

**Role Description:** Centre Support (2 x Residential Roles)

**Accountable to:** Hospitality Support Worker

**Primary Location:** Corrymeela Centre, Ballycastle

## Introduction

The Corrymeela Community is an Ecumenical Christian Community committed to the work of reconciliation both locally and internationally. In 1965, the Reverend Ray Davey and a group of students from Queens University established a residential centre in Ballycastle where people of all faiths, political opinions, and backgrounds could come together to meet and learn from each other. When the Troubles broke out, Corrymeela responded by offering respite in the new Centre for all kinds and conditions of people, eventually developing programmes and a network of Community members throughout Northern Ireland.

The Community now has a membership of over 160 persons and a global network of 5,000 Friends. Many of the Corrymeela Community members continue to have significant involvement in the work of the Ballycastle centre, along with living out the Corrymeela ethos in their day-to-day lives. Corrymeela also employs approximately 30 staff and over 50 volunteers from across the globe on an annual basis. Their role is to offer hospitality and support programmes of respite, encounter, dialogue and reflective learning to the over 11,000 visitors that come through the Centre each year.

The Corrymeela Community has identified four key programme areas of work for prioritisation over the next three years:

- Sectarianism
- Marginalisation
- Legacies of Conflict
- Public Theology

At the core of our programme is the commitment to work for reconciliation and social justice. Whilst a main thrust of our work remains focused on programmes at the Ballycastle centre, we are also actively engaged in a wide range of community-based programmes across the education, youth, community, and faith-based sectors throughout Northern Ireland, the UK, and other international locations. For more information on the work of Corrymeela, visit [www.corrymeela.org](http://www.corrymeela.org)

## Overall Purpose

The purpose of the centre support team is to support the daily operations of the centre by serving on a rota of cover. This includes being a main point of contact for those at the centre, ensuring the health and safety of those on site, and overseeing the completion of daily tasks. Because members of the centre support team live on site, a secondary element of the post is to help foster healthy relationships within the lived community and to model out with our guests, staff and volunteers the ethos of **Transforming Division through Human Encounter**.

## Key Tasks

### Centre Responsibilities:

1. Practice excellent hospitality and extend a warm welcome to all
2. Coordinate, as part of a team, the daily rota of volunteers to enable the efficient running of the centre
3. Ensure health and safety requirements are met
4. Ensure fire safety procedures are adhered to and be part of the emergency response team
5. Oversee site security including key holding duties
6. Coordinate, support, and feed back to volunteers working on the rota to ensure optimum levels of competence
7. As part of the team co-ordinate and develop how we invest in systems of feedback, learning, and evaluation
8. Support with upkeep of grounds and maintenance
9. Support the maintenance and upkeep of the volunteer accommodation
10. Provide informal pastoral support to volunteers living on site
11. Hold a public worship/reflective space in a way compatible with Corrymeela's inclusive Christian ethos.
12. Provide cover for the volunteer support team during times of sickness or holidays

## **Essential Criteria**

1. Previous experience in supervising or managing staff or volunteers
2. Previous experience in effectively carrying both leadership and organisational responsibilities such as duty management and/or key holding duties
3. Ability to work accurately under pressure and to manage time effectively
4. Willingness to live and work in a residential centre, and to participate in community life
5. Demonstrable ability to manage difficult conversations sensitively, offering constructive feedback and holding people to account
6. Ability to interact and work with people from a range of cultural and intellectual backgrounds
7. Willingness to step in when necessary to perform duties usually performed by kitchen, housekeeping, maintenance staff, and volunteers
8. Ability to work flexibly and effectively both in a team and independently
9. Ability to communicate effectively verbally and in writing
10. Ability to demonstrate commitment to the ethos of Corrymeela and capable of communicating in line with vision, mission, core values and principles

## **Desirable Criteria**

1. Previous experience of dealing with Health and Safety at work and fire safety procedures
2. Previous experience of public speaking
3. Good level of IT experience and competence in Microsoft packages with a clear understanding of the appropriate use of social media in a work context
4. Previous experience of working with young adults
5. Current full driving licence (Valid for use in the UK)

## **Details**

As a volunteer you will receive a monthly expense reimbursement to cover essential out of pocket expenses. Currently this is set at £220 per month. Meals and accommodation are also provided. There is no expectation of employment once the voluntary placement ends. The volunteer is expected to work a minimum of 40 hours/week.

## **Flight, Visa, and Healthcare Information**

All volunteers from outside of the EEA or Switzerland are required to apply for and obtain a UK Tier 5 Charity Worker visa in order to volunteer with Corrymeela. The cost for this UK Visa is approximately £244 (GBP). In addition, volunteers who are at Corrymeela for six months or more who require a visa must pay a fee of £400 (GBP) to the National Health Service (NHS) per annum, payable at the time of the visa. Volunteers are expected to cover the cost of their flight, visa, and the NHS fee.

## **Medical Care**

Volunteers will be able to register with the local GP (Doctor) at the Ballycastle Medical Centre during their first week here. Corrymeela will assist with this procedure and will encourage volunteers to remain in good health throughout the year.

## **Days on and off**

Corrymeela expects you to be a full-time volunteer. The nature of the activities at Corrymeela are such that being involved in the life of the work and community can mean undertaking long and irregular hours. It is not unusual for volunteers to be on duty from early in the morning until late at night. Therefore, it is important that volunteers make good use of their time off. Volunteers are encouraged to spend time away from the centre when off work. Volunteers are encouraged not to engage in work during off time under normal circumstances. This includes part-time work or volunteering with other organisations. We will agree a rhythm of regular off-time, usually days off each week.

## **Holidays**

All volunteers who are here for a year or more will receive the following holidays: 15 floating days (to be taken throughout the year). All holidays must be agreed in advance with the line manager. At least five days of the allocated time off must be used within the first half of the year. If a volunteer is here over the Christmas period, then they will receive an extra two weeks when the centre is closed and all volunteers must vacate the site. All volunteers will be supported in sourcing alternative accommodation with our host families.

## **Review Period**

The Hospitality Support Worker will meet with the Centre Support Team after an appropriate period to discuss whether the relationship is working out.

## **Flexible Work Patterns**

It is the nature of the work of Corrymeela that tasks and responsibilities are unpredictable and varied. All staff and volunteers are required to work in a flexible way to meet the needs of the organisation. It is also important to note that evening and weekend work will form part of the rhythm of your weekly duties.

## **Statement on Confidentiality**

It is in the nature of the work of Corrymeela that staff and volunteers will become aware of information that will be sensitive and/or confidential. It is crucial that this information is maintained in strictest confidence within the context of Corrymeela's policies and procedures, and that failure to do so will be viewed as gross misconduct and will be subject to the appropriate level of the disciplinary procedures.

## **Safeguarding**

We require all staff and volunteers to work according to Corrymeela's Safeguarding Policy. Where appropriate, offers of voluntary work are subject to a police background check from the applicant's country.

## **Employment of Ex-offenders**

Corrymeela has a policy on the recruitment of ex-offenders. A criminal record will not necessarily debar anyone from being offered a voluntary placement.

*This job description will be subject to review in the light of changing circumstances and is not intended to be rigid and definitive but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time. It is important to note that the responsibilities of the post may change to meet the evolving needs of the services that the charity provides.*