

GAIA HOUSE
INSIGHT MEDITATION IN THE BUDDHIST TRADITION

Staff Job Description

Position Title:	Administrator/Reception Support
Salary:	Range - £19k - £21k FTE depending on experience
Length of Contract:	1-year initial contract with a potential to be permanent
Status:	28hrs per week – worked over 4 days or 5 if preferred This role requires one of the working days to be a Saturday and possible evening flexibility may also be required.
Location:	At Gaia House and remotely if necessary
Reports to:	HR & Admin Manager

Purpose of Role

This varied role will provide a key support function for a variety of areas across day-to-day operations of Gaia House. The role will have to respond to deadlines and liaise with a variety of stakeholders. The nature of the work will require the role to work with discretion and confidentiality.

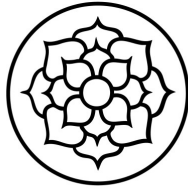
Gaia House Retreat Centre is open 365 days per year which means that our service community need to be able to adapt and flexibly fit with the requirements of the centre.

General Areas of Work

Main Reception Administration

Working alongside, and in support of, the Residential Admin Support – enabling efficient running of the main reception area and supporting visitors, duties will include:

- Reception is “open” between the hours of 9.30 – 4.30 daily every day, shared coverage of these times
- To process bookings using different methods, via our website, by telephone and a small number of bookings by post
- Ensure that financial transactions are dealt with appropriately, PDQ, cash or cheques
- To use the Access Database for the bookings and processes
- Answering the telephone throughout the day and monitoring both telephone messages and emails and responding appropriately
- Working with the other residential admin service members in continuity of service to retreatants
- Covering the offering of retreatant queries and questions during “Yogi Hour” shared with residential admin support
- Support in producing all opening registration schedules and check-in information
- Ensure the upkeep of the Reception Manual
- Upkeep of the Forms Centre for use by all staff



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- To support the running of retreat waiting lists
- Collection of Dana at the end of group retreats and liaising with finance
- Sending out balance reminders to retreatants

Meeting Management and Coordination

- To support the Retreat Manager with setting up service community meetings being held in the house and ensuring appropriate rooms are available.
- Set up of any online meetings using the GH Zoom account and sending information to those attending
- Liaison with the Team Support Officer when setting up meetings
- Support with the management of the rota and production of the rota.

Day to Day House Operations

Working with the Team Support Officer and Retreat Manager to support the day to day running of the group retreat programme and to maintain a good standard of aesthetics and furnishings within the house and purchase items in line with the buying policy. The role will also support visiting teachers in preparation for their retreats as indicated by the Retreat Manager.

Working in support of others

Working alongside the Team Support Officer in similar tasks and covering for periods of sickness or holiday.

Working to assist with the support of the online retreat offerings in liaison with the Online Events Coordinator.

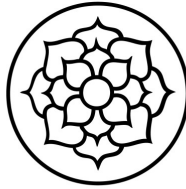
Health & Safety

- Responsibility for the General Health & Safety relating to this position and in relation to the Gaia House Health & Safety Guidelines.
- Complete and review any relevant risk assessments to this department.

General Duties

- To work as a member of the staff team and report to the HR & Admin Manager
- To have an awareness of the latest GDPR requirements relevant to the role.
- To exercise commitment to diversity.
- To have a flexible and willing approach to supporting all the work involved in offering of retreats whether at Gaia House or online.
- To attend any service community gatherings as is necessary and be involved with the development of the community.
- An invitation to take part in meditation practice within the working week alongside other members of the service community.
- The post holder may be required to carry out other duties at a similar level of responsibility and pay from time to time.

As Gaia House emerges from the effects of pandemic all new roles will be subject to ongoing reviews and evaluations. The post holder should be aware that the job description may be



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reviewed or updated as a result. This will be done within the Supervision and Appraisal structure in place at Gaia House.

Gaia House is an equal opportunities employer.

Person Specification

<i>Skills, Knowledge and Abilities</i>	<i>Essential</i>	<i>Desirable</i>
Proven extensive administration skills	Yes	
Awareness of confidential issues and how to handle them sensitively		Yes
High level of organisation skills	Yes	
Excellent interpersonal skills in a range of situations	Yes	
Communication skills incl. negotiation, presentation (oral & written)	Yes	
Flexible attitude and approach to work	Yes	
Minute Taking skills – training can be provided		Yes
Adaptable to changing priorities		Yes
Self-motivating & self-managing	Yes	
Attention to detail and accuracy	Yes	
An eye for aesthetic detail and the ability to identify furnishing needs	Yes	
Online research and purchasing skills	Yes	
IT Knowledge – Confident use of the following: Extensive knowledge of Word/ Excel/Outlook Knowledge of Access and Database Use of Zoom and virtual meetings set up Website CSM	Yes Yes Yes	Yes
Ability to work under pressure	Yes	
Experience of team working	Yes	
Policy/procedure writing		Yes
Awareness of diversity issues		Yes
Understanding of Gaia House culture	Yes	
Experience of participation in silent meditation retreat in a Buddhist tradition	Yes	
Commitment to a regular meditation practice in a Buddhist tradition		Yes