

iona
community



Work with the Iona Community

*Transforming lives to
change the world.*

Iona Community Job Description

Job Title	Abbey Housekeeper
Reporting to	Operations Manager
Salary Band	As residential post: annual allowance of £9,167 pro-rata, all rent, bills and food included As non-residential island based post: salaried position at salary band F £29,672 pro-rata
Type of Contract	Seasonal from 1 st February to 30 th November 2025 (ten months) (following an island staffing review in 2025 the contract might be extended)
Location	Isle of Iona
Hours of Work	35 hours per week; with all Common Life commitments in addition. If the post holder is appointed on a salaried contract, they would still be expected to support some agreed aspects of the common life, including public worship

Common Life Accountability

Working for the Iona Community as part of the Resident Team is more than a job – it is a way of life. We live and work together as a community, committed to sharing a common life. This means that staff share in tending a home with one another, while also sharing daily tasks, worship and recreation with the guests who join us in community, and with each other.

Living like this can be very rewarding. It can also be a very vulnerable and challenging experience, balancing our allocated job along with the shared “common life”. This life together is a commitment, or a covenant that is agreed, rather than a contract that is signed.

It is this mixture of our daily work, with a commitment to the common life and the building, receiving and celebrating of community that makes working at our islands centres far more than a job; but a way of life.

Annual Leave	37 days for full-time staff. Pro-rata for part-time staff. Holiday/Annual Leave Entitlement runs from 1 January to 31 December each year and is inclusive of Public Holidays
Pension	Membership of the National Employment Savings Trust
Date of this Version	December 2024

Overview of the organisation

The Iona Community is an international, ecumenical Christian movement working for justice and peace, the rebuilding of community and the renewal of worship.

Our Community was founded in Glasgow, Scotland in 1938 by Rev George MacLeod, a visionary and social reformer.

Job Description

The Housekeeper manages and works alongside the other members of the housekeeping team to ensure the Abbey accommodation, the toilets in the Welcome Centre and, as appropriate, other properties of the Community on Iona, are kept clean and tidy to a high standard at all times. The post-holder also ensures smooth operations in the refectory (where guests and team members converge not just for meals but also for queries, conversations and programme), and in the adjacent servery (where the washing-up and drying-up take place).

Whilst the key part of the job is ensuring high standards of housekeeping, the job also includes an important 'front-facing' role. For many guests, the housekeeping team is the most visible 'team', because much of their work takes place in the refectory and servery, a space used by guests and staff. Housekeepers therefore tend to be the natural 'go-to' people for guests in-between programme activities.

The post-holder will work alongside a core team of up to four (a Deputy Housekeeper and 3 volunteers), with assistance from other departments as required, ensuring all work is carried out in keeping with the Iona Community vision, purpose and values (including our deep concern for the environment).

This post involves early and late shifts in line with the flow of life in the Abbey Centre.

Main Responsibilities

People management

1. provide direction, supervision and training to Housekeeping team
2. along with the Deputy Housekeeper, prepare and issue weekly rotas at least one week in advance.
3. liaise with the Volunteer Coordinator when additional help is needed

Cleaning as part of the team

1. ensure guest accommodation is thoroughly cleaned and ready for new arrivals - including occasional deep cleaning
2. ensure all toilets and bathrooms in the Abbey and Welcome Centre are cleaned at least once daily to high hygiene standards
3. ensure that common spaces (e.g. Common Room, Chapter House) are kept in good order of cleanliness and tidiness
4. ensure all laundry duties are carried out in a timely manner
5. ensure smooth operation of the Refectory and Servery, in liaison with the kitchen team
6. maintain an adequate supply of cleaning and housekeeping material to meet the daily needs of the housekeeping operations, in line with the Housekeeping Budget

Interacting with guests

1. together with the Administrator, work out room allocation before guests arrive, and ensure that a senior member of staff is available at arrival time to handle any unforeseen issues
2. With the team, make sure that guests feel warmly welcome on arrival in the Abbey and are given the information they need
3. allocate guests to suitable Task Teams on their first evening, and arrange for Housekeeping Task Teams to be appropriately inducted and supervised
4. help to answer or re-direct guests' questions and requests in a timely and friendly manner

Health & Safety and Compliance

1. maintain the appropriate storage of material in accordance with legislation
2. keep all paperwork up-to-date – including records of bathroom checks
3. liaise closely with Maintenance to ensure that any maintenance issues affecting guests or HK operations are reported and dealt with as quickly as possible
4. undertake training to be one of the duty first aiders, Abbey fire officers and Safeguarding officers
5. support the Abbey Warden and Operations Manager in ensuring Health & Safety matters are fully considered in relation to housekeeping activities, including the maintenance of risk assessments.

Other duties

Any other duties as agreed with the line manager.

Level of Autonomy and Decision Making

This post has considerable autonomy and has authority to make decisions on the day-to-day running of the department, in liaison with the line manager.

The post-holder will be required to work closely, and maintain a positive working relationship, with the Warden, the Operations Manager and all Heads of Department.

Supervision and Budget responsibility

Line-management of the Deputy Housekeeper and supervision of housekeeping volunteers.
Responsible for the Housekeeping Budget.

Key Relationships

The main internal contacts of the post are colleagues on Iona, Mull and in Glasgow.

The main external contacts of the post are guests, suppliers, islanders, staff of Historic Environment Scotland and visitors to the island.

Personal Specifications

Essential

1. Experience of cleaning, ideally in a hospitality context
2. Well-developed organisational skills
3. Proven ability to supervise and support people in their work, and ability to lead by example
4. Experience in housekeeping/hospitality
5. Ability to handle competing demands, adapt to changing situations and work well under pressure
6. Excellent interpersonal skills, ideally in a customer facing environment
7. Good understanding of Health & Safety and environmental regulations
8. Proven capacity to take independent initiative
9. Ability to cope with the physical and mental challenges of living on a remote Hebridean island
10. Ability to carry loads up to 15kg up and down stairs
11. Awareness of, and sympathy with, the Iona Community's Christian commitment, purpose, values, concerns, and resources.

Desirable

1. Experience of managing volunteers
2. Good computer skills, including Microsoft 365

This post contains elements of regulated work and as such is exempt from the Rehabilitation of Offenders Act and the post-holder will need to be or to become a member of Scotland's Protection of Vulnerable Groups Scheme.

AGREEMENT

Job Holder's Signature

Date

Immediate Manager's Signature

Date



How to apply



Abbey Housekeeper

Closing date: Sunday 12th January 2025

Interview date: 22nd January 2025

Please apply by email using the application form to outline your experience and suitability for the role.

Email: icrecruitment@iona.org.uk

The Iona Community, Suite 9, Fairfield, 1048 Govan Road, Glasgow, Scotland G51 4XS
Iona Community is a Scottish Charity regulated by the Scottish Charity Regulator (OSCR).
Company No: SC096243 | Charity No: SC003794