

Guest Team - Job Description

The Holiday Programme at Capernwray Hall & The Aims of the Guest Team Members

A wide variety of holidays are offered throughout the year at Capernwray Hall. Dates and details can be found in the “Browse Holiday” section of the website. To maintain the high standard of these holidays requires a team of people operating well together who are jointly committed to ensuring that all guests experience an enjoyable and refreshing break. This is achieved by providing a safe place and a great programme run by wise and enthusiastic team members.

Different types of holidays bring different programmes but generally there will be Bible teaching sessions morning and evening - which can include worship, communion, sharing, and testimonies. The Bible teaching is taught by an invited guest speaker or by other staff and Guest Team Members working with children. A typical programme may also include afternoon trips, sporting activities, games, crafts, and walks as well as times to mix and socialise with guests.

Essential Attributes for Guest Team Members:

- Living and active Christian faith
- Good moral character, integrity and relative maturity
- Able and willing to lead individuals to Christ and/or discuss spiritual matters (training is provided)
- Good interpersonal skills (willing to initiate conversations & help guests feel at ease)
- Prepared for early starts and late finishes
- Ability to serve in a team and take direction
- Ability to enthusiastically lead activities (sports, social events, quizzes etc.)
- Able to provide 2 referees who will be in a position to comment (in English) on the applicant’s suitability for the position

Other Desirable Qualities (not essential for every team member):

- Creative ministry abilities (musical, singer, drama, choir skills etc.)
- Driver for trips and journeys (Capernwray cars & minibuses)
- Equipped & able to offer specific activities (crafts, exercise class, survival skills etc.)

General Duties

- Active involvement in preparing and delivering the daily programme of activities and meetings, including supporting leaders in delivering the children's or youth work where applicable
- Interact with guests (Chatting and socialising with guests, creating an inclusive atmosphere for all)
- Eat meals with guests and giving announcements
- Attend and participate in daily team meetings as required
- Adhering to and maintaining our Safeguarding Policy, ensuring the safety of all guests, especially children and vulnerable adults
- Care of facilities & evening lock-up responsibilities

Providing a safe environment for all guests & staff

- Physically we want to avoid any accidents for guests & staff! We can do this by running activities with safety in mind. We must be aware of dangers and take steps to ensure the wellbeing of guests.
- Spiritually we want to encourage guests to communicate with our Lord Jesus Christ and our heavenly Father and to discover the freedom found in a right relationship with our Creator and Saviour. We want to do this in many different ways and in a manner that does not force or intimidate people to respond to Him, but rather to be drawn to Him for who He is. We must respect an individual's freedom of choice while taking advantage of the time and surroundings that have been given to us to use at Capernwray Hall. Many of our guests are Christian, and many are not yet Christians – we must be willing to discuss Him with a variety of people.
- Emotionally we want to let guests relax on their holiday, give them a listening ear if required, guide them to Christ by our everyday example, not only from the platform but in day to day situations that they see us deal with.
- There may be times when a guest confides in you some of their life story. You should see these times as a privilege to connect with another person, and perhaps be of help to them – at the same time do not feel that you have to solve everything in someone else's life. There may be times when you need to ask a permanent Guest Team member for advice.
- Guest Team members must not start an exclusive relationship with staff or guests without discussing this with the Programme Director and/or a senior Guest Team member. The intense nature of our schedule is not a healthy environment to develop such a relationship without seeking advice from those with team responsibilities.

Accountability

Serving under the general supervision of the Holiday Programme and Events Manager, team members are answerable to the staff member who is the appointed Leader for each particular holiday. The Guest Team will function well when each & every member considers their involvement in delivering the holiday programme and appreciates the impact their approach is having on the programme, other team members and guests.

In return Team Members receive:

- An experience that has been seen by past team members as satisfying and rewarding!
- All meals & shared accommodation.
- 20% staff discount in bookshop
- 24/7 Wifi
- At least one day off per week, particularly for team members serving on more than one week at a time.