

DIRECTOR— HEAD OF OPERATIONAL AND COMMERCIAL SERVICES

JOB DESCRIPTION

£45,000 per annum

Lee Abbey International Students' Club – also commonly known as Lee Abbey London - is a hall of residence for international students operated by a residential Christian community who work and worship together.

Lee Abbey London is a critical part of the Lee Abbey Movement which has as its Objects, 'The advancement of the Christian faith world-wide through the ministry of communities of Christians whose shared lives in the fellowship of the Holy Spirit communicate the love of God revealed in Jesus Christ.' Together with the other Lee Abbey communities, Lee Abbey London is an "Acknowledged Community" by the Church of England.

Lee Abbey in London is at once many things: a registered charity, a limited company, a student residence, a social enterprise, a Christian Community, a work-place, a home from home for students of any nationality or creed, somewhere for a brief holiday, and a place of friendship and reconciliation. The DIRECTOR has a leading role in the Lee Abbey Community in London. This is a varied and multi-faceted role, involving as it does aspects of spiritual leadership, business acumen and operational management.

The DIRECTOR should therefore be a person of prayer and reflection, rooted in the Scriptures and their application to the realities of life. They should have direct, recent exposure to and experience of business management, ideally in a student-oriented environment.

The DIRECTOR works alongside the CHAPLAIN & DEPUTY-DIRECTOR at Lee Abbey London and is a member of the core Leadership Team, supported by the Board of Trustees. The DIRECTOR is primarily responsible for the business and management aspects of the work and ministry at Lee Abbey London, while the CHAPLAIN maintains strategic oversight of spiritual, pastoral and missional matters. Both the DIRECTOR and the CHAPLAIN are supported by other members of the Leadership Team and the Heads of Departments.

The DIRECTOR will be expected to take on some form of Community Membership (dependent on certain conditions), leading by example to instill a sense of service into all Community members, who may include both residential and non-residential members¹.

The following headings may be helpful in indicating the DIRECTOR's particular areas of responsibility. In many of these areas the DIRECTOR delegates details to other Community members, including other members of the Leadership Team.

1. Vision

Lee Abbey London's mission is to "communicate Christ through relationships", through our serving each other and the world - revealing the love and welcome of Christ to all who come to our home.

Our core values are summed up in three words, LOVE, SERVICE and RESPECT (see the document entitled "Our Mission, Purpose & Values" which unpacks this further).

These values include a clear focus on the equipping for ministry and discipleship of community members and an outward missional focus of outreach and service to international students and the wider community.

Areas that will require further development at Lee Abbey London in general over the next 5 years include:

¹ As with many Christian communities, the Community at Lee Abbey London may include both residential members living onsite and members living offsite.

- Ensuring a sustainable business/community model
- Developing an action plan to respond to the challenges/opportunities of Brexit and the impact of the Covid-19 global pandemic – e.g. student and community recruitment
- Enhancing skills of and equipping the Leadership Team
- Fundraising for further building development
- Developing the ministry to international students & measuring its effectiveness
- Developing links with the local Church community and other key stakeholder groups
- Strengthening the relationship with other parts of the Lee Abbey Movement
- Ongoing faith formation (discipleship) of Community members
- Enhancing a healthy work/life balance.

The DIRECTOR will be jointly responsible with the CHAPLAIN & DEPUTY DIRECTOR for the above areas and it is important they are aware of and sympathetic to the overall vision for Lee Abbey London and the part they personally play in this.

The DIRECTOR will participate at meetings of both the Lee Abbey London Board of Trustees ('Board') and the Lee Abbey Council.

2. Leadership

The DIRECTOR's PRIMARY ROLE is to run the Lee Abbey London social enterprise and their KEY OBJECTIVE is to ensure that Lee Abbey London's mission and ministry is accomplished in a financially sustainable way.

The DIRECTOR needs to be a good team leader, able to inspire others to catch and share the vision of Lee Abbey London through personal example of sound leadership and committed service. They must be able to think strategically, be an agent of change and give encouragement to both the Leadership Team and other Community members to realise the vision.

The DIRECTOR is coming to join an existing Leadership Team, working alongside the CHAPLAIN and other senior staff with specific areas of responsibility. They will need to focus on working with others to enable and grow (or adapt) this team and to develop a shared sense of purpose. This is a team which shares responsibility and practices mutual accountability in work and in personal faith journey. Emotional intelligence will be required to encourage the best from all members of Community, who come from varied national, cultural and church backgrounds and are at different stages in their careers and personal development.

3. Oversight

The DIRECTOR is responsible for the business and management aspects of the work and ministry at Lee Abbey London (see more on this below), ensuring that all essential duties are carried out in an appropriate and timely manner. The DIRECTOR works as part of a Leadership Team alongside other Heads of Departments. In the case that the DIRECTOR does not live onsite, they will be expected to share in the duty-rosta that provides appropriate overnight and weekend supervision for Community members and residents living at Lee Abbey London.

4. Legislation

In conjunction with the Board, the DIRECTOR retains overall responsibility for ensuring Lee Abbey compliance in the following areas, though day-to-day responsibility may be delegated to other members of the Leadership Team:

- a. Employment and immigration law
- b. Health and Safety legislation (including Hygiene, and Fire regulations)
- c. Company and charity law
- d. GDPR & data protection
- e. Safeguarding

5. Employment

The DIRECTOR is responsible, in consultation with the HR Manager and other members of the Leadership Team, for appointing and employing all the Community Members and any other staff. Senior appointments are made in consultation with the Chairman of the Board.

The DIRECTOR is also responsible for overseeing the high-level planning, management, delivery and evaluation of key support services, including relationships with external contractors who provide catering, cleaning, laundry, waste management and other business critical services. Though much of the day-to-day effective delivery of such services may be delegated to other members of the team, e.g. the Facilities Manager, the DIRECTOR retains responsibility for organisational and strategic planning in these areas to ensure the commercial success and sustainability of the enterprise and its mission and ministry.

6. Finance

The Company Accountant manages the finances, whilst the DIRECTOR retains overall control. Major financial decisions are made by consultation between the DIRECTOR, Accountant, Leadership Team and the Board.

7. Building Renovation and Planned Preventative Maintenance

Lee Abbey London's architects and professional consultants have conducted thorough surveys of the building in recent years and drawn up a detailed planned preventative maintenance (PPM) schedule for the ongoing upkeep of the property. This requires significant investment each year to bring the building up to an acceptable standard.

In addition, we are part-way through a major building project to upgrade the building's plumbing and central heating.

- **Phase 1** (completed in September 2016) included the removal of old boiler/heating plant from the basement, the installation of new boilers/heating equipment and solar panels on the roof and significant refurbishment of bedrooms on the lower ground floor.
- **Phase 2** (completed in September 2018) involved the renewal of plumbing and central heating in house 67.

Further phases to renew the plumbing and central heating in the remaining houses will be scheduled as funds become available. A Fundraiser has been recruited for this purpose.

The DIRECTOR will have responsibility for working with the Board, architects, other contractors, Fundraising Manager and the Facilities Manager to ensure that building refurbishment targets are met.

Most building repair and maintenance is currently managed by the Facilities Manager and the Maintenance Team. The DIRECTOR retains overall responsibility for the building, Health & Safety compliance, planned maintenance, improvements and development.

8. Governance Matters

The DIRECTOR reports to the Chair of the Board who are ultimately responsible for Governance issues. The Board in turn reports to the Lee Abbey Council, who are responsible for overall policy matters. The DIRECTOR is recruited and selected by the London Board and the appointment is formally ratified by Lee Abbey Council.

The Chairs of the Board (Alexander Pepper) and the Council (Sam Cappleman) are available to the DIRECTOR for advice and support. On appointment the DIRECTOR is in attendance at both the Council and the Board meetings.

- a. Lee Abbey Council: The DIRECTOR is *ex-officio* in attendance at meetings, and required to give a summary report at the meetings (usually 4 times a year)
- b. Lee Abbey London Board: The DIRECTOR is an *ex-officio* member and gives a written report to

the Board at each meeting (usually 6 times a year).

- c. Records: The DIRECTOR is responsible for ensuring that all proper records are kept of the activities involved in 8a & b. Archival material must be properly retained and stored.

9. Networking

One of the roles of the DIRECTOR, working together with the CHAPLAIN, is to ensure that Lee Abbey London builds links with local churches, charities, student residences, colleges, and also with the wider local community. The DIRECTOR and the CHAPLAIN will liaise with the leaders of the other Lee Abbey Communities in order to further the overall work and mission of the Lee Abbey Movement.

This will include supporting the Fundraising Manager and other members of the Leadership Team in developing links with supporter organisations and individuals (including Alumni) and various fundraising initiatives in support of building refurbishment.

This outward-facing role for the DIRECTOR extends to liaising with other Leadership Team members and external clients in support of event management, especially the provision of services or hire of facilities for meetings, conferences, etc, which could become a critical revenue stream for LAL in the future.

Terms and Conditions

1. Salary & Contract

You will sign a 5-year fixed-term contract of employment and will receive a salary of £45,000 per annum. This is a non-residential position; however, you will be required to be a full member of the Lee Abbey London Christian Community and to take the Lee Abbey Community promises.

2. Probationary Period

There is an initial 6-month probationary period allowing for both the mutual testing of your call to leadership in this position and your commitment during which time the period of notice required on either side to terminate employment is 1 month. The Grievance and Disciplinary Procedures shall not apply during the probationary period.

3. Holiday

Your annual leave entitlement will be 30 days (including public holidays) to be taken at the discretion of the Employer. The holiday year runs for 12 months from your date of commencement of employment.

4. Pension

In accordance with Auto Enrolment regulations, you will be enrolled into a Church Workers Pension Fund scheme, with both employee's and employers' contributions set at 4% of salary.

All employees are covered by Lee Abbey for death in service. This is at the rate of £50,000.

5. Retreat & Sabbatical

You are eligible to take an annual 5-day retreat (working within budgetary limitations). You are eligible to take a 2-month sabbatical in the final year of your 5-year contract, to be agreed with the Chair of the Board of Trustees.

DIRECTOR— HEAD OF OPERATIONAL AND COMMERCIAL SERVICES PERSON SPECIFICATION

The DIRECTOR should be a committed Christian, secure in and enthused about their faith in Jesus Christ. While Lee Abbey London is an Anglican Foundation, its culture and outlook is ecumenical and welcoming. The post is open to lay or ordained men or women.

The DIRECTOR should be someone of mature Christian faith and character. They should be able to live and work in a multi-faith and multi-cultural environment and give sound leadership and counsel to a Christian Community through their own life of prayer, study and personal integrity.

They should be capable of managing a major Christian social enterprise and ensure its smooth working. This requires gifts of strategic vision, high-level administration and the ability, as a senior member of a Leadership Team, to empower others in their work and ministry. This will include the ability to delegate to others and receive advice from them.

Consequently, experience in both a business environment and in Christian leadership will be a requirement. They will be comfortable with the business principles of strategic planning, financial management and quality assurance.

The DIRECTOR should be self-motivated and able to make decisions and carry them out in co-operation with others, i.e. the Leadership Team, the Board of Trustees. It is important that they can manage their time effectively and be able to relax when off duty. Their spiritual and psychological stability is crucial to the wellbeing of the Community and the house as a whole. The work can be physically and mentally tiring, and the DIRECTOR should be robust enough to cope with this and be able to keep their own vision alight, and also to encourage and help the other members of the Community to maintain their own physical, mental, emotional and spiritual energies.

The DIRECTOR will require gifts of empathetic understanding and good communication with people of many backgrounds, the majority of whom are young - in years and/or in faith. They should be a good listener and be able to evaluate situations and then make decisions.

The DIRECTOR should be in enthusiastic agreement with the Lee Abbey mission of 'communicating Christ through relationships' and have a vision for the strategic ministry of the Lee Abbey Movement and of Lee Abbey London in particular. They should have the ability to communicate this to others.

SKILLS/EXPERIENCE	ESSENTIAL	DESIRED
Experience of and enthusiasm for Christian leadership	✓	
Business management experience at a senior level	✓	
Clear Christian faith & character	✓	
Evidence of visionary leadership	✓	
Proven people management skills	✓	
Proven ability to relate to students or young people	✓	
Emotional intelligence	✓	
Good communication skills	✓	
Sound administration skills	✓	

Self-motivated	✓	
SKILLS/EXPERIENCE	ESSENTIAL	DESIRED
Time management	✓	
Experience of managing projects	✓	
Experience of financial planning and management	✓	
Proficiency in written and spoken English	✓	
Appropriate theological training		✓
An appreciation for the gifts of the Holy Spirit		✓
Understanding/experience of residential Christian community		✓
Enthusiasm for & experience of ecumenical & interfaith ministry		✓
Mission experience <ul style="list-style-type: none"> • Overseas • Multicultural 		✓ ✓
Experience of Christian life in a city – urban ministry		✓
Valid driving licence		✓

The Applicant may be expected to have a medical upon offer of the position and it is a requirement that they submit to a Disclosure and Barring Service (DBS) (enhanced disclosure) check as part of the recruitment process. **Lee Abbey London is committed to safeguarding the welfare of children & vulnerable adults and expect all who join Community to share this commitment.**