



Chalice Well Trust

Recruitment Profile

The Chalice Well is a spiritual sanctuary and retreat in Glastonbury, Somerset. A World Peace Garden, the Chalice Well is a place where people of all beliefs and spiritual paths are welcome.

The Chalice Well Trust was originally founded by Wellesley Tudor Pole in 1959 to ensure that this very ancient Holy Well could continue to be available to all – forever. Our vision is to protect and sustain the Chalice Well as a place of deep resonance for all those who visit, from near and afar, and for all who work or volunteer there, and to work alongside all people of good will and true heart to sustain this sacred place as a beacon of hope throughout the world.

We are recruiting the following position -

The Position	
Job Title	Lead Manager
Reporting to	Executive Director
Application method	By submission of CV and covering letter by email to stevehawkins@chalicewell.org.uk Closing date: 31 st October 2023 Telephone : 01458 831154 Our website : https://www.chalicewell.org.uk/
Vacancy no.	23/08
Status of vacancy	Permanent contract
Target start date	ASAP
Hours of work	Full time post 40.00 hours/week. Hours include 1 duty weekend every 4 weeks. Also part of an On Call Rota to provide out of hours emergency response.

Terms and conditions	Salary according to previous experience circa £40k
Benefits	28 days' holiday per annum inclusive of statutory bank holidays, plus 1 additional day for birthday Discounts in our Shop and for booking our services

Roles and responsibilities:

Lead Manager

The Chalice Well Trust operation is comprised of 4 distinct operational areas:

- The Chalice Well garden and grounds, overseen by the Head Gardener
- The Retreat House and meeting room – Little St Michaels, bookings and administration undertaken by the administration function. On-site presence for guests and maintenance across the site overseen by Care-taker
- The Chalice Well shop, overseen by the retail and communications manager
- The administration function, currently overseen by the Office Services Manager. The OSM post is to be deleted and replaced by that of the Lead Manager.

The primary responsibility of the Lead Manager is to ensure that the administration function is resourced appropriately, trained and competent to deal with all the requirements (operational and legal compliance) of running the Chalice Well Trust as a business and charity. These include:

- Line management of Housekeeping, Office services, finance admin team and volunteer coordinator, including detailed rotas to ensure coverage as required (including seasonal variance requirements)
- Garden opening, closing and throughout the day entry, including regular monitoring of garden behaviours by conducting regular garden walks. Ensuring that “private access” bookings are resourced
- Providing excellent and timely service for visitors and email/website enquirers
- Managing all aspects of the Companionship process and ensuring that the systems used for this are effective / fit for purpose
- Retreat House, meeting room and Upper room bookings and check-in process, and ensuring that the systems used for this are effective / fit for purpose
- Finance administration – Sales ledger, Purchase ledger, General ledger, banking, end of period routines
- HR support and payroll input/liaison – starters/leavers/changes processes/personnel record keeping
- Recording of annual leave for all staff
- Maintenance of templates and documentation, and record keeping/archiving
- Procurement of consumables and some services

- Health and Safety systems
- Events support – working in conjunction with management team

The Lead Manager will report to the Executive Director, and will be responsible for supporting him with governance and legal compliance issues including:

- Budget, policy and strategy setting
- Policy clarification / enforcement
- Company secretary role, dealing with Company's house / charities commission compliance requirements
- Board meeting process and attendance

He / she will provide the primary liaison point between the Executive Director and the other members of the management team (Head gardener, Retail and marketing manager. Care-Taker). Any performance or management issues relating to members of this team will be addressed in conjunction with the Executive Director as appropriate.

Person Specification

Chalice Well Lead Manager, Person Specification.

CRITERIA	E (essential) or D (desirable)
<p>EDUCATION</p> <p>At a minimum, GCSEs in English, Mathematics</p> <p>Accountancy / book-keeping qualification</p> <p>Evidence of further relevant training or continuing professional development</p>	<p>E</p> <p>D</p> <p>D</p>
<p>KNOWLEDGE, SKILLS & EXPERIENCE</p> <p>Experience in an equivalent management role including all aspects of objective setting and appraisal processes</p> <p>Experience of working in a spiritual environment</p> <p>Experience of managing staff / volunteers in a similar office environment</p> <p>Experience in financial book-keeping</p> <p>Experience of accurate financial record-keeping</p> <p>Experience of access databases and data management</p>	<p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>E</p> <p>D</p>

Competent in the use of Microsoft office – Word, Excel	E	
Experience of working effectively as part of a team	E	
Knowledge of health and safety legislation as relates to a visitor destination	D	
Excellent interpersonal skills to deal with challenging situations and relationships with colleagues, companions and visitors	E	
Ability to quickly understand, interpret and clearly explain issues in a manner suitable for the general public, often in situations where maintaining and enhancing the reputation of the Trust is key	E	
Excellent communication, verbal and written, skills	E	
A proactive approach with the ability to generate new ideas	E	
Ability to manage workload with competing priorities and frequent interruptions that require urgent attention	E	
Ability to work responsibly in dealing with confidential/sensitive information.	E	
Demonstrate a passion for the aims and work of the charity	E	
Ability to demonstrate a working knowledge of the basic principles of spirituality.	D	
Organised and methodical with excellent attention to detail. Able to work under own initiative	E	
Ability to be flexible as part of a small team, and in working hours – the role will require weekend and occasional out of hours working	E	
To uphold and maintain the Trust's ethos and purposes through communications with companions and other external audiences	E	
A self-starter who focuses on delivering positive outcomes	E	
Willingness to undertake further training as required for professional development	E	