



# Application Pack

**Ref: WA242**

**Deputy Clerk of the Works**

**Salary £60,000 - £70,000 per annum  
(dependent on experience)**

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

**Closing Date: 27 September 2023**

**Westminster Abbey**



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# About Westminster Abbey

Westminster Abbey is a major centre for Christian worship, a leading venue for tourism and a treasured part of Britain's heritage. 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 the House of Kings, 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 men and women from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians. Westminster Abbey is a Royal Peculiar, and the Dean and Chapter of Westminster are directly responsible to the Sovereign.

## The Dean and Chapter of Westminster defines our Mission in these terms:

- To serve Almighty God by offering divine Worship daily and publicly;
- To serve the Sovereign by daily prayer and by a ready response to requests made by or on behalf of His Majesty;
- To serve the nation by celebrating the distinctive witness of the Christian faith; by upholding the place of religious faith within national life; and by active engagement with Parliament, Whitehall and others in positions of public service;
- To serve all pilgrims and visitors to the Abbey, and to maintain a tradition of hospitality.

## Our values

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

- Truthfulness
- Integrity
- Empathy
- Excellence

The Abbey attracts approximately one million paying visitors each year, from all around the world. A large number of people also attend services which take place seven days a week. Daily services are only part of the Abbey's work, for there are also many 'special' services and events throughout the year. Westminster Abbey currently employs around 300 staff in a variety of roles and a similar number of volunteers.

The Abbey receives no regular income from the State, the Church of England or the Royal Family, and relies on monies raised from visitors to ensure that the building can be properly maintained and remain open as an amenity for all.

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# Job Description

**JOB TITLE:** Deputy Clerk of the Works

**DEPARTMENT:** Works

**ACCOUNTABLE TO:** Clerk of the Works

**ACCOUNTABLE FOR:** Works Team

**KEY RELATIONSHIPS:** **Internal:** The Dean and Chapter, the Receiver General, Surveyor of the Fabric, Office Manager and Project Coordinator (OMPC), Works Department, Head Conservator and Conservation Department, Events and Security Teams, Gardeners, Heads of Departments and members of Abbey staff, Health & Safety Advisors.

**External:** Contractors and suppliers.

**JOB SUMMARY:** This position has the responsibility to support the Clerk of the Works (CotW) for the oversight of all aspects of the Works Department to deliver the highest quality of maintenance of the fabric, plant and overall environment of the Abbey and its precincts; for the management oversight of significant construction and maintenance projects as delegated by the CotW; and for management processes and systems to deliver an effective service to the Abbey as agreed with the CotW. Change management projects will be a significant aspect of this role. There may be occasions when this position will deputise for the CotW in his absence, reporting when appropriate to the Receiver General.

## MAIN DUTIES AND RESPONSIBILITIES:

- Responsibility for the oversight of the Works Request System of the Works Department Team, maintaining prompt action on all urgent requests according to the timetable of work agreed for the department by the CotW.
- Oversight of the timeliness and quality of completion of projects in conjunction with the Office Manager and Project Coordinator (OMPC) and members of the Works Department Team.
- Responsibility for resolving any potential challenges/conflicts for project completion within the Works Department Team and, together with the OMPC, for addressing staff problems or concerns in a timely manner.
- Development of a long-term plan for preventative maintenance and a five/ten-year asset protection plan; overseeing execution of these plans. To work with the current Quinquennial Report (QQR).
- Ensuring the Works Department Team delivers the required quality of service through the development of effective processes and communication systems. Ensuring stakeholder needs are met or exceeded.
- Ensuring that all stakeholders are kept informed of project progress and timelines.
- Responsibility with the CotW and the OMPC for hiring employees who demonstrate strong functional expertise and creativity to meet the needs of the Abbey, and who demonstrate behaviours aligned to the Abbey Values.

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- Promoting the personal development of all team members through training, on-job learning and planned project work, including proper departmental orientation for all new staff, with the aid of the OMPC.
  - Conducting annual performance appraisals with direct reports according to the required procedures.
  - Developing and actively promoting a culture in the Works Department Team of high-quality customer service, technical skills and health & safety awareness.
  - Developing and introducing key performance measures in order to report on activities and manage resources (budget and people) effectively.
  - Provide written or oral reports to the CotW as required from time to time.

### **Project Management**

- Oversight and responsibility for the effective and timely execution within budget of significant projects executed by members of the Works Department Team and external contractors. These will include construction, development and maintenance projects.
- Responsibility for communicating/liasing regularly with key Abbey stakeholders – including, as necessary, Estates and Environmental Project Group (EEP), the Receiver General, and Abbey staff/residents with a direct interest - to ensure the smooth implementation of any works within their area.
- Acting when required as Deputy for the CotW.

### **Technical and operational duties**

- Proving the postholder has the technical and practical expertise to perform the role.
- Demonstrating a full understanding and sensitivity to the Abbey environment, regularly checking the public spaces to ensure that the Abbey's fabric and fittings are well maintained and overseeing any work resulting.
- Proactively checking the quality of the Department's work; acting on any feedback; and effectively responding to, resolving and reporting on problems and complaints.
- Giving continuous focus to the improvement of service delivery.
- Managing all external contractors working in the Abbey precincts and under works control to ensure projects are carried out to standard and to budget.

### **Financial Management**

- Managing and monitoring the Works Department's operating budget.
- Having and displaying actual knowledge of all Works Department-related service or project contract requirements, and ensuring compliance with contract and reporting requirements.
- Developing and overseeing as necessary, the specifications and requirements for service contracts.
- Secure excellent value for money on all Works expenditure, and following the Abbey's Financial Standing Orders.

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## **Health & Safety**

- In collaboration with the HR Department, providing H&S advice and expertise to the Works Department Team and wider Abbey community as required and in compliance with Regulations.
- Ensure that systems and H&S work processes comply with H&S requirements.
- Ensuring contractors comply with all H&S requirements and the Abbey's specific requirements.
- Attending monthly meetings of the Reps Health and Safety Committee.
- Developing and updating a Risk Management System.
- Having an excellent understanding and practical knowledge of CDM 2015.
- Having responsibility for the coordination of all statutory requirements such as Gas, Electric and Water certification.

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.

## **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

- HND or higher qualification in trade, construction management qualifications, facilities or building management.
- IOSH Managing Safely as a minimum qualification or ideally NEBOSH National General Certificate in Occupational Safety and Health.

### Experience/Knowledge/Skills

- Evident and proven strong statutory compliance experience, knowledge and understanding.
- A demonstrable and extensive knowledge and experience of working on major architectural and Grade 1 listed historic buildings.
- Proven track record of a similar role in a complex heritage and visitor attraction site.
- Significant experience of managing large scale projects, budgets, stakeholder communication and works teams.
- Strong management experience in a complex and demanding environment.
- Strong project management skills in a similar environment.
- Extensive knowledge of building trades: electrical, mechanical, HVAC, plumbing, stone masonry and general building practices.
- Knowledge of safety standards and safe working practices.
- Knowledge of purchasing, inventory controls, supplies and equipment management.
- Strong organisation and strategic planning skills.
- Financial management skills e.g., ability to analyse P&L statements, develop operating budgets, forecasting and capital expenditure planning, pursue value for money.
- Ability to use standard software applications such as Microsoft Office.
- Excellent people management skills and a hands-on management style.
- Ability to take constructive action without relying on directions from others.
- Ability to be innovative and exercise flexibility rather than rigid adherence to procedures in order to accomplish goals.

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- Strong communication skills (verbal, listening, writing), including the ability to influence key personnel at all levels.
  - Effective change management skills.

#### Personal Attributes

- A collaborative individual who works well within a team.
- A commitment to support the Abbey's mission and values and an understanding of, and sympathy for, the Christian faith.
- A positive proactive approach.
- An ability to communicate in challenging situations.
- An ability to handle emergencies calmly and effectively.
- Good evidence of leadership management.

#### Desirable

Experience of working within a Church.



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# Working for us

## Employment Status

This post is permanent.

## Salary

The salary will be between £60,000 and £70,000 per annum, dependent on experience, and is paid on the last Friday of each month. Salary is reviewed annually.

## Working Hours

40 hours per week. The normal arrangement of working hours is 8.00am to 4.00pm Monday to Friday. However, in this post, the successful candidate will be expected to take a flexible approach and work additional hours as circumstances demand, which may include some evenings and weekends. The postholder is eligible to claim time off in lieu (TOIL) for additional hours worked in accordance with the Overtime Policy and will not be eligible for overtime payments.

## 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 Friday 29 September 2023. Interviews are scheduled to take place over two days on 23 and 27 October 2023.**

*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.*