

Role Description: Centre Support Team (2 x Residential Role)

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 5000 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

Overall Purpose

The Centre Support Team's core focus is to work in direct support of the daily operations of the centre and support the overall running of the volunteering programme. A core element of this will be to contribute to and model out with our guests, staff and volunteers the ethos of *Transforming Division through Human Encounter*. This ethos acts as the core aspiration for our common commitment to the work of reconciliation.

Key Tasks

Centre Responsibilities:

- Generously practice and demonstrate excellent hospitality and extend a warm welcome to all
- As part of the team to coordinate & develop the daily rota, systems and priorities that are designed to enable the efficient running of Corrymeela Ballycastle
- Ensure Health and Safety requirements are met
- Ensure Fire Safety procedures are adhered to and be part of the emergency response team
- Oversee site security including key holding duties
- Coordination, support and feedback to volunteers working on the rota to ensure optimum levels of competence
- As part of the team co-ordinate & develop how we invest in systems of feedback, learning and evaluation
- Support with upkeep of grounds and maintenance
- Willingness to hold a worship space in a way compatible with Corrymeela's inclusive Christian ethos.
- Support the maintenance and upkeep of the volunteer accommodation
- Provide informal pastoral support to the volunteers living on site
- Provide cover for the Volunteer Support Team during times of sickness or holidays.

Essential Criteria

1. Sympathy with the ethos of Corrymeela and capable of communicating in line with vision, mission, core values and principles.
2. A proven experience of carrying both leadership and organisational responsibilities effectively such as duty management and or key holding duties
3. Demonstrate excellent interpersonal and people skills and ability to communicate effectively in English both written and verbal.
4. Demonstrate commitment, initiative, and a high level of professional responsibility
5. Ability to work accurately under pressure and to manage time effectively
6. Ability to work flexibly and effectively both in a team and individual basis
7. Good level of IT experience and competence in Microsoft packages
8. Willingness to step in when necessary to perform duties, usually performed by kitchen, housekeeping, maintenance, staff and volunteers.
9. Ability to interact and work with people from a range of cultural and intellectual backgrounds.
10. Demonstrate an ability to manage difficult conversations, offering constructive feedback and holding people to account

Desirable Criteria

1. Previous experience of dealing with Health and Safety at work
2. Experience of fire safety procedures
3. Experience of public speaking
4. A minimum of one year's experience supervising or managing staff or volunteers.
5. An evidenced understanding of the dynamics of living and working in a residential community setting.
6. Proven competence in the appropriate use of social media in a work context.
7. Current full driving licence (Valid for use in the UK) and access to a car on commencement of duties.
8. Experience working with young adults

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 is also provided. There is no expectation of employment once the internship ends. The intern is expected to work a minimum of 37.5 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. In addition, volunteers who are at Corrymeela for six months or more who require a visa must pay a £200 fee to the National Health Service (NHS), 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 is 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 2 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 5 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.