

iona
community



Work with the Iona Community

*Transforming lives to change
the world.*



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Iona Community Job Description

Job Title	Iona Abbey Volunteer Coordinator
Reporting to	Abbey Warden
Salary Band	As residential post: Annual allowance of £9,350, all rent, bills and food included.
Type of Contract	Resident post – Fixed Term, 1 st February 2026 to 31 st December 2026
Location	Isle of Iona
Hours of Work	35 hours per week; with Common Life commitments in addition.
Common Life Accountability	Working for the Iona Community as part of the Resident Team is more than a job – it is a way of life. We live and work together as a community, committed to sharing a common life. This means that staff share in tending a home with one another, while also sharing daily tasks, worship and recreation with the guests who join us in community, and with each other. Living like this can be very rewarding. It can also be a very vulnerable and challenging experience, balancing our allocated job along with the shared “common life”. This life together is a commitment, or a covenant that is agreed, rather than a contract that is signed. It is this mixture of our daily work, with a commitment to the common life and the building, receiving and celebrating of community that makes working at our islands centres far more than a job; but a way of life.
Annual Leave	37 days for full-time staff. Pro-rata for part-time staff. Holiday/Annual Leave Entitlement runs from 1 January to 31 December each year and is inclusive of Public Holidays
Pension	Membership of the National Employment Savings Trust
Date of this Version	October 2025

Overview of the organisation

The Iona Community is an international, ecumenical Christian movement working for justice and peace, the rebuilding of community and the renewal of worship.

Our Community was founded in Glasgow, Scotland in 1938 by Rev George MacLeod, a visionary and social reformer.

The Iona Community is an ecumenical Christian movement seeking new ways of living the gospel in today's world through working for peace and social justice rebuilding community and in the renewal of worship.

Company No: SC096243

Charity No: SC003794

Job Description

Iona Abbey is a place of welcome, hospitality and challenge, through our daily rhythm of worship, meals, shared tasks and guest programme. The work and presence of volunteers is essential as we build community week by week.

Our volunteers come from all over the world and from all walks of life, representing a wide range of experiences, age groups, cultural backgrounds and faith traditions.

At Iona Abbey, we typically have around 15 volunteers at any one time. Most volunteers are here for between 6 and 12 weeks, so there are many welcomes and farewells throughout the season, from early March to mid November. Over the season we welcome around 80 volunteers in total.

The primary purpose of the job is to ensure that all residential volunteers receive an appropriate level of support and supervision, from before they arrive until they leave. The postholder will also coordinate the recruitment process in close liaison with the Operations Manager and be responsible for encouraging and organising social events that help build the team.

A large proportion of the time will be spent on welcoming, inducting, and carrying out 1-to-1 supervision with volunteers as well as working with the Operations Manager and Heads of Department on recruitment.

Main Responsibilities

1) Recruitment

- a) Receive and acknowledge volunteer applications
- b) Working closely with the Operations Manager and Heads of Department (as appropriate), decide which applicants to interview
- c) Arrange and participate in Zoom interviews with prospective volunteers
- d) Advise successful candidates in writing of conditional offer 'pending satisfactory references'
- e) Contact referees to obtain reference and keep note of references received
- f) Once satisfactory references have been received, confirm the offer in writing to the volunteer

2) Prior to arrival

- a) If a visa application is required, ensure all relevant information is sent to the volunteer at the appropriate time
- b) Be the main contact person for any questions from volunteers, including guidance regarding travel arrangements
- c) 4-6 weeks before the arrival date send all relevant pre-arrival information (i.e. Volunteer Handbook, Food Hygiene information for kitchen volunteers)
- d) Ensure the Kitchen Team are aware of any dietary requirements

3) Welcome, Induction and Orientation

- a) Liaise with the Housekeeping Team to ensure the volunteer's room is ready for them
- b) Prepare a 'Welcome Pack' for each volunteer
- c) Meet volunteers on arrival and ensure they have everything they need for their first night on Iona

- d) Arrange an induction and orientation day (usually the day after arrival) to include relevant Health & Safety information and basic Safeguarding training, as well as an introduction to the rhythm of life, and a tour of the IC properties.

4) Throughout the Volunteer's Stay

- a) Arrange regular 1-to-1 meetings with the volunteer to check on well-being and common life as well as discuss any concerns.
- b) Liaise with Line Managers about any requests or concerns as appropriate
- c) Encourage volunteers to take up opportunities to be involved in the common life on Iona (including assisting with or leading services) and ensure support is available as and when needed
- d) A few days prior to a volunteer's departure conduct a final 1-to-1 meeting, reflecting on their experience
- e) Organise, and encourage others to organise, regular social events to bring the Abbey Team together

5) Administration

- a) Answer enquiries about volunteering on Iona
- b) Ensure the Volunteer Matrix is kept up to date, showing arrival and departure dates for all volunteers
- c) Manage the Volunteer Accommodation Plan
- d) Ensure Fire Lists in properties are kept up to date as volunteers arrive and depart
- e) Keep records of key points from volunteer interviews and 1-to-1s.
- f) Keep all volunteer documentation up to date (i.e. Quick Start Guide, Volunteer Handbook) and develop any new documentation if required
- g) Liaise with Heads of Departments to ensure appropriate volunteer numbers
- h) Ensure departing volunteers are given a leaving card
- i) Provide regular updates to the Weekly Huddle and Staff Meetings about volunteer arrivals and departures
- j) Liaise with the Communications Team to ensure information about volunteering is kept up to date on the Iona Community's website

6) General

- a) Keep up to date with regulations regarding volunteering as well as best practice
- b) Collaborate with the Iona Community Learn Development Manager on volunteer training initiatives
- c) Continue existing partnerships, and be alert to opportunities for new partnerships, to support and develop the volunteer programme
- d) Undertake other appropriate duties delegated by the Operations Manager

7) Duties Shared with Other Staff Members of the Abbey Team (for which training is given)

- a) Health & Safety compliance, Safeguarding, First Aider, Fire Officer
- b) Option of being on the rota to lead or back-mark the weekly pilgrimage
- c) Liaising with the Communications team to provide content (i.e. photos, videos or sound recordings)

Level of Autonomy and Decision Making

This post has considerable day-to-day autonomy and the post-holder can make decisions relating to their area of responsibility. Decisions that will have a wider impact must be made in liaison with the Operations Manager and other members of staff as appropriate.

Supervision and Budget responsibility

This post has no direct supervision or budget responsibilities.

Key Relationships

The main internal contacts of the post are:

All colleagues in the Abbey Team; Colleagues on the Mainland Team including the Communications Managers, Learn Development Manager, and HR & Compliance Administrator

The main external contacts of the post are:

Guests, member of public, islanders, staff of Historic Environment Scotland (HES)

Personal Specifications

Essential

- a) A strong commitment to the ministry of hospitality, and the common life in the Abbey Centre, and a pastoral nature that is welcoming of people whoever they are.
- b) Significant and proven experience of working with and managing volunteers, including knowledge of what an organisation is, and is not, legally allowed to offer them.
- c) Knowledge and experience of safeguarding.
- d) Experience of providing pastoral or spiritual support to individuals and groups;
- e) Able to take a flexible approach and work with the unexpected as well as the routine.
- f) Excellent organisational skills and the ability to plan, communicate and resource complex rotas.
- g) Significant experience of team leadership, including ability to delegate and to facilitate good team work.
- h) Ability to maintain a high degree of responsibility and confidentiality.
- i) A willingness to live in a residential community and to cover for colleagues, when necessary.
- j) Demonstrable emotional intelligence, compassion and warmth, and an understanding of the needs of others.
- k) A commitment to reflective practice and the ability to receive constructive feedback
- l) Proficient computer skills (Word, Excel, emails, Office 365)

Desirable

- a) A pastoral support or counselling qualification.
- b) Training in Mental Health First Aid and a good understanding of neurodiversity.
- c) Training in, and/or experience of mediation and/or facilitation.
- d) Experience in planning and delivering training.

This post is exempt from the Rehabilitation of Offenders Act and Residential post-holder will need to be or to become a member of Scotland's Protection of Vulnerable Groups Scheme.

AGREEMENT

Job Holder's Signature

Date

Immediate Manager's Signature

Date



How to apply



Abbey Volunteer Coordinator

Closing date: Sunday 30th November 2025

Interview date: week of 8th December

Please apply by email using the application form to outline your experience and suitability for the role.

Email: icrecruitment@iona.org.uk

The Iona Community, Suite 9, Fairfield, 1048 Govan Road, Glasgow, Scotland G51 4XS
Iona Community is a Scottish Charity regulated by the Scottish Charity Regulator (OSCR).
Company No: SC096243 | Charity No: SC003794