



# Application Pack

**Ref: WA354**

**Project Manager (Estates)**

**Salary £55,000 - £60,000 per annum,  
dependent on experience**

**Fixed term  
40 hours per week**

**Advert Date: 4 October 2024**

**Closing Date: 25 October 2024**

Applications should be received as soon as possible, as the advert may close earlier than the published date, if suitable candidates are identified.

**Westminster Abbey**



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# A Letter from the Deputy Receiver General

This is an exciting time for the Abbey. Having fully recovered from the significant challenges posed by the Covid pandemic, with renewed confidence following the success of the major State events which took place here in 2022 and 2023, and with a newly created Abbey Board to strengthen our strategic leadership capability, we have defined a set of ambitious goals to develop our mission over the coming years. This includes a substantial programme of investment in improving staff facilities.

The Abbey Board has approved an ambitious plan in relation to its estate in order to provide suitable offices for the staff body, to enable better collaboration, and to increase the amenity space provided to staff. Funding of some £1 million is in place. To implement this project successfully, we are looking for a capable Project Manager to oversee and managing this project. You may also be tasked to take forward other projects deemed appropriate in connection with this.

The Abbey is a glorious place, and extraordinary things happen here. I am delighted that you are interested in exploring this opportunity to join us at a significant moment in our long history. If you are as excited by this project as we are and feel you have the capabilities and experience to make a difference in this vital area of our future plans, we would very much like to hear from you.



John Neilson  
Deputy Receiver General

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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 teams 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 Abbey Board to help us navigate the strategic 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. 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

**JOB TITLE:** Project Manager (Staff Facilities)

**ACCOUNTABLE TO:** Deputy Receiver General

**ACCOUNTABLE FOR:** N/A But will be expected to report to the Estates Strategy Group and the Abbey Board via the Deputy Receiver General.

**KEY RELATIONSHIPS:** **Internal:** Estate Strategy Group, Facilities Group, Works department, Employee Engagement Forum, and Heads of Departments.

**External:** Contractors and suppliers, including Knight Frank.

**JOB SUMMARY:** This is an exciting 9-12 month fixed term opportunity for an experienced Project Manager to support the Abbey in implementing this project to make better and more efficient use of its office space and staff facilities. The Abbey has identified a strategy in relation to its estate in order to accommodate growth of the staff body, to enable better collaboration, and to increase the amenity space provision for all staff. You will be tasked with overseeing and managing this project. You may also be tasked to take forward other projects deemed appropriate in connection with this.

## MAIN DUTIES AND RESPONSIBILITIES:

1. You will co-ordinate effective implementation of the plans approved by the Abbey Board, reporting to the Estate Strategy Group.
2. Oversight of the timeliness and quality of completion of the project within budget
3. Responsibility for resolving any potential challenges/conflicts for project completion
4. Working and collaborating with the Facilities and Health & Safety staff groups and other key stakeholders to ensure the smooth and successful implementation of the strategy
5. Ensuring that all stakeholders are kept informed of project progress and timelines.
6. Provide written or oral reports to the Estate Strategy Group, Abbey Board and other key stakeholders as required from time to time
7. Co-ordinate internal resources and third parties/vendors
8. Deliver the project on-time, within scope and within budget
9. Develop a detailed project plan to track progress
10. Use appropriate verification techniques to manage changes in project scope, schedule and costs
11. Measure project performance using appropriate systems, tools and techniques
12. Report and escalate to management as needed
13. Create and maintain comprehensive project documentation

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14. Ensuring compliance with contract and reporting requirements
  15. Secure excellent value for money on all project-related expenditure and follow the Abbey's Financial Standing Orders

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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**

### **Skills/Aptitudes:**

1. Strong organisational, strategic planning and analytical skills, and attention to detail
2. Financial management skills
3. Ability to use standard software applications such as Microsoft Office
4. Excellent people management skills
5. Ability to take constructive action without relying on direction from others
6. Strong communication skills (verbal and written), including the ability to influence key personnel at all levels
7. Ability to prepare specifications for contractors to undertake the improvement works involved
8. Effective change management skills

### **Knowledge/Experience:**

9. Proven experience of managing large scale projects, budgets, and stakeholder communication in a similar environment
10. Strong management experience in a complex and demanding environment
11. Experience of identifying risks, finding solutions and taking appropriate action to mitigate
12. Experience of working across multiple business areas and departments
13. A strong understanding of project management systems, methodologies, tools and techniques
14. A record of successful delivery of projects

### **Personal Attributes & Circumstances:**

15. A strategic thinker
16. An effective workload planner, and a highly organised, methodical and accurate individual
17. Highly motivated when working alone and as part of a team
18. A positive proactive approach
19. An ability to communicate in challenging situations
20. An ability to handle emergencies calmly and effectively
21. An understanding of and sympathy for the challenges of working in a historic environment

## **Desirable**

22. Project Management qualifications/certifications
23. Experience of working in a major architectural and historic environment
24. Experience of working within a Church setting
25. Knowledge of the planning system in relation to listed buildings

*The responsibilities contained within this job description are not exhaustive and will be kept under review. The contents may be amended from time to time to reflect the changing needs of Westminster Abbey. Any proposed changes will be discussed with the postholder.*

## **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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# Working for us

## **Employment Status**

This post is fixed term for 9-12 months.

## **Salary**

The salary is £55,000 -£60,000 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 9am to 5pm Monday to Friday however the postholder will be required to work hours that suits the needs of the organisation.

## **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 regular 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.

Applications should be received as soon as possible, as the advert may close earlier than the published date of noon on 25 October 2024, if suitable candidates are identified.

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

*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.*