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JOB DESCRIPTION

JOB DETAILS

Job Title:	Iona Operations Manager
Line Manager	Leadership Team
Location:	Iona
Operational Committee:	Iona Committee
Contract:	Residential Staff Terms And Conditions Fixed Term Contract: 1 st February 2019 – March 2020 See Working for the Iona Community on Iona 2019 for information on living and working conditions.

JOB PURPOSE

To oversee the operational aspects of the Iona Community's activities and properties on the island of Iona during the transition period leading to the re-opening of the refurbished Abbey living spaces.

To manage a small team of paid staff and volunteers.

To support the planning for 2020. This will include assisting in detailed planning for the re-installment of the Abbey as a residential centre and for the guest season of 2020.

The role will require close co-ordination with the Iona Centre Manager and with staff in Glasgow.

Although the primary function is to manage operations and plan, the post holder will sometimes have to help out practically (with maintenance, administrative or housekeeping tasks) given that the 2019 operational team will be small.

MAIN RESPONSIBILITIES

- Act as a flexible and resilient leader during this transitional year and during the phased re-instatement of the Abbey living spaces into a residential centre of hospitality
- Ensure the right level of staffing through recruitment, induction and accommodation of volunteers.
- Line manage the Bookings Administrator, Shop Manager, (part-time) Maintenance Supervisor, Cook and Housekeeper.
- Maintain close communication with the Iona Centre Manager in order to sustain good co-ordination across all areas of work.
- Together with the Iona Centre Manager, hold regular staff meetings to ensure good communication and team-working
- Oversee all aspects of Health & Safety to ensure compliance, and help plan for Health and Safety compliance from 2020 onwards
- Participate in the review of the Community's IT and communication needs on Iona for 2019 and beyond, and in the development of an appropriate action plan
- Oversee maintenance needs in the Community's properties on the island in liaison with the Property Development Group and, when necessary, call upon the services of external specialist contractors.
- Attend all site meetings in connection with Phase 2 of the Abbey Capital Project and ensure that the Building Development Team is made aware of any operational concern
- Be the on-site main point of contact on Iona with Iona Energy Ltd – the company in charge of implementing the renewables energy system on Iona.
- Support the development and implementation of the action plan that will lead to the re-instatement of the Abbey as a residential centre and to the running of the 2020 guest season.

- Maintain budgetary and strategic awareness and restraints in close liaison with the Iona Centre Manager and the Business Director and Leaders in Glasgow
- Any other duties appropriate to the post, as agreed with the Line Manager

SUPERVISION AND BUDGET RESPONSIBILITY

Line management responsibilities for:

- Cook (in post)
- Bookings Administrator (in post)
- Housekeeper (to be appointed)
- Shop manager (to be appointed: the Shop Manager will also report to the Business Director in Glasgow for relevant areas of work).
- Maintenance Supervisor (part-time)
- Responsible for ensuring that Volunteers receive appropriate line management and support through their department heads.

There will be some budgetary responsibility – to be confirmed

LEVEL OF AUTONOMY AND DECISION-MAKING

This post has considerable autonomy and high levels of delegated decision-making.

COMMUNICATIONS

The main internal contacts of the post are

- Iona Centre Manager, colleagues on Iona, Leadership Team, Business Director, Abbey Building Development Team, Colleagues in Glasgow
- Conveners of the Iona Committee, Property Sub-Group, Futures Group, IIOG (Iona Interim Operations Group), IAPG (Iona Abbey Project Group)

The main external contacts are:

- Iona Energy Ltd

TSL and other building contractors

PERSON SPECIFICATION

Essential

1. Demonstrable management, planning and organisational skills
2. Proven track-record in managing staff and volunteers as well as in project management
3. A team player with experience of nurturing and motivating teams
4. Excellent IT literacy
5. Good communication skills
6. Ability to take a flexible approach and work with the unexpected as well as the routine.
7. Ability to prioritise and manage a varied and demanding workload
8. Share the Iona Community's Christian commitment and have an understanding of the Iona Community's aims and purposes.
9. Willingness to share in community life on Iona
10. Ability to cope with the physical and mental challenges of living on a remote Hebridean island.
11. The post holder is required to participate fully in the common life (including sharing meals) of the Resident Staff. The Iona Centre Manager is responsible for the Iona community's worship on the island, but all other resident staff members share in the conduct of worship, for which

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training will be given. More information on the general responsibilities of Resident Staff is given in "Working for the Iona Community on Iona - 2019": these should be read in conjunction with this job description and addressed in your application.

Desirable

- 12. General understanding of the maintenance and management of property.
- 13. Knowledge of Health and Safety

CONDITIONS OF SERVICE

This residential post is offered for a fixed term. Full details of terms and conditions of employment will be made available to shortlisted candidates.

Accommodation for resident staff is in shared accommodation. Each staff member is allocated a bedroom of their own, but shares living areas, kitchen and bathrooms with up to 8 other team members.

AGREEMENT

Job Holder's Signature

Date

Immediate Manager Signature

Date

Updated December 2018

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