



**URBAN  
SAINTS**  
WESTBROOK

**Guest Services**

**Coordinator**

**Information Pack**





**Around 95% of young people do not actively engage with Church. The mission of Urban Saints is to make young disciples for Jesus, meeting young people wherever they are and introducing them to Jesus. Our vision is to be an effective disciple-making movement, reaching young people in every community in the UK and Ireland.**

**Our amazing volunteer leaders gather young people and children together with brilliant weekly groups, an exciting Christian programme, wonderful camps and overseas missions. Tens of thousands of children and young people have been loved, discipled and launched into the world to make a difference for Jesus Christ through Crusaders and Urban Saints.**



# Urban Saints Westbrook

Urban Saints Westbrook is a residential centre suitable for church, youth and school groups, set in 18 acres of mixed parkland near Ryde, on the beautiful Isle of Wight.

Urban Saints Westbrook provides a safe and fun environment, founded on Christian beliefs so that young people have the opportunity to form genuine and lasting relationships. The centre will also provide a place where they can express their faith and have the tools to learn more about it.



[westbrook.urbansaints.org](http://westbrook.urbansaints.org)



## The Role

**Guest Services Coordinator – you will be the main liaison point for visiting groups during their stay at Westbrook.**

- To be responsible for the general supervision of the Centre on a rota basis (some evening and weekend work). This includes: -
  - Meeting the hospitality and practical needs of guests on a rota basis, including the effective and safe serving of food, accommodation and matters of security, compliance, and safety. This will include some evenings and night time emergencies.
  - Assist the Centre Manager with all practical matters of guest delivery of their aims and programmes.
  - Being responsible for the delivery of Westbrook's regulatory compliance tasks and communications as they apply to site visitors and groups in residence.
  - Supervision of the security of the Centre in the absence of the Centre Manager.
  - Assisting visiting groups in their programme delivery to young people through practical support and hospitality.
  - Centre opening and closing tasks/ general key holder responsibilities.
- Supervising the kitchen, activity and domestic team when on duty and assisting in such domestic, activity and catering duties as required.
- Assisting with various activities on-site, such as orienteering, etc., as required.
- Attending weekly team meetings, occasional devotional times and other Urban Saints commitments as reasonably required.
- The following are some of the specific responsibilities the post holder will need to assist in general office duties, including: -
  - Answering the telephone
  - General administration
  - Dealing with new and existing bookings
  - Data input
- Assist with the development of further site activities / business opportunities at the Centre.
- Help ensure that the Urban Saints Mission is pursued as it applies to the Westbrook Centre.
- Assist the Grounds and Maintenance Team with any and all of the general maintenance and improvement programmes and projects at the Westbrook Centre and grounds, as required.

*(The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and level of the post.)*



# The Person

## About You

We are looking for someone who can make all visitors to Westbrook feel welcome by embodying values of compassion, kindness, humility, gentleness and patience. A strong candidate would be sympathetic with the mission of Urban Saints, enjoy interacting with visitors, able to work in a diverse team and be willing to be involved in the different facets of being involved in the hospitality sector.

**You will be able to demonstrate the following:**

## Knowledge and Experience

### Essential:

- Working as part of a team
- Responsibility for organising and running an activity or an event
- Working with young people
- Providing a good customer service experience
- Experience in hospitality, or an activity/ residential centre

### Desirable:

- Work with a charity
- Assisting with maintenance activities

## Skills and Abilities

### Essential:

- Flexible and adaptable approach to working
- Good interpersonal skills
- Good communication skills including confident, customer friendly manner
- Eager to learn
- Able to use of MS Office
- Able to lead activities for young people and adults

### Desirable:

We look for a wide range of skills from a Guest Services Coordinator, which could include:

- Able to provide grounds and general building maintenance
- Support of IT hardware and software
- Swimming pool – lifeguard or pool management
- Statutory compliance testing (lights, fire, PAT, etc.)
- Minibus driver
- Media and marketing
- Environmental conservation

## Christian Ethos

All applicants must be sympathetic to the Christian ethos and values of Urban Saints.

We highly value a diverse and inclusive team and are committed to an equitable work environment where every person is set up to thrive. Having a diverse workforce allows us to benefit from a variety of perspectives and give us strength in the work that we do. We encourage all qualified candidates to apply.

## Benefits

- 25 days holiday plus eight days bank holidays.
- Pension scheme – for eligible employees, we contribute 6% of gross salary to the Urban Saints pension scheme.
- Life assurance – you will receive life assurance cover to the value of four times your annual pensionable salary.
- Volunteering days – you will have an opportunity to volunteer for one of our events or a similar charity of choice for up to eight days.

## Terms and Conditions

Salary Range:	£24,000
Hours:	Full time (37.5 hours a week).
Contract:	Permanent, starting as soon as possible.
Location:	Urban Saints Westbrook Centre, Oakhill Road, Ryde, Isle of Wight, PO33 1PU.
Responsible to:	Centre Manager

## How to Apply

For an informal conversation to discuss this opportunity please contact Matt Wan at Urban Saints on 01582 589850.

To apply for this role send an email to **[recruitment@urbansaints.org](mailto:recruitment@urbansaints.org)** with:

- your CV
- a completed Recruitment Monitoring Form (available at [urbansaints.org/jobs](http://urbansaints.org/jobs))
- a covering letter which includes why you applied for this role and why you think you are the best person for the role.

The closing date for applications is Sunday 14th April 2024, however we reserve the right to close applications before this date if a suitable candidate is found.