

## Job Description

<b>Job Title:</b> Retreat Centre Administrator	<b>Department:</b> Operations
<b>Reports to:</b> Operations Manager & SMT	<b>Responsible for:</b> volunteers
<b>Job Holder:</b> Vacant	<b>Date:</b> 1 May 2015

### Role Responsibility

*As the first point of contact, whether by telephone, email or in person you will provide first class hospitality to all visitors to the retreat centre. You are responsible for office administration and the management of retreats and events. This involves daily coordination with the Director, Catering and Housekeeping managers and retreat organisers. You will ensure that all services provided meet our clients' needs and that events are run efficiently. You will strike a balance between customer satisfaction and effective business management, which often means dealing with last-minute changes or solving problems as they arise, without getting harassed.*

### Specific Responsibilities

Key Result Areas	% time spent
To receive all visitors and those enquiring about Minsteracres whether by phone, email or in person in a warm and welcoming manner at all times.	20
To manage the cycle of retreat centre and youth centre use from booking to receipt of payment. This includes keeping accurate records of retreats, events, booking details, deposits, invoicing, payments and receipts using 'EasyBook' software.	40
To manage the allocation of volunteers to dining room duties for relevant retreats and events.	20
To allocate rooms and ensure that the housekeeping and catering managers and volunteers are provided with relevant information in a timely manner.	10
To manage and maintain records of contacts using CRM software and keep administration work procedures up to date. To maintain office equipment and systems and ensure office supplies are always available.	5
To provide administrative support to the Senior Management Team and Parish.	5
<b>Authority:</b> To act as a member of the management team, operating within agreed budgets, financial controls, policies and work procedures.	
<b>Additional duties:</b> Each Minsteracres employee is expected to work in a flexible way when the occasion arises, when tasks not specifically covered in the job description have to be undertaken.	

## Person Specification—Core Competencies

All employees at Minsteracres are required to demonstrate the following core competencies:

### **Customer Care**

Focusing on needs of Minsteracres Retreat Centre's stakeholders in order to acknowledge, understand and work towards meeting their differing needs and exceeding expectations. These include resident community, retreatants, staff, visitors, clients, and members of the public.

### **Leadership**

Inspiring confidence, commitment, motivation and passion in others by demonstrating responsibility, personal accountability, encouraging open communication, giving clear direction and promoting Minsteracres Retreat Centre values.

### **Personal development**

Demonstrating self-awareness of strengths and limitations, acceptance of constructive feedback and a desire to improve. Actively developing skills and attributes of self and others through training and development.

### **Innovation**

Proposing, contributing to and embracing improvements and innovations in work and practices.

### **Working together**

Co-operating with others and contributing to a team. Demonstrating sensitivity to the needs of others and how their own actions impact on others.

## Person Specification—qualifications and experience

Criteria	Essential	Desirable
<b>Qualifications</b>	6 GCSE levels and 2 'A' levels or equivalent and relevant qualifications in business administration and or hotel management.	First aid, H&S, IT certificates
<b>Relevant Experience</b>	Minimum 3 years recent experience as an office manager/administrator in the hospitality sector or equivalent.	Working experience in a Christian retreat centre.
<b>Skills and competencies</b>	<ul style="list-style-type: none"> <li>• Exceptional customer service.</li> <li>• <u>A genuine affection for people of all types.</u></li> <li>• <u>Unflappable i.e., an ability to work under pressure and resolve problems whilst remaining calm at all times.</u></li> <li>• Excellent numeracy skills.</li> <li>• Excellent IT competency with MS Windows, social media and website platforms like Wordpress.</li> <li>• Excellent organisational skills.</li> <li>• Excellent attention to detail.</li> <li>• Excellent written and spoken English.</li> <li>• Ability to work on own initiative.</li> </ul>	Marketing experience IT qualifications Website development and use.
<b>Working pattern</b>	This role will involve working <u>37 ½ hours flexibly</u> and will include <u>routine week-end work</u> .	
<b>Personal qualities</b>	A warm, enthusiastic and calm person with a genuine interest in people. You will have excellent interpersonal skills including negotiating, problem solving, team working and most importantly, a firm commitment to delivering exceptional customer care in a calm and unflustered way.	

**Note:**

Minsteracres Retreat Centre is a Christian organisation. Whilst this post does not hold a Genuine Occupational Requirement for the post holder to be a committed Christian, they must empathise with the Christian and other faiths.

The successful applicant will be required to apply for an Enhanced Disclosure from the Disclosure and De-Barring Service.