



**WAVERLEY
ABBAY**

ANCIENT SPARK NEW FIRES

Head of House and Operations

WELCOME TO WAVERLEY ABBEY

Hi! Thank you for your interest in becoming a part of the Waverley Abbey team.

We've got an important job to do; and that's to extend and build the Kingdom of God - **through encounter with him, equipping the Church and changing the world.** Waverley Abbey is a caring, friendly organisation - and so are our people.

Our organisation is run by a bunch of professional, creative, like-minded individuals, working together to change lives. When you come to work for us, it's obviously really important that you have the right skills, knowledge and experience. But it's also vital that you have the right attitude, too. We look to employ people who do the right things, in the right way. This approach to recruitment means Waverley Abbey is a pretty great place to be - and we hope you can join us!

This pack is designed to help you get a feel for what it's like to work with us, find out what we're looking for, explain the recruitment process and help you decide whether you can see yourself as a part of our amazing team.

THE WAVERLEY ABBEY VALUES AND CULTURE

We may be blowing our own trumpet, but our team really is something special. Our people are gold.

Our people come from all different walks of life, and it's this mix of brilliant personalities, experiences and insights that gives us that warm, open and friendly culture you can feel as soon as you meet us. But however wonderfully different we all are, there are five things we've all got in common - and they are the Waverley Abbey values.

Our values are the key to what makes our culture so unique; they're a reflection of who each of us are and they're embedded in everything we do.

OUR VALUES

- **Integrity**
- **Compassion**
- **Selflessness**
- **Transformational**
- **Celebration**

**WE EMPLOY
AUTHENTIC,
SELFLESS,
COMPASSIONATE,
TRANSFORMATIONAL
AND
FUN
PEOPLE!**



JOB TITLE: Head of House and Operations

We dream of Waverley Abbey becoming a destination of encounter with God, providing a world-class service in all areas of hospitality, centred around simple excellence. A 5-star experience that allows each guest to understand that they are important to us, and we are here to serve them with kindness and excellence in customer service, which guests will feel in abundance. Guests will leave Waverley Abbey feeling restored, revived and refreshed, knowing that they are now part of our connected family.

The Role...

The House Manager at Waverley Abbey House is responsible for the overall management and operation of the House and departments within it (including Reception, Reservations, Housekeeping, and Catering). The position collaborates with the Events Manager and the Food and Beverage Operations Manager to ensure the overall operation of the House and Estate is maintained daily and that the needs of the employees and guests are met and exceeded.

Main Duties...

- Continuously improve guest and staff satisfaction while maximizing occupancy and financial performance.
- Oversee and collaborate with the Food and Bev Operations Manager and Events Manager, ensuring smooth operations.
- Manage rotas, budgets and staff costs, optimizing costs and efficiency across the House.
- Timely completion and communication of all operational reports - accountable to the Chief Finance Officer.
- Lead the Front of House and Administration team to maximize occupancy and income.
- Collaborate with the Marketing department to ensure optimum market exposure of all the House offers.
- Lead weekly House staff team meetings to address challenges and drive best practices to provide world class customer service and guest experience in accordance with our strategic intent.
- Ensure administrative processes run smoothly and efficiently adapting them to the evolving needs of the organisation.
- Project Manage the required ongoing maintenance for the house and estate, including security, health and safety and fire procedures in collaboration with the House and Estate Development Plan.

- Have responsibility and accountability for legal compliance and license holding with respect to the sale of alcohol on the premises.
- Manage staff performance, ensuring compliance with Waverley Abbey policies and safety procedures.
- Conduct twice yearly annual performance appraisals to support team development.

What we are looking for...

- Strong leadership and team management abilities to inspire and develop a large team
- At least 3 years' experience in a busy hospitality venue and a natural flair for first class service and hospitality
- Proven experience in a hotel/hospitality management role
- Problem solving and decision-making abilities to address operational challenges effectively
- Strong attention to detail
- Excellent customer service
- Fluent in English
- Organised and reliable
- Computer literacy and knowledge of venue/hotel management systems

MAIN TERMS OF EMPLOYMENT

Type of Contract

Permanent Full time

Salary range

£35,000 to £40,000 dependent on experience

Hours of work

9.00am - 17.00pm Monday - Friday

Place of work

Waverley Abbey House, Farnham.

Pension and Life Assurance

After satisfactory completion of the probation period, you will be eligible to join the Group Personal Pension plan. Employees contribute a minimum of 3% of salary when joining Aegon (the company pension scheme) with Waverley contributing 5% in the first year, increasing to 8% thereafter.

We also provide a death-in-service benefit of three times the annual salary.

Annual Holiday

25 days pro rata (plus public holidays) for a whole calendar year

Sick pay

1 month paid at full pay and 1 month at half pay in a rolling 12-month period - on confirmation of appointment (SSP only during the probation period).

Notice

3 months written notice on either side once you have satisfactorily completed a 3 month probation period (one week during probation).

Key Dates

Application Closing Date: 14 March (rolling interviews)

Starting Date: 24 March

To apply please send your CV and covering letter to:

Bev.Clark@waverleyabbey.org

3 TOP TIPS FOR A GREAT APPLICATION...

- **Before you start, check out the main performance assessment criteria.**

The criteria highlights the key things we're looking for. They are essential criteria and are things which you must have in order to do the job, so it's important that you are able to say 'yes, I've got those' before you invest time and effort in completing your application.

But don't panic if you don't have them - often, these are areas we would look to develop within the role, so they may simply be ways we can train you up. Of course, if we get lots of applications for the role, we may use the desirable criteria to narrow things down a little.

- **Be yourself**

As we mentioned earlier, our values are a really important part of how we recruit. We're looking to find out whether your personality will be a good fit at Waverley Abbey so be honest and be yourself - let your personality shine.

- **Tell us all about it**

We often find that applicants will state that they have what it takes to do the job, but don't tell us why in enough detail. Please make sure you tell us why or how you meet the essential criteria. A good way to make sure you're telling us what we need to know is to have a look at the criteria and note down an example that proves you have the skills, knowledge or experience in each thing on the list. Every time you tell us you have what it takes on your application, give us one of your examples.

GOT ANY QUESTIONS?

Who should I contact if I have any special requirements?

If you're unable to complete our application form and need some support, and/or you need our documents in an alternative format, for example, large print, please call us.

How long will it take for you to decide if I've got an interview?

This can vary depending on the number of applications we receive for each vacancy. Generally speaking, we do try our best to make our decision and contact applicants invited for interview within two weeks of the closing date.

Will I be notified if my application is unsuccessful and will I receive feedback?

We know how much time and effort goes into an application and we really appreciate the time you've taken to apply for a job with us. Due to the volume of applications we receive, we're unable to inform and provide feedback to unsuccessful candidates at the shortlisting stage. If you haven't heard from us by the interview date, unfortunately you won't have been shortlisted for the role.





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