



RETREAT HOUSE MANAGER

REPORTS TO: THE BOARD OF TRUSTEES OF THE SUE RYDER PRAYER FELLOWSHIP (PARMOOR) LTD ("SRPF")

1. PURPOSE OF THE ROLE

- To be the public face of St Katharine's, Parmoor responsible for its reputation and adherence to Lady Ryder's vision, ensuring its atmosphere of peace and welcome.
- To work with the SRPF Board of Trustees to:
 - Oversee the effective management, forward planning and development of St Katharine's Parmoor as a flourishing retreat house.
 - Ensure robust financial management, carried out in a timely and effective way
 - Be responsible for the working environment of the house, creating suitable staffing structures which ensure adequate and appropriate delegated workloads for the staff, in compliance with the policies and procedures set out in the staff handbook
 - Be responsible for ensuring the estate's buildings are maintained and safe through work with a maintenance employee
 - Ensure the grounds are kept in good and safe order
 - Liaise with a group of day chaplains to attend the house on weekdays

2. ENVIRONMENT OF THE JOB

St Katharine's Parmoor is a retreat house where people feel peacefully at home and where all staff feel they have a part to play in creating a warm Christian welcome. It is a haven for quiet reflection for people of all faiths and none. It provides a venue for meetings and retreats for all who need it. It provides an environment where everyone feels valued, where their talents are fully utilised and where the SRPF's goals can be met fully. It aims to reflect on the legacy of Lady Ryder and the Sisters of St Katharine's of whose ambitions we are guardians. One of Lady Ryder's ambitions was that it be a "Powerhouse of Prayer".

Founder: Lady Ryder of Warsaw C.M.G., O.B.E.

Sue Ryder Prayer Fellowship (Parmoor) is a company limited by guarantee, registered in England No. 7320054 and a registered charity No. 1140727.

The registered office is at St. Katharine's, Parmoor, Henley on Thames, Oxon, RG9 6NN

3. MANAGEMENT REPORTING AND AUTHORITY

The Manager is responsible to the SRPF Board of Trustees for the day to day running of the house.

The Manager and Trustees will meet formally at least four times a year to consider specified aspects of the job.

There will be a separate annual appraisal process.

The Trustees require a monthly report on the running and maintenance of house and properties, updates on staffing, bookings and finance. This report will be given to the SRPF Board of Trustees for review and discussion with the Manager. The Manager and the SRPF Board of Trustees will meet monthly or as they deem appropriate and useful.

4. QUANTITATIVE DIMENSIONS OF THE JOB

The Manager has line management responsibilities for the staff employed at St Katharine's Retreat House.

The staff and volunteers' structure will be discussed and agreed upon as required.

5. PRINCIPAL ACCOUNTABILITIES

The Manager may call upon the Board of Trustees for advice and practical support with any of the following areas:

Principle Accountabilities	How they are achieved/measured
Standard of Service	Ensures that a good standard of service is provided to guests of the house so that our reputation is upheld.
Cost Management	Management of cash flow to ensure expenses are covered by available financial resources, assistance with the production of annual accounts by the SRPF's accountant.
Business Development	Development of business opportunities in line with Lady Ryder's vision to ensure a regular income stream, including opportunities from within the local community.
Health and Safety	Development and maintenance of a safe working environment for staff

Health and Safety (continued)	and for visitors to the house and grounds.
Food Hygiene	Ensures food preparation and handling regulations are fully compliant
Estate Management Integrity of the building Walled Garden liaison	Managing all the properties within the estate. Ensure that the fabric of the buildings is safe and suitable for the needs of tenants, residents and guests. Working in conjunction with the Garden Committee and its volunteers.
Employment practices	Ensures that people are selected, recruited and trained appropriately for the needs of the SRPF. Ensures that they are paid appropriately and that the working environment is conducive to good working relationships. Conduct an annual appraisal of the staff.

6. MAJOR CHALLENGES

There are limited budgets and resources both financial and in terms of people. Any building of the age of St Katharine's costs a lot to maintain and money needs to be spent carefully and appropriately. It is always a challenge to juggle time, money and people so the never-ending maintenance work can be done.

There is always the need to prioritise emergencies and planned work to make sure the house can operate safely.

Maintaining the flexible team ethos is essential and a constant challenge.

7. EXPERIENCE AND SKILLS

The job holder should have the following skills:

Business Development and Administration	Essential
Cost Control and Accounting	Essential
Computer literacy skills including Excel spreadsheets	Essential
People management skills	Essential
Health & Safety knowledge	Essential
Customer Focus (the ability to understand what our guests need and want and to deliver it)	Essential
Teamwork	Essential
Leadership and motivation	Essential
Sensitivity to diversity and inclusion issues	Essential

The information contained in this job description is a true and accurate reflection of the job as at the date specified, although it is not an exhaustive list.

Job Holder
Date:

Trustee
Date: