil its mission for generations to come. Our funding was significantly assisted by a £11m National Lottery Heritage Fund grant.

The Footprint Project work comprised:

- stabilising the collapsing floor of the Abbey and repairing / conserving over 800 ledger-stones
- the installation of a new eco-friendly under-floor heating system using Baths unique hot springs as a source of energy
- increasing the capacity of the Abbey to be a place where people come together and to fulfil the Abbeys mission as a place of worship, hospitality and justice
- the build of a Discovery Centre, Learning Centre and Choir Rehearsal room

As a result of this project the Abbey now has a new sound and lighting system, hearing loop, livestreaming facility, door access system, additional Wifi, new heating system and new Building Maintenance system.

Please visit our website for full details www.BathAbbey.org.

THE ROLE

As our Footprint Project draws to a conclusion, the Abbey now has several new facilities and spaces (including our Discovery Centre, Learning Centre, Public Toilets and Commercial Kitchen) which has led us to grow our team of Operations Assistants. Bath Abbey is therefore looking for an additional Operations Assistant who is great with people, experienced in promoting a positive health and safety culture and helping ensure the smooth running of events.

KEY RESPONSIBILITIES

As a member of our Operations Team (we have 6 in the team) you will ensure that best practices are followed for maximum efficiency and that a suitable safe working environment is attained for its visitors and our employees and their activities.

The role requires the post-holder to work regular weekends and some evenings.

You will play an integral role, along with the Facilities Manager and other members of the Operations Team in promoting a positive Health & Safety culture within Bath Abbey:

- 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.

- Security for the premises and its contents. The post holder must be available for emergency call-out (as all members of the team are).
- Open / closing the Abbey, setting up for and after lettings and ensuring the hirer complies with the conditions of hire.
- Maintenance, security and safety of the Abbeys public areas.
- Security and safety of the Abbeys commercial kitchen facilities
- Keeping the Abbeys facilities and spaces looking fresh, operating to high standards of tidiness health and hygiene.
- Managing the fire and security of the buildings and emergency procedures including being the nominated person responsible for the safety and security of buildings and visitors.
- Carrying out minor maintenance tasks.
- Reporting all defects / hazards immediately to the Facilities Manager
- Operation of alarm, CCTV and security systems
- Working knowledge of COSHH. health and safety compliance (ongoing training will be provided)
- Assisting in the setting-up and taking down of staging and chairs for events
- building maintenance
- Building and maintaining close working relationships with all other Abbey departments, those who organise events in the Abbey and other external groups and organisations.
- Counting and handling cash in accordance with the Abbey's money handling procedures
- Learning and operating the operational and technical systems in the Abbey including AV, heating, intruder and fire detection, CCTV, staff radios and lift systems.

PERSON SPECIFICATIONS

- You will need to have excellent inter-personal skills
- You will need excellent customer service skills / experience
- You must have working knowledge of Health & Safety Regulations at work
- A well organised team player with the ability to work under pressure
- Excellent verbal and written communication skills with the ability to engage with a wide range of people from a variety of diverse backgrounds
- Sympathy with and an understanding of the values and mission of Bath Abbey
- You will need to have a flexible and proactive approach to work and a can-do attitude
- Experience of working in a church environment is desirable though not essential
- Strong problem-solving skills
- The ability to work independently
- Drive and enthusiasm to maintain and operate buildings to the highest standards for our Congregations, Visitors, Volunteers, Choirs, Clergy and Staff;

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