

Job pack

Retreats and Events Administrator/Coordinator – full time

Salary: £26,000

Based: Liss, Hampshire

Location: Onsite Working

Hours of Work: 37.5 hours per week

Contract: Permanent

The White Eagle Lodge is a spiritual organisation. It is not necessary for the applicant to be a member or adherent of the Teachings, but respect and empathy are required for the spiritual aspects of the work and the values and ethos of the Lodge.

We are looking for a kind, positive, upbeat and dynamic person. You need to be a good team player as well as being able to self-manage and work to deadlines. The role requires the ability to be both structured and flexible. There will be opportunities to be creative within the role, working with other teams to improve all aspects of retreat administration. You would be working in a beautiful rural setting on a country estate, therefore your own transport is essential.

Skills and Experience

For this role it is essential to have good administrative skills and proficiency in all aspects of the Microsoft Office suite. Strong communication and interpersonal skills. Need to be adaptable and maintain a positive attitude. Being able to multitask with competing deadlines. Being disciplined and structured. Experience of a similar role in a small organisation is desirable. It could be helpful to have an awareness of the 'mind, body, spirit sector', for example wellbeing, meditation, healing.

For an informal discussion about the post please contact Anna Hayward on 01730 893300 or email anna@white-eagle.org.uk

To apply please submit your CV and a supporting statement, outlining how your experience meets the criteria, to support@bespokehr.com Job ref: WELRETADMIN2024

The job pack can be downloaded from our website : [\[insert link to job pack\]](#)

Closing date: 31st July 2024

What we can offer you

Benefits include 25 days annual leave plus bank holidays (Prorated for part time); access to the NEST pension scheme; enhanced sick pay and access to an

Employee Assistance Programme. We offer an environment which encourages development, empowerment and personal responsibility.

Job Description

JOB PURPOSE:

1. To work as a member of a collaborative, self-managing team.
2. Be responsible for the administration of residential retreats, day retreats and courses.
3. To coordinate the hiring of the Temple meeting room and retreat house and looking for promotional opportunities where possible.
4. To ensure that the work of the Lodge and its outputs are consistent with its charitable objectives and its ethos

RESPONSIBLE TO:

Team Mentor for Communications and Events team/Deputy Lodge Mother

RESPONSIBLE FOR:

None

Within collaborative self-managing teams, individual team members have responsibility for specific tasks and areas of work; although knowledge is shared to facilitate effective working and to enable colleagues to provide cover for each other. The team discusses and agrees any changes to ways of working, referring to the Coordinating group as necessary. All teams have a member with Ministerial/spiritual input/outlook. The team makes a yearly budget proposal, with help from the Finance Officer and after agreement from the Trustees they work on keeping costs down and oversees the financial performance within their agreed budget. If financial investments outside the budget are needed it is taken to the Coordinating group who consults the Trustees.

The team ensure all work is carried out effectively and efficiently, plan and coordinate procedures and systems to streamline processes within the team and keep up with skills development that are needed to carry out their tasks. The teams plan and agree between themselves when leave of absence is taken so that the necessary work can continue.

MAIN DUTIES AND RESPONSIBILITIES

Administer retreat bookings; create a yearly booking system in Excel and liaise with retreatants, retreat facilitators, caterers and housekeeper.

Working alongside the finance administrator regarding payments and credit control.

All general administration for retreats and courses (phone, email, post) and keep/create a record of statistics for retreats and events.

Answer telephone enquiries in a welcoming and professional manner. Relay messages (and calls where complex) as appropriate.

Administer purchase ordering process and order supplies for Retreat house, Temple and staff kitchen in liaison with the Retreats and Events team, chef/cook, retreat facilitators, housekeeper and staff. Receive and unpack parts of deliveries.

Administer events, create a work process that can be used for all events.

Act as part of the Comms and events team. Together with the team make a yearly budget proposition.

Promoting retreats, retreat house and meeting room where possible in cooperation with ministerial team and Communications coordinator.

Oversee the hire of the retreat house and Temple meeting room. Including having contact with and showing the venues to interested clients and keeping track of the time the meeting room is hired.

Prepare meeting room for bookings.

Organising the opening/locking up of Temple building.

Cleaning the coffee machine in Temple building.

Manage the internal calendar so that calendar items are up to date, accurate and consistent.

Ensure the ethos of the White Eagle Teachings is reflected in all aspects of the retreat house and its operations.

Support OSC team with ad hoc administration and reception tasks when required.

Maintain knowledge of Lodge activities to assist callers through knowledge of Stella Polaris magazine, website, Publications Catalogue and events brochure.

Other duties as necessary and commensurate with the role.

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The teams ensure their outputs are consistent with the Lodges charitable objectives and its ethos and ensure the Trustees are made promptly aware of significant issues including any that might affect the reputation, financial position, health and safety, business continuity etc of the Lodge.

Individuals may also be invited and/or volunteer for other project teams that are formed on a temporary basis to progress specific projects and will also work in a collaborative and self-managing way. Team members should consider whether they have the capacity to take on such additional work and discuss with their team as necessary.

Person specification

Attribute	Essential	Desirable	Method of Assessment
Experience	- Experience in Administrative role	- Experience of a similar role in a small organisation	CV Interview
Interpersonal skills	- The application of sound judgement - Effective prioritisation and organisation skills - Ability to develop and maintain good relations with retreatants, staff and contractors		CV Interview
Communication	-Effective written and verbal communication skills		Interview
Personal Qualities	-Excellent customer focused attitude -Ability to work as a team player as well as autonomously -Attention to detail -Ability to take initiative and prioritise workloads - Being able to multitask with competing deadlines -Being adaptable and maintain a positive attitude		CV Interview

Technology / IT Skills	<p>-Highly computer literate and proficiency in all aspects of the Office suite</p> <p>-Easily learn new IT programs/applications</p>		CV Interview
Education and Training	-Evidence of continuing professional development	-Relevant qualifications	CV Interview
Knowledge		- It can be helpful to have an awareness of the 'mind, body, spirit sector', for example wellbeing, meditation, healing	Interview