



Diocese of Southwark

Catering/Housekeeping Shift Leader Wychcroft Retreat and Training Centre

Information Pack

Closing date Monday, 16th April 2018





The Diocese of
Southwark

Wychcroft Retreat Centre
South Park Lane
Bletchingley
Redhill RH1 4NE

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Dear Applicant

I am pleased that you are interested in the post of Catering/Housekeeping Shift Leader. I hope that you will find it is an exciting role.

This is an excellent opportunity for someone to make a real difference to the work of the Diocese through the extremely important task of providing a welcoming atmosphere for all of our guests.

If you would like an informal discussion about the role, please email me at: richard.ellis@southwark.anglican.org

This information pack provides an outline of the role, the skills and experience that we are looking for, plus some further background to the post and the Diocese. To apply for this role, please visit <http://pathways.churchofengland.org> then use the post reference cofe/TP/2997/573. The closing date for this vacancy is Monday, 16th April 2018.

If this role interests you, and you believe that you have the necessary skills, experience and enthusiasm, we would very much like to hear from you.

Richard Ellis
Centre Manager, Wychcroft



The Diocese of Southwark

Our Vision

**To Serve our Communities, Share our Faith, with great joy and gladness
Be the Church; a people with hearts on fire, loving God, walking with Jesus and led
by the Spirit**

Job Description:	Shift Leader Wychcroft - Retreat and Training Centre
Reporting To:	Manager - Wychcroft
Job Purpose:	To lead the welcoming of guests, and the provision of catering and housekeeping for the centre during a shift, when required, in order to support the efficient running of the centre
Working Hours	A minimum of 28 hours per week, with flexibility to work more on occasions if required. Hours are based on a rota including evening and weekend duties.

Detailed Duties:

Catering

- To oversee the provision of catering to guests, ensuring that food hygiene standards are met, and maintaining the reputation for high quality, home cooked food. This will include:
 - Preparation and cooking of food as part of the small hospitality team.
 - Managing stocks of food and making known what requires ordering
 - Managing health and safety procedures on your shift
 - Making sure all staff are trained, either training them yourself or arranging training through the Wychcroft Manager
 - Organising the kitchen team on your shift
 - Providing a satisfactory handover to the oncoming team
 - Closing down the centre at the end of the day
 - Recording any required maintenance issues identified during your shift

Guests

- Providing a welcoming atmosphere to all guests.
- Providing the 'Housekeeping information to arriving guests in the absence of the manager
- To work with the manager and the other team members to ensure all rooms and communal areas are cleaned to a high standard

Health and Safety (include any specific requirements relevant to the job)

Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

Equality and Diversity

All staff are expected to demonstrate the value of 'Respect for All', and follow any guidelines and policies relating to equality and diversity, and equal opportunities.

Confidentiality

Maintaining confidentiality, and preserving the integrity of our work in the Diocese is very important. You will not, except as authorised by the Diocese, or as required by law or your duties, use, divulge or disclose to any person, firm or organisation any information about individuals, parishes or the Diocese, or other confidential information relating to the organisation, finances, parishes, dealing and affairs of the Diocese which may come to your knowledge during your employment.

Any Other Duties

A core value of Diocesan staff is collaborative team working. The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the post holder, and you may be asked to perform any other duty as directed from time to time.

Person Specification

Essential	Desirable
Experience	
<ul style="list-style-type: none"> Experience of leading a kitchen and providing good quality home-cooked food in a similar establishment 	
<ul style="list-style-type: none"> An understanding of the benefits of locally sourced and ethically produced products. 	
Skills and Knowledge	
<ul style="list-style-type: none"> Good communication skills to lead the kitchen team, and to provide a friendly welcome to guests. 	
<ul style="list-style-type: none"> Food hygiene qualification to level 2, or and appropriate health and safety legislation to ensure a safe environment for guests and staff 	Level 3 Food Hygiene-Supervising Food Safety
<ul style="list-style-type: none"> Able to work collaboratively, as part of a team 	
<ul style="list-style-type: none"> Able to plan appropriate menus, including meals suitable for people with varying needs, eg gluten free, etc. 	
Personal Qualities and Behaviours	
<ul style="list-style-type: none"> Professional, calm and approachable 	
<ul style="list-style-type: none"> Good at problem solving, and dealing with difficulties in a calm way as they arise. 	
<ul style="list-style-type: none"> An understanding of, and empathy with the values and ethos of the Diocese and Church of England. 	
<ul style="list-style-type: none"> Someone who respects colleagues irrespective of their position or background 	

DIOCESE OF SOUTHWARK

Catering / Housekeeping Shift Leader (at least 28 hours per week)

Outline terms and conditions

Employer

You will be employed by the South London Church Fund and Southwark Diocesan Board of Finance whose registered office is at Trinity House, 4 Chapel Court, Borough High Street, London SE1 1HW.

Normal Place of Work

Your normal place of work will be Wychcroft, South Park Lane, Bletchingley, Redhill RH1 4NE

Salary

The post has of £21,000 per annum, pro rata. This equates to £14,700 per annum based on 28 hours per week.

Probation

The appointment is subject to the satisfactory completion of a six-month probationary period.

Hours of work

A minimum of 28 hours per week, based on a rota which includes evening and weekend duties.

Holiday Entitlement

You will receive 26 days annual leave per annum (pro rata), increasing to 31 days after 2 years' service. There is also an entitlement to 2 local and 8 national bank holidays (pro rata). The leave year runs from 1st January to 31st December.

It is normally expected that annual leave will be taken during the periods that Wychcroft is closed (2 weeks at Easter and 4 weeks in the summer). Any other remaining leave to be requested and agreed at other times with your line manager.

Sick Pay

Sick Pay is paid at full pay and half pay rates dependent on length of service, details of which are contained in the contract of employment. Where the right to Diocesan Sick Pay has not been established or it has been exhausted, then Statutory Sick Pay provisions will apply.

Season Ticket Loan

An interest free season ticket loan is available upon satisfactory completion of the probation period.

Pension

A non-contributory pension will normally be arranged with the Church Workers' Pension Fund, currently a 15% employer's contribution.

Working Expenses

Reasonable out of pocket expenses will be reimbursed.

Termination of Employment

During the six-month probationary period a week's notice is required on either side. Thereafter you will be required to give three months notice should you wish to resign and will receive three month's notice.

Equal Opportunities

The Diocese has a strong commitment to equal opportunities and will not discriminate on the grounds of race, nationality, age, sex, disability, marital status, sexual orientation, religion or belief. Its employees are expected to abide by the Equal Opportunities Policy which embodies these principles.

Disciplinary and Grievance Procedures

Further details would be provided in the contract of employment that would be issued on appointment.

Ineligibility for Election

Employment in this post means that you would be ineligible for election to the General Synod of the Church of England or the Southwark Diocesan Synod.

Background Information to the Diocese of Southwark

The Diocese of Southwark, founded in 1905, forms part of the Province of Canterbury in England and is part of the wider Church of England, in turn part of the worldwide Anglican Communion. The Diocese covers primarily the area of Greater London which is South of the Thames, together with the Eastern part of the county of Surrey. It is one of the largest dioceses in terms of population and parishes as well as one of the most diverse.

The Diocese covers fifteen Local Planning Authorities (in part or wholly).

The Diocese of Southwark serves a growing population of 2.8 million people across south London and East Surrey, an area of rich variety and diversity, through its network of 292 parishes, 358 churches, 190 of which are listed places of worship. There are 106 church schools across the Diocese, 15 of which are secondary schools.



The Diocese seeks to be a Christian presence and to share the Christian faith in each of its parishes through the mission and ministry of its clergy, congregations, schools and chaplaincies and works to promote the common good, with a particular concern for those most in need.

The priorities of the Diocese are to release gifts, renew vocations and deepen people's life of faith. We aim to do so by effective stewardship of our resources, by collaborative team working, by respect for all and transparent accountability.

Specific aims which the Diocese is working towards at present are:

- To grow our financial resource base to allow investment in growth for the future;
- To grow our average weekly attendance;
- To increase the number of worshipping communities;
- To increase lay and clergy vocations; and
- To ensure that our leadership is more representative of the cultural communities which we serve.

The Diocese is committed to providing the resourcing necessary to train and house over 300 clergy to minister in its parishes, alongside laity and clergy in secular employment. You will find a statistical profile of the Diocese at Appendix 1.

In 2015 clergy carried out 670 funerals, 2,500 weddings and 2,600 baptisms. Surveys indicate that 70% of church members volunteer in their local communities, including as school governors, street pastors and in night shelter and food banks.

In 2016 the Diocese was successful in achieving a major grant from the Church Commissioners to enable and support the Church's outreach in new development areas, through our "From Battersea to the Barrier" initiative, in particular the new Nine Elms development, including the new American Embassy.

The Diocese is divided into six archdeaconries and twenty-five deaneries, overseen by the Bishop of Southwark, who is supported in his pastoral work in the diocese by three area bishops, the Bishop of Kingston, Bishop of Woolwich, and Bishop of Croydon, as well as six archdeacons.

The statutory work of the Church and support to the parishes is provided by the staff of the Diocesan Office, located in Trinity House, Southwark.

Wychcroft Retreat and Training Centre

Wychcroft is a place of hospitality, welcoming all who seek to deepen their relationship with God and live more authentically as Disciples of Christ.

It exists particularly to resource the mission of God, by providing opportunities and space for nurture and prayer, excellent facilities for training and learning, and welcoming and comfortable accommodation.

It is our aim that each person who comes to Wychcroft will leave refreshed and resourced for their daily life. The house is available for day visits, groups and residential.

The facilities consist of: a large lounge/common room; two smaller meeting rooms; a large dining room; a spacious hall; the Chapel, dedicated to the People of God, adaptable for groups to worship or for larger groups to meet; 23 bedrooms which can accommodate up to 36 guests.

Trinity House and the Area Offices

Trinity House houses the Diocesan Office where most of the professional staff of the Diocese are based under the overall direction of The Diocesan Secretary. Organisational charts are included within this information pack. Trinity House is just off Borough High Street, within a quarter of a mile of Southwark Cathedral.

In 2016 our governance structure was streamlined to align policy and resource decision-making in a new Diocesan Council of Trustees (DCT).

The governance of the Diocese is now held by the DCT which incorporates the Diocesan Board of Finance, Bishop's Council, Diocesan Mission & Pastoral Committee, and Diocesan Parsonages Board, with co-terminus membership. The DCT delegates day-to-day management and leadership of its activities to the Diocesan Secretary who is accountable directly to it and who meets with both the Senior Management Team (comprising Departmental Heads, of which the Deputy Diocesan Secretary is one) and monthly with Archdeacons. In addition, more granular oversight by the DCT is exercised through its two committees, the Policy and Finance Committee (PFC) as well as the Audit and Governance Committee (AGC). These committees each have distinct responsibilities for scrutiny and oversight; the PFC for resource spend and performance against objectives, and the AGC in its ongoing appraisal of risk, including investment risks.

The staff who work across the whole Diocese have a core purpose and values that set out their role in supporting the Diocese achieve its Strategic objectives. These have been known under the banner of 'Lead, Enable, Serve', these are summarised in the table that follows.



THE DIOCESE OF SOUTHWARK SOUTHWARK VISION 2017 -2025

HEARTS ON FIRE with a Vision for Growth;

Walking with Jesus and getting to know Jesus better as we journey on
Welcoming all, embracing our diversity and seeking new ways of being church
Growing in numbers, generosity, faith and discipleship as we grow God's Kingdom

DIOCESAN STAFF PURPOSE

To serve, support, lead, and enable the mission of the God as it is worked out in the parishes, deaneries, schools and communities of the Diocese of Southwark.

DIOCESAN STAFF VALUES

Effective Stewardship of Resources

Collaborative Team Working

Respect for All

Transparent Accountability



DIOCESAN STAFF AIMS

- . To support our parishes and clergy so that they are energised, equipped and empowered through specialist advice, leadership in ministry, training and development, good housing and by building effective relationships.
- . To meet our statutory and regulatory obligations, and to be proactive in leading and disseminating good practise.
- . To evaluate and allocate resources effectively, in line with the vision, aims, values, and policies of the Diocese.
- . To resource, and support mission and evangelism, vocational discernment, training and ongoing development for lay and ordained ministries.
- . To ensure that all our structures, policies, practices and the way in which we communicate are fit for purpose now and in the future, through regular review and continuous improvement.