



Swansea Minster

The Minster Church of St Mary's Swansea



Hospitality and Facilities Officer

Based at: The Minster Church of St Mary and Holy Trinity Swansea

Salary: (Part Time – 16 hours per week) £11,200 per annum



Esgobaeth Abertawe ac Aberhonddu
The Diocese of Swansea and Brecon

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JOB DESCRIPTION

Vacancy Reference:	
Job Title:	Hospitality and Facilities Officer
Salary:	£11 200 per annum
Hours/FTE:	Part Time (16 hours per week) – working hours subject to agreement between postholder and employer
Contract Type:	Permanent
Location:	Swansea Minster
Reporting to:	Operations and Project Manager
Line Manages:	N/A
DBS Required:	A DBS check through the Church in Wales is required for this post.

JOB PURPOSE

The Hospitality and Facilities Officer will support Swansea Minster in maintaining a welcoming, safe, and well-presented environment for worship, heritage visits, and community activities. Working 16 hours per week, the postholder will ensure high standards of hospitality and visitor welcome while assisting with essential facilities maintenance. This role combines hands-on event hospitality with practical facilities support, contributing to the Minster's mission of creating a space that serves both spiritual life and wider community engagement.

KEY RESPONSIBILITIES

- **Event and Meeting Hospitality – Providing refreshment and hospitality support for church events, meetings, and community gatherings**
- **Facilities Support – Assisting with building maintenance, cleaning coordination, and Health and Safety compliance monitoring**
- **Welcome and Engagement – Creating a warm, inclusive environment for all visitors to the Minster**

KEY WORKING RELATIONSHIPS WITH

- Operations and Project Manager
- Minster Leader
- All Minster staff and volunteers
- Contractors and suppliers
- All Clergy

DETAILED DUTIES AND RESPONSIBILITIES

Event and Hospitality Support (Typically 6 hours per week)

Refreshment and Event Hospitality:

- Assist with refreshment provision for church events, meetings, and visiting groups
- Support setup, service, and clearing for special occasions and community gatherings
- Coordinate with kitchen volunteers and clergy for event catering requirements
- Maintain high standards of food safety and hygiene during event catering activities
- Ensure hospitality areas are clean, welcoming, and well-presented for all occasions

Hospitality Administration:

- Maintain stock levels for hospitality supplies and coordinate with suppliers
- Keep records of hospitality activity and flag resource requirements to the Operations Manager
- Support coordination of volunteer hospitality teams for larger events

Facilities Support (Typically 6 hours per week)

Building Maintenance Assistance:

- Conduct regular visual inspections of key building areas and report maintenance needs
- Assist with basic cleaning coordination and supplies management

- Support event setup by moving furniture and preparing spaces as required
- Monitor and report on utilities, lighting, and equipment functionality

Compliance Support:

- Assist with monthly health and safety checks and record keeping
- Support fire safety procedures including weekly alarm testing when required
- Help maintain first aid supplies and emergency equipment
- Coordinate with contractors for routine maintenance and repairs

Welcome and Engagement (Typically 2 hours per week)

Visitor Experience:

- Greet and assist visitors during designated welcome times
- Provide clear and friendly information about the Minster's services and activities
- Help maintain notice boards and information displays
- Support the welcoming atmosphere that reflects the Minster's values

Community Engagement:

- Assist with coordination of community activities and events
- Support volunteer coordination for hospitality and welcome activities
- Help promote the Minster's mission through quality service and engagement

This Job Description is not a statement of all the duties applicable to the post holder. Variations to the duties outlined above will occur to meet the needs of the post. Any variations will be commensurate with the grade and character of the post.

PERSON SPECIFICATION

Competency	Essential	Desirable
Experience	• Experience in hospitality, event support, or customer service environment. • Experience working with volunteers or in team environments. • Experience in basic building maintenance or facilities support.	• Experience working in a church, heritage site, or community organisation. • Experience coordinating volunteers for events or community activities.
Knowledge and Understanding	• Understanding of health and safety requirements in public buildings. • Basic knowledge of food hygiene and safe food handling for events. • Basic IT skills for record keeping and communication. • Good communication and interpersonal skills.	• Knowledge of COSHH regulations. • Understanding of fire safety procedures. • Understanding of the Anglican Church and Church in Wales ethos.
Skills and Personal Qualities	• Strong organisational skills with ability to manage multiple tasks. • Reliable and punctual with commitment to agreed working hours. • Flexible approach including willingness to work occasional evenings for events. • Physically fit and able to meet the practical demands of the role. • Commitment to supporting the mission and values of the Christian faith.	• Interest in heritage and community engagement. • Enthusiasm for creating welcoming and hospitable spaces. • Ability to work independently with minimal supervision.
Qualifications	• Right to work in the UK. • Basic numeracy and literacy skills.	• First aid training. • Driving licence and access to transport.