

The Briery Retreat Centre



*Sisters of the Cross & Passion CIO
Registered Charity No. 1185348*



38 Victoria Avenue

Ilkley

West Yorkshire

LS29 9BW

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JOB DESCRIPTION & PERSON SPECIFICATION

JOB TITLE: MANAGER OF THE BRIERY RETREAT CENTRE

LOCATION: The Briery Retreat Centre,
38, Victoria Avenue,
Ilkley,
West Yorkshire
LS29 9BW

SALARY: In range of £35,000 - £40,000 per annum, pro-rata subject to experience

HOURS: 21 hours per week
typically worked over 3 days with some flexibility. (including some Saturdays).

RESPONSIBLE TO:

Operations Manager of the Sisters of the Cross and Passion CIO

SUMMARY:

Mission Statement

The Briery is a place of spiritual renewal, where those who come can find God in an atmosphere of love, prayer, healing and peace ~ where all are valued, encouraged to discover their gifts and challenged to use them in the service of others ~ where the poor, the suffering and the lonely can experience the power of the cross and the hope of resurrection in Christ

This is a new position. We are seeking a Manager for The Briery Retreat Centre who will have the support of an experienced Administrator.

The Briery Retreat Centre Manager is responsible for the organization's consistent achievement of its mission and financial objectives. This position is responsible for the overall management of The Briery Retreat Centre providing hospitality, retreat, conference assistance and facilities management, and interacting with individuals and all visitors and guests.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Ensure the security and safety of all residents and staff. In conjunction with the Administrator, arrange and train the Leader of the Group to be responsible for Fire Safety and Security lock-up when staff not on site. If a vulnerable group are staying overnight, arrange for a competent person to sleep-over.
2. Arrange and keep records of all key holders
3. Oversee all aspects of the reservation process.
4. Prepare the House Staff Rota two weeks in advance and liaise with staff on the daily schedule ensuring all guest needs are met.
5. Manage and develop The Briery Retreat Centre Staff, ensuring they are engaged and consistently meeting daily operations. Staffing oversight includes Administrator, Marketing, kitchen, housekeeping, garden and maintenance. Approve payroll and all payments made by the book-keeper
6. Manage all personnel requirements for employees of The Briery Retreat Centre. This includes working with the Operations Manager to recruit, update/prepared job descriptions; complete annual performance reviews and annual salary planning.
7. Convene and facilitate regular staff meetings.
8. Assure that gospel values are being promoted by all staff members by their spirit of hospitality and welcome to ensure that The Briery Mission Statement is fulfilled.
9. Ensure all guests or groups are greeted with a warm welcome and personally advised of all check in procedures ensuring a positive guest experience.
10. Continually encourage staff training and development assisting staff in relating their specific work to the total mission of the organization.
11. Work with the Site Manager and Administrator to prioritize upgrades and capital improvements.
12. Meet weekly or when required with the Administrator to evaluate all events and forward plan.
13. Arrange quarterly meetings with the Advisory Board and prepare the Agenda.
14. Together with the Book-keeper prepare and present the annual budget to the Provincial Bursar.
15. Plan the annual Brochure with the Administrator.

16. Oversee the Friends of The Briery attending their meetings and give advice on suitable events.

PERSON SPECIFICATION

- Ability to honour and maintain confidentiality.
- Excellent organizational and communications skills with the ability to oversee all aspects of managing a retreat centre in a successful manner.
- Familiarity with financial information, budget setting and business management.
- Experience of working within a team and managing staff, including appraisal and staff development.
- Strong interpersonal, written, and verbal communication skills, including ability to produce clear, concise reports.
- High level of accuracy and attention to detail, decision-making, use of discretion, teamwork, service orientation, independent judgment/action, problem-solving, organizational and supervisory skills.
- Ability to handle multiple priorities and work flexible hours are required.
- Excellent public relations skills to deal with guests and other callers.
- Proficient in the use of IT, Microsoft Office and confident working in an online context using Zoom (or equivalents)

ESSENTIAL EDUCATION AND/OR KNOWLEDGE

Bachelor's degree and or 4 years' experience in hospitality management or church management preferred, or any satisfactory combination of experience and training that demonstrates the ability to perform the above described duties.

Knowledge and understanding of church organisations and operations preferred.

DESIRED SKILLS AND ATTRIBUTES:

- Able to foster creativity in a team, to inspire and motivate others, and to delegate and collaborate with them
- Comfortable working ecumenically and in a range of settings
- Good organisational and time-management skill

VALUES & ATTITUDES

- Awareness of and commitment to the ethos of The Briery Retreat Centre and the Congregation of the Sisters of the Cross and Passion.
- Commitment to be a facilitative leader in the future growth and development of the Centre.

- Commitment to team working and engaging with the wider UK Cross & Passion network and community

OTHER RELEVANT FACTORS

- Reliable, trustworthy, punctual
- Adaptable and able to work flexibly
- Ability to maintain confidentiality at all times
- Aware of relevant good practice requirements and protocols including safeguarding of vulnerable adults

Competencies to be tested in selection process

- Leads effectively, ensuring the team, together, share the vision of the Briery
- Creates a healthy and safe working environment where staff wellbeing is promoted and supported.
- Communicates clearly, regularly and inclusively with staff. Transparency and honesty will help build effective relationships where an atmosphere of partnership is sustained.
- Has a clear understanding of Governance issues, especially Health and Safety, and Risk Management.
- Experience of Staff Management which values the views of all staff, respecting equality, diversity and inclusion.
- Ensures all decisions, actions and behaviours are based on ethical principles.
- Is open to change, and willing to learn from mistakes. Always seeks best practice.