iona community

Work with the Iona Community

Transforming lives to change the world.

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Iona Community Job Description

Job Title	Abbey Administrator
Location	Iona Abbey and Welcome Centre
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, we pursue justice and peace in and through community.

JOB PURPOSE
Iona Abbey is a place of welcome, hospitality and challenge, through our daily rhythm of worship, meals, shared tasks and guest programme.

The key purpose of this job is to ensure efficient administration and communication in order to support the smooth running of Iona Community activities on Iona. The Abbey Administrator also supports wider activities of the Iona Community by dealing with general enquiries and supporting the Iona Community Prayer Circle.

The Abbey Administrator will work closely with colleagues across the Abbey Team as well as with colleagues in the Mainland team.

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. Administration

Co-ordinate and provide administrative support across the Abbey Team.

2. Communications and Customer Service
Provide clear, welcoming and knowledgeable communication

3. Bookings and Guests
Work with the Bookings Co-ordinator to manage guest bookings and ensure arrangements are in place to meet guests' needs.

4. Finances
Work with the Finance Team to ensure island financial transactions are correctly processed and accurate records are kept.

5. Iona Community Prayer Circle
Provide administrative support to the Prayer Circle Co-ordinator.

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 the role.

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 membersof staff as appropriate.

All staff of the Iona Community areexpected 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.
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PERSON SPECIFICATION

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) Proven track-record in providing quality administrative support in an office environment
c) Excellent IT skills, particularly in the use of Microsoft 365
d) Excellent written and verbal communication skills
e) Proven organisational abilities and ability to work on own initiative as well as part of a team
f) Proven numeracy skills and attention to detail
g) Ability to maintain a high degree of responsibility and confidentiality
h) Ability to handle competing demands, adapt to changing situations and work well under pressure
i) Demonstrate emotional intelligence, compassion and warmth, and an understanding of the needs of others.
j) A willingness to live in a residential community and to cover for colleagues, when necessary.
k) A commitment to reflective practice and the ability to receive constructive feedback
l) Awareness of, and sympathy with, the Iona Community's Christian commitment, purpose, values, concerns, and resources.

Desirable

a) Experience of working in a customer service role
b) Experience of managing financial transactions, including cash handling
c) Experience of software applications such as Canva, Xero, CiviPlus, Freetobook

Appendix – Task List

1. Administration

a) Provide Administrative support to colleagues and other departments
b) Take minutes at team meetings
c) Order stationery supplies
d) Maintain all office equipment and be the initial point of contact for trouble-shooting
e) Supervise any volunteer who is assisting with administration
f) Manage print runs for resources printed in house (e.g. service booklets, programme booklets)

2. Communications and Customer Service

a) Be an initial point of contact for general enquiries whether by phone, email or in person
b) Ensure enquiries are dealt with in an appropriate and timely manner, including by passing them on to colleagues as appropriate
c) Prepare notices and posters for internal and external use
d) Ensure all public-facing materials (e.g. publicity, guest lists, sign-up sheets, posters, flyers) are current and consistent with the Iona Community's style guide and communications protocol
e) Work with the Community Shop Manager to ensure the admin area and counter in the Welcome Centre provide a welcoming, informative environment

3. Bookings and Guests

a) Work with the Bookings Co-ordinator to ensure guest queries regarding transport, dietary requirements, accessibility needs, and programme are answered appropriately
b) Work with the Bookings Co-ordinator to ensure we have necessary information from group leaders at the appropriate times (e.g. dietary and accessibility requirements, rooming preferences)
c) Manage bookings for 'Flexible Stays' at the Abbey
d) Prepare rooming allocations for guest weeks, balancing requests and requirements of different guests
e) Produce guest lists in advance of each week, ensuring that all departments have the information they require (e.g. dietary and accessibility requirements)
f) Produce the weekly fire list for the Abbey
g) Attend meetings relevant to bookings and marketing, bringing information as required (e.g. occupancy figures)

4. Finance

a) Enable safe and efficient handling of collections and other cash income
b) Manage petty cash transactions
c) Process cash for banking
d) Carry out regular reconciliations of cash
e) Report Gift Aid declarations
f) Process invoices received and input to the accounting system (Xero)
g) Record and monitor offering and donation levels by both cash and card
h) Liaise with Finance Team to raise occasional invoices (e.g. for bread sales or hire of Abbey sound system)

5. Iona Community Prayer Circle

a) Ensure prayer requests received by email or phone are passed to the relevant person to be included in the weekly Service of Prayers for Healing
b) Prepare occasional mailing lists for the Prayer Circle Co-ordinator

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 (e.g. photos, videos or sound recordings)



How to apply

Abbey Administrator

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
Iona Community is a Scottish Charity regulated by the Scottish Charity Regulator (OSCR).
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