



# Application Pack

**Ref: WA323**

**Works Office Administrator**

**Salary £30,000 per annum**

**Full-time/Permanent  
40 hours per week**

**Advert Date: 10 May 2024  
Closing Date: 23 May 2024**

**Westminster Abbey**



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# About Westminster Abbey

Above all else, the Abbey is a church, a place of prayer and praise and holy ground at the heart of the nation. It is also a treasured part of Britain's heritage and a leading venue for tourism. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and of the United Kingdom are buried. Principal among them is St Edward the Confessor, King of England from 1042 to 1066, whose shrine is at the heart of the Abbey Church. Beside and around them are buried or commemorated many of the great women and men from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians.

Neither a cathedral nor a parish church, Westminster Abbey (or the Collegiate Church of St Peter in Westminster to give it its correct title) is a Royal Peculiar under the jurisdiction of a Dean and Chapter and with direct accountability to the Sovereign. This relationship with the Sovereign dates back to the origins of the Abbey over a millennium ago, but its current form stems from the Charter granted to the Abbey by Elizabeth on 21<sup>st</sup> May 1560.

We are a welcoming community, but also complex and multi-faceted, with nearly 600 highly committed employees and volunteers. We have deep respect for the heritage of which we are the custodians, but we evolve continuously to meet the opportunities of the future. In recent times this has included the creation of new departments to focus on transforming our digital presence and delivering a significantly expanded programme of public and community engagement. In addition, our newly created Employee Engagement Forum and Social Engagement Statement is helping us to support and develop our staff and volunteers. We have also reshaped our governance arrangements, including a new Strategic Board to help us navigate the challenges and opportunities of the coming decades.

## **Westminster Abbey's mission is:**

- To offer daily divine Worship to Almighty God and resource the Church in this vocation;
- To serve the Sovereign;
- To proclaim the Gospel to the nation and Commonwealth, celebrating the distinctive witness of the Christian faith and engaging with the public square;
- To provide a safe, welcoming and inspiring environment for all who come to the Abbey;
- To act as responsible stewards of God's gifts.

## **Our Values:**

As one we serve each other, our visitors and the wider world in all we do with:

- Truthfulness
- Integrity
- Empathy
- Excellence

Following the State Funeral of Queen Elizabeth II and the Coronation of King Charles III and Queen Camilla, which were broadcast to national and international audiences in their millions, interest in the Abbey is very strong. We attract over a million visitors from around the world every year, and our summers and peak period are incredibly busy. However, we receive no regular income from the State, the Church of England or the Crown, and rely almost entirely on income from visitors.

**It is an exciting time to join the Abbey, and we look forward to receiving your application and if successful, welcoming your contribution to the Abbey's history.**

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# Job Description

<b>JOB TITLE:</b>	<b>Works Office Administrator</b>
<b>ACCOUNTABLE TO:</b>	<b>Office Manager and Project Coordinator</b>
<b>ACCOUNTABLE FOR:</b>	<b>N/A</b>
<b>DEPARTMENT:</b>	<b>Works</b>
<b>KEY RELATIONSHIPS:</b>	<b>Internal:</b> Clerk of the Works, Deputy Clerk of the Works, Works team, Finance, Conservation, and Garden departments. <b>External:</b> Contractors and suppliers.
<b>BACKGROUND:</b>	Westminster Abbey is both a place of daily worship, and is one of the UK's leading visitor attractions, welcoming over one million visitors each year. A diverse and lively community work at the Abbey comprising around 300 employees and a similar number of volunteers.
<b>JOB SUMMARY:</b>	To provide a comprehensive office administration service to the Works Department, and to assist the Clerk of the Works with correspondence and appointments.

## MAIN DUTIES AND RESPONSIBILITIES:

1. To act as first point of contact for the Works team, triaging telephone calls and emails.
2. To file and retrieve records, digital and physical. To ensure statutory items are thoroughly filed and accountable.
3. To assist the Clerk of the Works with correspondence, telephone calls, appointments, and inbox management.
4. To place routine orders for Works, Conservation, and Garden departments as required.
5. To undertake all invoice-related processes, receiving invoices, ensuring they are approved and coded by the person responsible, and sending them to Accounts for payment.
6. To act as first point of contact for reactive maintenance jobs at Westminster Abbey and Westminster Abbey Choir School, issuing each job to the Work Supervisor. To ensure details are accurately logged, actioned, and completed in the Works Request database.
7. To take notes at Works Department meetings.
8. To maintain a presence in the Works office, greeting contractors, issuing passes, and ensuring operatives have what they need to start work.
9. To create a fortnightly diary and quarterly forward planning brief for regular contractors.

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10. To inform the Security department of planned work and submit contractors' details for parking and access fobs.
  11. To maintain lists of trusted long-term suppliers and contractors.
  12. To carry out other tasks as requested by the Clerk of the Works or Deputy Clerk of the Works.

### **Safeguarding**

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training.

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# Person Specification

*This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.*

## **Essential**

### **Skills/Aptitudes/Knowledge:**

- 1 Excellent written and verbal communication skills.
- 2 Good working knowledge of Microsoft Office including Word, Excel and Outlook.
- 3 Well organised with the ability to prioritise work and meet deadlines.
- 4 Able to work on own initiative.
- 5 Able to work with accuracy and attention to detail.
- 6 Excellent customer service skills when dealing with enquires and communicating on behalf of the Clerk of the Works

### **Experience:**

- 7 Experience of providing a comprehensive administration service in a busy office environment.
- 8 Experience of working with financial data, budgets, and spreadsheets

### **Personal Attributes:**

- 9 Sound judgement to determine what should be escalated to the Clerk of the Works what can be dealt with independently.
- 10 Team player who can effectively collaborate and communicate with different types of people at different levels.
- 11 Commitment to the Abbey's mission and the Abbey Values.

### **Circumstances:**

- 12 Able to work 08.00-16.00 Monday to Friday, plus additional hours on an occasional basis during busy periods.

## **Desirable**

- 13 Experience of dealing with external contractors.
- 14 An interest in or experience of working with historic buildings.

*The responsibilities contained within this job description are not exhaustive and will be kept under review. The contents may be amended from time to time to reflect the changing needs of Westminster Abbey. Any proposed changes will be discussed with the postholder.*

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# Working for us

## **Employment Status**

This post is permanent.

## **Salary**

The salary is £30,000 per annum, and is paid on the last Friday of each month. Salary is reviewed annually.

## **Working Hours**

These are 40 hours per week. The normal arrangement of working hours is 8:00am to 4:00pm Monday to Friday.

## **Annual Holidays**

The full-time holiday entitlement is 31 days per annum, including recognised public holidays, rising to 33 days per annum in the fifth year of service.

## **Training**

On-site training will be provided in all aspects of the job. Any further training needs will be assessed through the probation period and in annual appraisals.

## **Pension Scheme and Life Assurance**

All employees can join a Group Personal Pension plan, where the minimum employee contribution is 3% and the maximum employer contribution is 9% (as determined by the level of the employee contribution). You will be auto-enrolled into our qualifying workplace pension scheme after 3 months, if you meet the eligibility criteria.

All employees are covered by death-in-service life assurance, whether or not they choose to join the pension scheme.

## **Staff Discount**

All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from the Benugo outlets, which serve refreshments.

## **Season Ticket Loan**

A season ticket loan is offered after satisfactory completion of a probationary period, repayable over 10 months.

## **Medical Insurance**

The Abbey will pay 50% of premiums to join a nominated medical insurance scheme after one year's employment.

## **Uniform**

If a uniform and/or Personal Protective Equipment (PPE) is provided, this must be worn at all times.

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# Equality Statement and How to apply

## Equality Statement

The Dean and Chapter aim at all times to recruit the person who is most suited to the job. Recruitment will be solely on the basis of the applicant's abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

We will ensure that our shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please return the Equal Opportunities Monitoring Form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

## Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to Westminster Abbey, right to work in the UK, proof of professional qualifications and medical clearance, which may include a medical assessment.

## How to Apply

Please complete our application form as CVs **will not** be accepted.

You are also advised to read the Job Description and Person Specification carefully and think about how your experience, skills and abilities help you to meet the requirements listed in the Person Specification. Use the 'Supporting Statement' section of the form to tell us how you meet each of the requirements. As well as your previous work experience (including a **full** career history of all employment), tell us about other relevant experience such as community and voluntary experience. Clear information on how you meet all the requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

Please email your completed application to: [applications@westminster-abbey.org](mailto:applications@westminster-abbey.org).

**Applications should arrive no later than 12 noon on Thursday 23 May 2024. Interviews are scheduled to take place on Wednesday 5 June or Thursday 6 of June 2024.**

*We regret that, due to the large number of applications we normally receive, we may only be able to contact or provide feedback if you have attended an interview. We appreciate your interest in our work at Westminster Abbey.*