



Northumbria
Community

Assistant Welcome and Hospitality Lead

Job Description

Nether Springs offers a rich and varied programme of retreats throughout the year and these are supported by a small resident expression of Community (the House Team) who in the context of seeking God themselves and in an expression of new monasticism, help to keep Nether Springs running smoothly and to facilitate retreats for guests. The Assistant Welcome and Hospitality Lead is a member of the House Team.

The Assistant Welcome and Hospitality Lead is a residential full-time role and together with the Welcome and Hospitality Lead they help to maintain a monastic rhythm at the Mother House to help ensure a warm welcome to all those who make a journey to Nether Springs.

The main duties of the role are to:

- maintain Nether Springs as a welcoming, safe and caring space for all who come through the doors;
- help to hold the spiritual space of Nether Springs, including helping to lead the monastic rhythm of the day and protecting the monastic heart of Nether Springs;
- help to recruit, train and support both the residential and day volunteers and staff on the House Team;
- support retreat leaders and to help coordinate retreats;
- deputise for the Welcome and Hospitality Lead;
- work with the Welcome and Hospitality Lead to ensure that all aspects of the House Team function optimally, including compliance with all health and safety; kitchen hygiene; safeguarding and any legal requirements;
- share with the Welcome and Hospitality lead the supervision of the cook, cleaner and volunteers on a day-to-day basis; and
- attend bi-weekly staff meetings (called Chapter) on Monday and Friday mornings remembering/noting information so ensure 'risks' are effectively managed and guest requirements/needs are met.

Key responsibilities

The usual weekly pattern of retreats at Nether Springs is for guests to be welcomed from late afternoon on a Monday and for the retreat to conclude after lunch on a Thursday; and then to welcome guests from early afternoon on a Friday and for the retreat to conclude after lunch on a Sunday. The pattern across a month always includes time when Nether Springs is at rest. The usual pattern may change at various times in the year, such as at Easter or to help welcome a group booking.

[Use this link to see the programme for 2026.](#)

Within this usual weekly pattern of retreats the Assistant Welcome and Hospitality Lead will be the point person for Friday to Sunday retreats. As point person, you will:

- lead the House Team and ensure all tasks are allocated and priorities are understood to help the smooth running of the retreat and the monastic rhythm of the day.
- be responsible for the safe and healthy running of the Kitchen, in line with the 'Food Standards Agency' guidelines.
- ensure a welcome and safe environment at Nether Springs through your familiarity with, knowledge of and implementation of key procedures related to the Mother House (e.g. safeguarding referrals, first aid practices, safety checks and building evacuation).

Working with and deputising for the Welcome and Hospitality Lead

The Assistant Welcome and Hospitality Lead works closely with and will be the deputy to the Welcome and Hospitality Lead. This will include:

- assisting the collation of weekly rotas for the House Team to ensure:
 - (i) a sufficient number from the House Team are available on site each day; and
 - (ii) members of the House Team have regular rest periods, including free days.
- help with the induction of new staff and volunteers and keeping induction and training procedures up to date (including safeguarding training, first aid and kitchen hygiene).
- reviewing and updating the House Team Handbook to ensure that key practices are clear and in line with our core purposes, vision and ethos.
- liaising with the Community Office regarding bookings and guest requirements (such as dietary requirements and 'red flag') and instructing the House Team accordingly.