

Front of House & Facilities Manager – St Dionis/CAS

Job Overview

The role of the Front of House & Facilities Manager for St Dionis & the Charlotte Antonia Sullivan (CAS) Charity is not only a facilities role, but also an opportunity to communicate with members of our local community. You would be the day-to-day point of contact for hirers and clients connecting with the CAS building and St Dionis church, alongside ensuring the buildings are safe, clean and secure. With a warm nothing-is-too-much-trouble attitude you can actively demonstrate the love of Jesus that people often struggle to associate with the modern church. It is the ideal position for someone proactive and positive who is passionate about promoting the church & community.

Main Tasks

Church and CAS buildings:

- Manage visiting hours around bookings; setting up/down equipment where necessary and opening up and closing the buildings.
- Warmly greet visitors, enquiries and potential hirers at the door, showing visitors around the buildings where appropriate.
- Ensure the buildings are kept clean, safe and tidy and all times.
- Manage routine on-site maintenance work/visits from Eco-lab, Precision (PAT testing, lightning) etc.
- Update/replenish displays & flyers; update noticeboards inside and outside the buildings.
- Take stock & order any facilities supplies that are needed and accept/sort post & deliveries.
- Manage the Facilities Assistant, including daily handover timings & tasks, weekly line management and annual appraisal (with Director of Operations)

Personal characteristics and relevant skills required

- A warm and friendly 'people person'. Relaxed demeanour with an inviting and enthusiastic personality.
- Proven ability to plan ahead and prioritise tasks in conjunction with bookings.
- A heart for hospitality. Active listener and superb visitor-service skills.
- Interruptable. Adept at managing multiple tasks in a public space without getting flustered.
- Sensitive pastoral awareness. Capable of dealing with people in need or in a crisis.
- Willing to be lone-working at times.
- Trustworthy and organised. Able to keep on track with routine admin tasks when it's busy, or quiet, and amid the occasionally unexpected.
- Excellent verbal communicator; competent with Microsoft Exchange (or its equivalent)

Working arrangements

- Working hours: 37.5 hours per week (flexible around bookings Monday - Saturday)
- Holiday: 30 days pa
- Salary: £25K pa.

- Reporting: The Front of House & Facilities Manager will be employed by the Parochial Church Council and will report directly to the Director of Operations.
- Office Location: The Church Office, 18a, Parsons Green, SW6 4UH and the CAS building, Parsons Green, SW6 4TS.

Equal Opportunities

St Dionis is an equal opportunities employer and will seek to ensure that every applicant for a job, and every employee, shall be given equal opportunity whatever his or her personal status, except in a matter of:

- religious belief, in any case where the Christian base of the work is declared and is seen clearly to require membership of or links with the Church, or sympathy with the aims of the Church; and
- offending background, in any case where the criminal record history relates to the requirements of the post.