iona community

Work with the Iona Community

Transforming lives to change the world.

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Iona Community Job Description

Job Title	Abbey Housekeeper
Location	Iona Abbey
Line Management by	Operations Manager
Salary	Residential Team allowance of £779.17 per month (£9350 p.a.); all rent, bills and food included.
Pension	Nest Pension scheme is offered to all employees
Holidays	37 days inclusive of Public Holidays
Duration	Three years
Probation Period	Three months
Hours of Work	35 hours per week; with Common Life commitments in addition.
Protection of Vulnerable Groups	This post is exempt from the Rehabilitation of Offenders Act The post-holder must be or become a member of Scotland's Protection of Vulnerable Groups Scheme.
Date of this Version	October 2026
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 island centre far more than a job, but a way of life.

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.

MISSION OF THE IONA COMMUNITY

Inspired by our faith, wepursue justice and peace in and through community.

JOB PURPOSE

The Housekeeper manages and works alongside the other members of the housekeeping team to ensure the Abbey accommodation, the toilets in the Welcome Centre and, as appropriate, other properties of the Community on Iona, are kept clean and tidy to a high standard at all times. The post-holder also ensures smooth operations in the Refectory (where guests and team members converge not just for meals but also for queries, conversations and programme), and in the adjacent Scullery (where the washing-up and drying-up take place).

Whilst the key part of the job is ensuring high standards of housekeeping, the job also includes an important 'front-facing' role. For many guests, the housekeeping team is the most visible team, because much of their work takes place in the Refectory, a space used by guests as well as the Abbey Team. Housekeepers therefore tend to be the natural 'go-to' people for guests in between programme activities.

The post-holder will work alongside a core team of up to five (a Deputy Housekeeper and 4 volunteers), with assistance from other departments as required, ensuring all work is carried out in keeping with the Iona Community vision, purpose and values (including our deep concern for the environment).

This post involves early and late shifts in line with the flow of life in the Abbey Centre.

During the winter season, when there are no guests at the Abbey, residential staff are expected to undertake additional winter responsibilities appropriate to their role, skills, experience and capacity. These may include, but are not limited to, monitoring and evaluating guest feedback; identifying personal development and training needs; maintaining data and compliance records; forward planning; carrying out maintenance work; and creating marketing and social-media content for the island, including filming and editing worship services. The specific responsibilities undertaken will vary according to the needs of the Abbey and the individual's skills and capabilities, and will be agreed between the Warden and Operations Manager

KEY RESPONSIBILITIES

1. People Management

Provide supervision, support and training to the Housekeeping Team.

2. Cleaning and Organisation

Ensure Iona Community properties are kept clean, tidy and organised.

3. Food and Beverage Services

Ensure smooth operation of the Refectory and Scullery, in liaison with the Kitchen Team.

4. Customer Service

Ensure guests feel welcome and receive a high level of customer service throughout their stay.

5. Health & Safety and Compliance

Ensure all Abbey Housekeeping activities comply with relevant Health & Safety.

6. Shared Abbey Team Responsibilities

Contribute to the wider life and effective operation of the Abbey Team by undertaking shared operational, safety and community responsibilities.

7. Other Duties

Undertake other duties, as reasonably required, that are consistent with the purpose, level and responsibilities of therole.

COMPLEXITY

This role can involve balancing competing demands, requirements and requests.
The post holder will be required to work closely with colleagues across the Abbey Team as well as with Abbey guests.

LEVEL OF AUTONOMY AND DECISION-MAKING

While 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.

All staff of the Iona Community are expected to:

- Support the collaborative style of leadership at every level, where decision-making is devolved as far as possible.
- Be in sympathy with the purpose, values and practices of the Iona Community.
- Engage as an active learner in their field of expertise, taking up CPD and training opportunities as they arise.
- Be a self-starter, managing their own core administration and taking initiative/acting in consultation where appropriate.
- Step in for and support colleagues as needed across the whole organisation.

PERSON SPECIFICATION

Essential

- 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.
- Experience of cleaning, ideally in a hospitality context
- Well-developed organisational skills and attention to detail
- Ability to handle competing demands, adapt to changing situations and work well under pressure
- Proven ability to supervise and support people in their work, and ability to lead by example
- Excellent interpersonal skills, ideally in a customer facing environment
- Good understanding of Health & Safety and environmental regulations
- Proven capacity to take independent initiative
- A willingness to live in a residential community and to cover for colleagues, when necessary
- Ability to undertake a hands-on role involving some physical work and manual handling
- A commitment to reflective practice and the ability to receive constructive feedback.
- Awareness of, and sympathy with, the Iona Community's Christian commitment, purpose, values, concerns, and resources.

Desirable

- Experience in housekeeping/hospitality
- Experience of managing volunteers
- Good computer skills,including Microsoft 365

APPENDIX – TASK LIST

1. People Management

a) provide direction, supervision and training to Housekeeping team
b) along with the Deputy Housekeeper, prepare and issue weekly rotas and manage time off
c) liaise with the Volunteer Co-ordinator when additional help is needed

2. Cleaning and organisation

a) Take part in all cleaning duties as part of the team
b) Ensure guest accommodation is thoroughly cleaned and ready for new arrivals - including occasional deep cleaning
c) Ensure all toilets and bathrooms in the Abbey and Welcome Centre are cleaned at least once daily to high hygiene standards
d) Ensure that common spaces (e.g. Common Room, Chapter House) are kept in good order of cleanliness and tidiness
e) Ensure all laundry duties are carried out in a timely manner
f) Ensure smooth operation of the Refectory and Scullery, in liaison with the Kitchen Team
g) Maintain an adequate supply of cleaning and housekeeping material to meet the daily needs of housekeeping operations, in line with the Housekeeping Budget
h) Liaise with the Volunteer Co-ordinator and Operations Manager to ensure that bedrooms are prepared for any new volunteers, staff or visitors.

3. Customer Service

a) With the team, make sure that guests feel warmly welcome on arrival and are given the information they need
b) Ensure that a senior member of staff is available at arrival time to handle any unforeseen issues with room allocations
c) Allocate guests to suitable Task Teams on their first evening, and arrange for Housekeeping Task Teams to be appropriately inducted and supervised
d) Help to answer or re-direct guests' questions and requests in a timely and friendly manner

4. Food and Beverage Services

a) Ensure tables are set in advance of all meals in the Refectory
b) Assist with bringing food to the tables, and serving, as appropriate
c) Working with the Kitchen Team, ensure any team members or guests with dietary requirements receive the correct food.
d) Following meals, ensure tables are cleared; cutlery, crockery and glassware are washed; and the Refectory and Scullery are left clean and tidy.
e) Oversee guest tea breaks.

5. Health & Safety and Compliance

a) Working with the Operations Manager and Estates Manager, ensure Health & Safety matters are fully considered in relation to housekeeping activities
b) Ensure risk assessments for all housekeeping activities are kept up to date and put into practice
c) Ensure all appropriate paperwork is completed and then stored appropriately
d) Liaise with the Estates Team to ensure any maintenance issues are dealt with in a timely manner and plans are made for ongoing maintenance and improvements

6. Shared Abbey Team Responsibilities

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)



How to apply

Abbey Housekeeper

Closing date: 23:59 Friday 27th November
Interview date: Between 1st and 16th December.

Online interview

Contract Start Date 1st February 2027

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
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