



# Application Pack

**Ref: WA317**

**Multi Trader**

**Salary £36,000 per annum**

**Full-time Permanent  
40 hours per week**

**Advert Date: 30 April 2024**

**Closing Date: 14 May 2024**

**Westminster Abbey**



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## About Westminster Abbey

Above all else, the Abbey is a church, a place of prayer and praise and holy ground at the heart of the nation. It is also a treasured part of Britain's heritage and a leading venue for tourism. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and of the United Kingdom are buried. Principal among them is St Edward the Confessor, King of England from 1042 to 1066, whose shrine is at the heart of the Abbey Church. Beside and around them are buried or commemorated many of the great women and men from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians.

Neither a cathedral nor a parish church, Westminster Abbey (or the Collegiate Church of St Peter in Westminster to give it its correct title) is a Royal Peculiar under the jurisdiction of a Dean and Chapter and with direct accountability to the Sovereign. This relationship with the Sovereign dates back to the origins of the Abbey over a millennium ago, but its current form stems from the Charter granted to the Abbey by Elizabeth on 21<sup>st</sup> May 1560.

We are a welcoming community, but also complex and multi-faceted, with nearly 600 highly committed employees and volunteers. We have deep respect for the heritage of which we are the custodians, but we evolve continuously to meet the opportunities of the future. In recent times this has included the creation of new departments to focus on transforming our digital presence and delivering a significantly expanded programme of public and community engagement. In addition, our newly created Employee Engagement Forum and Social Engagement Statement is helping us to support and develop our staff and volunteers. We have also reshaped our governance arrangements, including a new Strategic Board to help us navigate the challenges and opportunities of the coming decades.

### Westminster Abbey's mission is:

- To offer daily divine Worship to Almighty God and resource the Church in this vocation;
- To serve the Sovereign;
- To proclaim the Gospel to the nation and Commonwealth, celebrating the distinctive witness of the Christian faith and engaging with the public square;
- To provide a safe, welcoming and inspiring environment for all who come to the Abbey;
- To act as responsible stewards of God's gifts.

### Our Values:

As one we serve each other, our visitors and the wider world in all we do with:

- Truthfulness
- Integrity
- Empathy
- Excellence

Following the State Funeral of Queen Elizabeth II and the Coronation of King Charles III and Queen Camilla, which were broadcast to national and international audiences in their millions, interest in the Abbey is very strong. We attract over a million visitors from around the world every year, and our summers and peak period are incredibly busy. However, we receive no regular income from the State, the Church of England or the Crown, and rely almost entirely on income from visitors.

**It is an exciting time to join the Abbey, and we look forward to receiving your application and if successful, welcoming your contribution to the Abbey's history.**

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# Job Description

<b>JOB TITLE:</b>	Multitrader
<b>ACCOUNTABLE TO:</b>	Deputy Clerk of the Works, Multitrader Supervisor
<b>ACCOUNTABLE FOR:</b>	N/A
<b>DEPARTMENT:</b>	Works Department
<b>KEY RELATIONSHIPS:</b>	The Dean and Chapter, Clerk of the Works office, also Worshippers, tourists and members of the general public

**BACKGROUND:** Westminster Abbey is both a place of daily worship, and is one of the UK's leading visitor attractions, welcoming over one million visitors each year. A diverse and lively community work at the Abbey comprising around 300 employees and a similar number of volunteers.

**JOB SUMMARY:** An exciting opportunity has arisen for a Multitrader to join our team, as a Multitrader you will be responsible for providing a professional and customer orientated service, delivering the 'Right First Time' culture we promise our residents and staff around our estate while directing other member of the works team into their duties.

You will survey, diagnose and report on jobs that come into our works request system while ordering the materials for the task in hand, this job requires someone to work hand in hand with the Multitrader Supervisor and the Deputy Clerk of the Works to forward plan for each job and explain the tasks to the relevant members of works staff before they set off to do the job.

You will undertake and efficiently complete repairs in varied environments including occupied homes, our School, our Restaurant, Offices and the Abbey, duties will include carpentry, plumbing, glazing, flooring, decorating and plastering. You will also be asked to carry out minor electrical works including RCD test and changing lamps in various locations, An introductory course for electrical installations will be essential.

## MAIN DUTIES AND RESPONSIBILITIES:

1. Tasks for the Multitrader will be directed by the Multitrader Supervisor or Deputy Clerk of the Works and report to them.
2. The Multitrader must be capable of working alone and unsupervised to an agreed standard, all works will be checked by Multitrader Supervisor the Deputy Clerk of the Works once it has been completed.

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3. Essential skills required in basic carpentry, painting, plastering, electrical, welding and plumbing. Tasks set for the Mulitrader may overlap and the order of work priority may change, so ability to multi task and carry out work using different trades is essential. Examples of tasks set are:

- a. Carpentry – boxing in, repairing kitchens, hanging doors.
- b. Clearing roof gutters
- c. Changing lamps around the abbey and its properties.
- d. Performing a regular RCD test on all electrical installations
- e. Joinery workshop skills and competency

4. Manages Sub-contractors on site while ensuring quality is never compromised.

5. Meets operational standards by contributing construction information to strategic plans and reviews.

6. Accomplishes works request results by defining project purpose and scope.

7. Maintains a safe, secure and healthy work environment by following guidelines, standards and procedures.

8. The Mulitrader is given protective equipment (PPE) to wear when necessary and to be kept in good order. Safety equipment will be issued as considered to be appropriate by the Deputy Clerk of the Works and worn on tasks as and when specified

9. The Mulitrader should be comfortable with working at heights when the multi-trader will need to wear a safety harness and be reasonable fit.

10. The Mulitrader should be able to keep a stock of lamps and fittings needed around the Abbey and its properties in order to rectify the tasks in a timely fashion.

11. To assist with security searches as a member of the Abbey Search team and generally assist with team efforts i.e. erecting scaffold, cribs, trees, banners etc. for which training is provided.

12. Out of hours, there may be times when you will be asked to come in to the Abbey and its residences and other associated buildings to effect emergency repairs.

The responsibilities contained within this job description are not exhaustive and may be amended from time to time to reflect the changing needs of Westminster Abbey / Westminster Abbey Enterprises Ltd.

### **Safeguarding**

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training.

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# Person Specification

*This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.*

## **Essential**

### Education/Training/Qualifications

- With at least one relevant qualification in one primary trade, you will have good customer care and admin skills, you'll enjoy working with people and finding solutions to problems.
- PASMA trained
- Asbestos Awareness
- Workshop machinery training
- Electrical safe isolation/handyman course
- Safe slinging and lifting

### Experience/Knowledge/Skills

- To have a current knowledge of the work of other trades, knowledge of Health and safety.
- The ability to diagnose, undertake and efficiently complete repairs in occupied properties and busy working environments including carpentry, plumbing, electrical, flooring, decorating and plastering
- The Ability to solve problems independently.

### Personal Attributes

- Able to work effectively as part of a team as well as on his/her own.

### Circumstances

- Able to work at heights on his/her own if necessary
- Able to work at night, at events being held in the Abbey

*This Job Profile will be kept under review and may be amended by the Dean & Chapter from time to time. Any proposed changes will be discussed with the post holder.*



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# Working for us

## **Employment Status**

This post is permanent.

## **Salary**

The salary is £36,000 per annum, and is paid on the last Friday of each month. Salary is reviewed annually.

## **Working Hours**

These are 40 hours per week. The normal arrangement of working hours is 8am to 4pm Monday to Friday.

## **Annual Holidays**

The full-time holiday entitlement is 31 days per annum, including recognised public holidays, rising to 33 days per annum in the fifth year of service.

## **Training**

On-site training will be provided in all aspects of the job. Any further training needs will be assessed through the probation period and in annual appraisals.

## **Pension Scheme and Life Assurance**

All employees can join a Group Personal Pension plan, where the minimum employee contribution is 3% and the maximum employer contribution is 9% (as determined by the level of the employee contribution). You will be auto-enrolled into our qualifying workplace pension scheme after 3 months, if you meet the eligibility criteria.

All employees are covered by death-in-service life assurance, whether or not they choose to join the pension scheme.

## **Staff Discount**

All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from the Benugo outlets, which serve refreshments.

## **Season Ticket Loan**

A season ticket loan is offered after satisfactory completion of a probationary period, repayable over 10 months.

## **Medical Insurance**

The Abbey will pay 50% of premiums to join a nominated medical insurance scheme after one year's employment.

## **Uniform**

If a uniform and/or Personal Protective Equipment (PPE) is provided, this must be worn at all times.

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# Equality Statement and How to apply

## Equality Statement

The Dean and Chapter aim at all times to recruit the person who is most suited to the job. Recruitment will be solely on the basis of the applicant's abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

We will ensure that our shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please return the Equal Opportunities Monitoring Form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

## Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to Westminster Abbey, right to work in the UK, proof of professional qualifications and medical clearance, which may include a medical assessment.

## How to Apply

Please complete our application form as CVs **will not** be accepted.

You are also advised to read the Job Description and Person Specification carefully and think about how your experience, skills and abilities help you to meet the requirements listed in the Person Specification. Use the 'Supporting Statement' section of the form to tell us how you meet each of the requirements. As well as your previous work experience (including a **full** career history of all employment), tell us about other relevant experience such as community and voluntary experience. Clear information on how you meet all the requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

Please email your completed application to: [applications@westminster-abbey.org](mailto:applications@westminster-abbey.org).

**Applications should arrive no later than 12 noon on 14 May 2024. Interviews are scheduled to take place on the week commencing 20 May 2024.**

*We regret that, due to the large number of applications we normally receive, we may only be able to contact or provide feedback if you have attended an interview. We appreciate your interest in our work at Westminster Abbey.*