



## Retreat Venue Manager

**Contract: 37.5 hours per week, flexible days, permanent, daytime shifts**

### About the role

We are looking for a well-organised and flexible person to join our team. We are a registered charity caring for the historic Grade 1 listed Sharpham House and Estate on the banks of the River Dart near to Totnes. At the heart of the Sharpham Trust ethos is our desire to build a more mindful, compassionate and environmentally sustainable world. We connect people with nature and foster mindfulness and well-being through our programme of retreats, mindfulness courses, public events, outdoor learning and the arts.

This role is vital to the effective and smooth running of the organisation. You will be responsible for managing the day to day operation of Sharpham House Retreat venue and coordinating the team of house assistants and cooks along with the Assistant House Manager. You will help ensure that all guests are well looked after and have a comfortable and rewarding experience during their stay at Sharpham House. The role will include liaising with staff and leaders from our own retreats, as well as those from external hire groups and weddings.

You will be responsible for record keeping, responding to enquiries, wedding show rounds, overseeing staff, controlling and managing Health & Safety in Sharpham House, organising meetings, ordering provisions, liaising with the gardeners and ensuring the smooth turnover of the house on changeover days. The role will also be involved in the delivery of the limited number of weddings we host annually.

The Manager will be supported by various members of the Trust Staff team who are responsible for: programming, finance, marketing, bookings, health and safety, property management, gardening and catering. The overall Trust is governed by a board of volunteer Trustees who set the overall direction and strategy. This is a varied role, within a small team, in an organisation that has seen significant growth in the last few years and is looking to be more outward facing in the pursuit of its charitable objectives.

### About you

This is a role for someone who is well organised with excellent communication skills and the ability to work on his or her own initiative, as part of a small team. You will have previous experience in a management role and able to manage multiple priorities and always achieve high standards. Flexibility and a sense of humour will be vital as well as being a people person.

An interest in the Trust's charitable work and mindfulness would also be an advantage. Staff are able to access the Trust's programme of courses and retreats.

For this role you will need to be able to travel to Sharpham House which is not served by public transport.

### Apply

To apply, please complete our application form attached and return to [admin@sharphamtrust.org](mailto:admin@sharphamtrust.org)

**Closing Dates:** 9am, Monday 9<sup>th</sup> December 2024

**Interviews:** Tuesday 17<sup>th</sup> December 2024

### Further Information

Please see our website for further information and to download the application form

# SHARPHAM HOUSE MANAGER - JOB DESCRIPTION

<b>Job Title</b>	<b>Retreat Venue Manager</b>
<b>Salary</b>	<b>£31,028 + pension + holidays</b>
<b>Working Hours</b>	<b>37.5 hours per week</b>
<b>Working Pattern</b>	<b>5 days out of 7, including one weekend day, daytime shifts</b>
<b>Report to</b>	<b>Trust Director</b>
<b>Supervision of</b>	<b>Assistant House Manager, House Assistants, Cooks</b>
<b>Main Purpose of the Role</b>	
To manage the operation of The Sharpham House Retreat venue by residential groups and our Bathing House holiday let, ensuring positive experiences for users and the smooth running of activities including: mindfulness retreats, events, courses, meetings and weddings.	
<b>Key Objectives and Responsibilities</b>	
<ol style="list-style-type: none"> <li>1. <u>Manage the visitor experience ensuring that users have a positive, safe, mindful and rewarding visit at Sharpham House</u> <ul style="list-style-type: none"> <li>• Oversee the arrival of groups including the giving of orientation and H&amp;S talk</li> <li>• Respond to any issues or complaints in a timely manner</li> <li>• Liaise with Trust staff and partners to ensure smooth running of retreats, events, open days</li> <li>• Liaise with the Caretaker on the preparation of the House before a retreat and report required repairs and maintenance in the relevant way.</li> <li>• Maintain Security &amp; Fire alarm of the house with the caretaker.</li> <li>• Keep a check of repairs and renewals with a maintenance programme.</li> <li>• Contact contract companies for repairs and arrange visits</li> <li>• To create a good rapport with retreat leaders and external suppliers/caterers</li> </ul> </li>   <li>2. <u>Manage staff of house assistants and cooks whilst on duty and help out where necessary</u> <ul style="list-style-type: none"> <li>• Prepare staff rota and plan staff holidays</li> <li>• Make sure all house staff training is up to date</li> <li>• Manage assistant house manager, house assistants and catering staff</li> <li>• Recruitment and employment of house assistants</li> <li>• Supervise and help with room changeovers, cleaning and mealtimes (be hands on)</li> <li>• Cover for staff sickness or absence</li> <li>• Manage the house kitchen to ensure food hygiene and safety procedures are followed at all times and help out in the kitchen when necessary</li> <li>• Organise catering for our Woodland Campsite during the summer season</li> <li>• Liaise with House cooks about food ordering and supplies</li> <li>• Liaise with Gardener on produce for the kitchen and ensure cooks are utilising this produce</li> <li>• Prepare house staff monthly wage tracker and timesheets for accounts</li> </ul> </li>   <li>3. <u>Help oversee weddings in the main house</u> <ul style="list-style-type: none"> <li>• Meet prospective wedding couples and liaise with them, show rounds and more finite details</li> <li>• Liaise with the Caretaker on the preparation of the House before a wedding</li> <li>• Manage house assistants preparing house before a wedding</li> <li>• Oversee facilities aspect of weddings on the day</li> </ul> </li> </ol>	

- Arrange security cover for overnights
  - Checking Sharpham House following weddings
4. Manage Bathing House holiday let
- Ensure property cleaned and prepped to Trust standards by house assistants and caretaker
  - Make sure garden and outside is maintained by Caretaker/Garden staff
  - Replace any worn or broken equipment
  - Respond to any issues raised by guests
  - Contact guests before arrival with necessary information
5. Supervise Health and Safety procedures in the Main House
- Work with HR and Admin Manager to update risk assessments and ensure staff follow agreed procedures at all times
  - Full knowledge of the fire alarm system and the procedures to follow in an emergency
  - Ensure all house staff and teaching staff are trained and knowledgeable about the fire alarm
  - Make sure food hygiene standards and safety procedures are always followed
  - Control of recycling and food waste removal
6. Other
- Follow relevant Trust Health and Safety procedures at work
  - Be one of the trained staff first aiders
  - Work flexibly and support other areas within the Trust as required
  - Attend bi-weekly management team meetings & booking meetings

Person Specification		
	Essential	Desirable
QUALIFICATIONS	<ul style="list-style-type: none"> <li>• Food Hygiene</li> <li>• First Aid</li> <li>• Full driving Licence</li> <li>• Personal Licence (training can be provided)</li> </ul>	<ul style="list-style-type: none"> <li>• Health &amp; Safety</li> <li>• Hospitality Management</li> <li>• Manual Handling</li> </ul>
EXPERIENCE	<ul style="list-style-type: none"> <li>• Managing in a residential environment</li> <li>• Operating a catering provision</li> <li>• General administration</li> <li>• Operating to a budget</li> </ul>	<ul style="list-style-type: none"> <li>• Event organisation</li> <li>• Mindfulness</li> </ul>
SKILLS AND KNOWLEDGE	<ul style="list-style-type: none"> <li>• Catering skills</li> <li>• Customer Service skills</li> <li>• Staff line management</li> <li>• IT skills</li> </ul>	
OTHER	<ul style="list-style-type: none"> <li>• Ability to use own initiative</li> <li>• understanding the need for clear verbal and written communication and co-ordination between</li> </ul>	

	departments <ul style="list-style-type: none"> <li>• maintaining confidentiality where appropriate</li> <li>• Must be willing to be hands on.</li> </ul>	
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**Hours/Shift Pattern:**

This is a full-time role, working 37.5 hours a week, 5 days out of 7. Weekend working will be required, but will be shared with the Assistant House Manager and is dependent on business levels. All shifts are during the day, approximately 9am-5pm.

33 days holiday per annum

Access to the Trust's Pension Plan

**AGREEMENT:**

Job Holder's signature: \_\_\_\_\_

Date: \_\_\_\_\_

Director's signature: \_\_\_\_\_

Date: \_\_\_\_\_

**OBLIGATIONS:**

This job description is subject to the Policies and Procedures of the Sharpham Trust and all staff are required to acquaint themselves with those applicable to this post. This job description will be subject to review and amended to meet the changing needs of the Charitable Trust.

Under the Health & Safety at Work Act 1974, the Company has a duty to ensure as far as is reasonably practicable, the health, safety and welfare of all its employees. There is also a duty of care on all employees under the same legislation. There is a written statement on general policy regarding Health & Safety at work. Your attention is particularly drawn to this policy and you must make yourself aware of its contents.

This job description is subject to the Terms and Conditions of service of the Charitable Trust.

**Equal Opportunities**  
 The Sharpham Trust is an equal opportunities employer. We recognise that celebrating diversity and difference is at the core of creating healthy workplaces and we are committed to building a team that represents a variety of backgrounds and perspectives.