

Ignis Lodge *igniting brighter futures*



Powering Purpose through People

*A guide to the roles which fuel our mission and
accelerate your career*



v1

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People and Culture

How we attract, foster and celebrate a values driven culture, and keep every colleague, volunteer and provider safe, fulfilled and empowered to grow.



What is our DNA?

Ignis Lodge ignites sparks of potential to nurture growth in a brighter future.

We are building a vibrant community where people find peace and renewal in nature, come together to learn and flourish, and create positive, sustainable change. We are **WISE:**
Welcoming Everyone feels seen, heard and truly welcome,
Inclusive We embrace, empower, and celebrate every voice,
Skilful We strive for excellence through learning and collaboration,
Encouraging We lift each other up, fuelling shared confidence and success.

Our operating capability

We keep our heritage alive and essential functions strong. With focus and teamwork, we don't just hold the line; we push forward with heart and purpose. We **DRIVE:**
Deliver reliable, seamless and resilient operations with pride and precision,
Resource sustainably to safeguard our purpose, expand our impact, and uphold good stewardship,
Integrate people, processes and platforms into one friction-free system,
Value people, culture, and wellbeing, placing them at the heart of every decision,
Evolove continuously, building a streamlined, innovative, and agile organisation.

Our delivery mission

We deliver high-quality, compassionate, and outcome-focused care. By integrating health, employment, and life skills, we help veterans and young care leavers move from crisis to lasting independence. We **CARE:**
Comfort those in crisis, ensuring they feel safe, secure, and never alone,
Advocate co-designed, holistic, and sustainable solutions for veterans and young care leavers,
Restore dignity, confidence and hope through tailored residential and outreach programmes,
Empower communities to live happy, healthy and independent lives.

Our experience mission

We craft a joyful journey for every guest. We create cherished memories, drive meaningful results, and make a positive impact for our community. We **SHINE:**
Serve everyone as a valued guest with genuine care and polished expertise,
Host with warm curiosity, from the first welcome to the fond farewell,
Inspire loyalty by weaving our unique story into every touchpoint,
Nurture tranquil spaces, inspired by our heritage rural surroundings, where connections flourish,
Elevate each stay with thoughtful, personalised touches to surprise and delight.



Why do we have profiles?

We are proud to be a mission driven organisation. One in which people power our purpose. Energy and goodwill alone will rarely guarantee consistent, high quality outcomes. For us to translate aspiration into reliable performance, we need a blueprint clarifying what success looks like and how it is achieved. Our profiles sit at the heart of our recruitment, talent management and professional development, turning abstract strategies into tangible pathways.

Clustered families

Our organisation is structured into **clusters** reflecting our core professional disciplines and into **families** representing the levels at which we operate. These arrangements do not necessarily correspond directly with line management structures, yet they are strategically designed to foster collaboration and unity across our teams. By participating within these clusters and families, colleagues gain valuable opportunities to come together, engage in meaningful discussions about shared challenges and aspirations, identify and pursue opportunities collectively, and actively support each other along structured pathways for professional and organisational growth.

Living our values

Each profile embeds our values at the core showing how our behaviours translate into day-to-day actions. This creates a shared language of success and enables every individual to model, recognise and reinforce the culture we aspire to.

Pathways, not just posts

Every role includes real development routes and recognised qualifications. By linking day-to-day responsibilities with industry-standard apprenticeships, memberships and accreditations, we support everyone to grow — whether they're stepping in, stepping up, or stepping across into a new challenge.

Setting the right impression

Recruitment is a two-way marketplace. Candidates weigh culture, career trajectory and personal fit just as much as pay and benefits. A role profile setting out clear accountabilities, technical competencies and behavioural expectations tells applicants, "We know exactly what we need and we value transparency." In practical terms, this does three things:

Sharper attraction marketing Recruiters can craft adverts genuinely reflecting day-to-day realities rather than generic catch-alls. That honesty reduces early attrition caused by "role shock."

Objective shortlisting Hiring panels can benchmark CVs and interview answers against published competencies, not gut feel. Consistent criteria improve fairness and strengthen equal-opportunity outcomes

Employer brand Candidates perceive the organisation as professional, organised and serious about development. Even unsuccessful applicants leave with a positive impression, feeding the talent pipeline through word of mouth.

Supporting internal excellence

These profiles aren't just for recruitment — they're a shared reference point across the employee lifecycle. They enable managers to provide consistent, structured feedback and empower team members to understand how their role contributes to our wider mission. By aligning expectations, behaviours and development pathways, we reduce ambiguity and unlock potential.





Ignis Lodge

What are our professional clusters?



Executive governance and leadership

Sets the organisation's compass, steers strategy, assures good governance and represents the mission to the world. These roles balance vision with accountability, turning big-picture ideas into sustainable, value-driven results.



Facilities and estates management

Keeps our historic estate safe, superbly maintained and event ready. From heritage conservation to slick transitions, this cluster ensures every physical space supports our guest promise.



Administration and business management

Provides support behind the scenes from finance to people, technology to administrative support. All arming frontline teams with robust systems, insightful data and first-class support.



Clinical care and pastoral support

Delivers compassionate, regulated health, wellbeing and residential support. Teams translate evidence-based practice into daily dignity, moving people from crisis to independence.



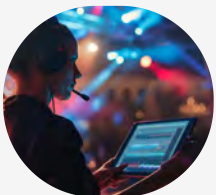
Personal development and skills support

Unlocks confidence, life skills and sustainable careers. Coaches turn aspirations into action plans, connecting residents with real world opportunities and employers.



Hospitality and culinary services

Serves up memorable moments from perfectly prepared dishes to attentive table service. All driving guest loyalty and vital revenue. Passion meets precision, plate after plate.



Event and guest experience services

Turns ideas into seamless conferences, celebrations and stays. This team choreographs every detail including logistics, housekeeping and hosting so guests leave inspired and eager to return.



Leisure and Wellbeing services

Creates spaces where wellness flourishes from tranquil treatments to safe, invigorating fitness sessions. Working to boost guest satisfaction and community wellbeing.



Ignis Lodge

What are our families?



Operational

People-focused and action-oriented, the operational family ensures daily excellence, transforming ideas into reality through dedication, skill, and teamwork. Their commitment fuels organisational success.



Supervisory

Empowering and supportive, the supervisory family guides teams to achieve their best, fostering growth and maintaining high standards with encouragement and clarity. They create a positive, productive environment for success.



Managing

Strategic and collaborative, the managing family coordinates efforts, optimises resources, and drives teams toward shared goals. Their drive and determination paves the way for innovative lasting success.



Leading

Inspirational and visionary, the leading family sets the direction, motivates hearts and minds, and champions change. They ignite enthusiasm, possibility and purpose to shape our culture for success.



Office Holders

Esteemed representatives, the office holders embody the organisation's values and mission, providing ethical leadership and making impactful decisions. Their wisdom and integrity inspire trust and pride in our success.

Our shared behaviours

Irrespective of our family, we all share a common set of behaviours which others see and experience when working alongside us.

Leadership and inspiration: We motivate and guide others towards achieving collective goals with enthusiasm.

Delivery and action: We proactively accomplish tasks effectively, ensuring tangible results.

Grit and determination: We show resilience, persistence, and focus when facing challenges.

Influence and collaboration: We successfully engage and partner with others to achieve shared objectives.

Creativity and innovation: We generate new ideas and practical solutions to advance and improve outcomes.

What are our roles?



1. Note the diagram does not necessarily indicated line management responsibilities. It is designed to show the professional clusters



Chair of the Board

Why does this role exist?

You'll be the guardian of good governance and strategic oversight. As Chair of the Board, you will lead Ignis Lodge's non-executive team in holding the organisation to account, supporting long-term mission delivery and ensuring that our WISE values—Welcoming, Inclusive, Skilful, Encouraging—guide every decision. You'll empower the Chief Executive Officer, steward board effectiveness, and foster strong relationships with stakeholders, funders and partners.

What will you be doing in this role?

Strategic oversight Lead the Board in setting and monitoring strategic direction, ensuring decisions align with mission and long-term sustainability.

Governance leadership Ensure the Board operates in line with charity law, regulatory expectations and sector best practice. Maintain effective governance structures, subcommittees and policies.

Board development Recruit, support and appraise non-executive directors. Create a culture of curiosity, challenge and mutual respect to ensure high performance.

Support and supervision Line manage and support the CEO, setting clear expectations, offering constructive challenge, and championing their wellbeing and development.

External relationships Represent the Board to external stakeholders, funders and partners. Uphold the reputation and influence of Ignis Lodge at the highest levels.

Crisis and risk oversight Ensure the Board is prepared to respond swiftly and proportionately to emerging risks, crises or serious incidents.

What will you show to us at the start?

You'll have a track record as a chair or non-executive in a values-driven organisation.

You'll be a communicator and can mould consensus and challenge respectfully.

You'll be a skilled advocate who is comfortable in selling brand and impact.

You'll be able to give examples of **people leadership** at an organisational scale.

You'll be able to give examples of **leading governance**, in complex systems.

You'll be able to show **commitment to equity, lived experience, and inclusive leadership**.

How will we measure you in post?

Board effectiveness Annual Board and subcommittee evaluations show high performance, strong engagement and compliance with the governance codes.

Strategic impact Board steers the organisation toward agreed strategic goals with annual progress reports and milestone reviews.

Support and supervision Regular performance reviews completed; evidence of strong, supportive and appropriately challenging relationship

Inclusion and representation Board composition reflects lived experience, skills and diversity targets; inclusive leadership modelled in all interactions.

Risk and crisis performance Serious incidents managed in accordance with policy and regulatory expectations; Board demonstrates readiness and resilience.



Chair of the Board

What will we see in post?

Leadership and inspiration you lead with authority, kindness and respect for others' expertise.

Delivery and action you cut through complexity to focus on what matters most.

Grit and determination you place mission first and make balanced, principled decisions.

Influence and collaboration you hold executives to account while enabling them to lead.

Creativity and innovation you ensure all voices are heard and valued.

What is your level of authority?

This is a non-executive role. You chair the Board and line manage the Chief Executive Officer on behalf of the Board. You act as a non-executive ambassador for Ignis Lodge.

What is a typical interaction for this role?

You prepare for the quarterly Board meeting, ensuring papers are strategic and discussion focused. Afterwards you meet with the CEO to check on organisational performance and risk. Later you support Board recruitment before attending a national stakeholder roundtable where you make a passionate case to policymakers about the need for Ignis Lodge.

How will we support your development?

We support membership of the Association of Chairs, ICSA, NCVO or similar governance bodies. Induction, mentoring, and ongoing training will be provided. Opportunities to attend sector conferences, networks and events will be available. The Board will review Chair development annually.

How we remunerate this role?

This is an office holder appointment, you will not become an employee of Ignis Lodge. Appointments are made on a three-year term which is renewable once. During the tenure, you will be a member of Ignis Lodge. You will be paid a fee of £18,000 per annum for 30 days commitment which includes six (6) board meetings (1.5 days each), one (1) strategic away day, three (3) days for CEO supervision, ten (10) days for engagement activities, and seven (7) days for administration and reporting.

Remuneration for this role is treated as employment income and will be subject to tax and National Insurance contributions, both of which will be deducted at source under PAYE before you are paid. You can claim reimbursement for reasonable travel and subsistence costs which are properly and necessarily incurred on official business, in line with the travel and subsistence policy and rates.

Where do we need you to work?

Board meetings are held at our Midlands campus. The away day will be held elsewhere within the UK. Some meetings and duties may be conducted online or via hybrid arrangements. Travel to events and stakeholder engagements may be required occasionally.



Non-Executive Director

Why does this role exist?

You'll be the steward of purpose, accountability and good governance. You will work collectively with fellow Board members to ensure the organisation is well led, well run and achieving its mission for veterans, young care leavers and the wider community. You'll bring independent insight, strategic thinking and lived or learned expertise to board decisions. Each Non-Executive Director will chair one of our Board committees, helping to shape key areas of organisational performance.

What will you be doing in this role?

Strategic contribution Bring insight and challenge to the organisation's long-term strategy, growth, and social impact.

Governance and oversight Ensure the organisation meets its legal, financial and ethical obligations as a not-for-profit organisation and as an employer.

Committee leadership Chair one of the Board's key subcommittees and provide assurance to the Board on delegated matters.

Support and challenge Hold the executive team to account through regular Board meetings, robust scrutiny and constructive dialogue.

Values and culture Promote integrity, inclusion and transparency in everything we do.

Advocacy and networks Act as an ambassador for Ignis Lodge bringing in external insight, opening doors and amplifying our mission.

What will you show to us at the start?

You'll have a track record as a board-level leader in a values-driven organisation.

You'll be a skilled expert in finance, people, quality, care, digital, risk or social enterprise.

You'll be a skilled advocate who is comfortable in selling brand and impact.

You'll be able to give examples of **people leadership** at an organisational scale.

You'll be able to give examples of **leading people, place and profit** in complex systems.

You'll be able to show **commitment to the Nolan Principles of Public Life**.

How will we measure you in post?

Board engagement Consistent attendance, preparation and contribution at Board and committee meetings.

Committee effectiveness Annual review of committee performance, quality of reporting to the Board and delivery against delegated objectives.

Strategic input Evidence of influence on policy, risk, investment or organisational direction through Board minutes and CEO feedback.

Values and conduct Adherence to the Code of Conduct and demonstration of inclusive, constructive behaviours.

Development and learning Participation in induction, governance development and sector learning opportunities.



Non-Executive Director

What will we see in post?

Leadership and inspiration you ask the right questions and seek assurance, not control.

Delivery and action you weigh short-term risk against long-term opportunity.

Grit and determination you place mission first and make balanced, principled decisions.

Influence and collaboration you hold executives to account while enabling them to lead.

Creativity and innovation you are focused on the mission and value every perspective.

What is your level of authority?

This is a non-executive role. You may chair a sub-committee and are jointly responsible for the organisation's compliance, strategy and leadership.. You act as a non-executive ambassador for Ignis Lodge.

What is a typical interaction for this role?

You chair your committee meeting, preparing in advance and contributing actively. You are asked to provide some ad-hoc advice to the Chief Operating Officer regarding some financial oversight. You end your interaction participating in the Board self-evaluation.

How will we support your development?

We support membership of an appropriate professional body. Induction, mentoring, and ongoing training will be provided. Opportunities to attend sector conferences, networks and events will be available.

How we remunerate this role?

This is an office holder appointment, you will not become an employee of Ignis Lodge. Appointments are made on a three-year term which is renewable once. During the tenure, you will be a member of Ignis Lodge. You will be paid a fee of £8,000 per annum for 15 days commitment which includes six (6) board meetings (1.5 days each), one (1) strategic away day, two (2) days for committee duties, two (2) days for engagement activities, and two (2) days for administration and reporting.

Remuneration for this role is treated as employment income and will be subject to tax and National Insurance contributions, both of which will be deducted at source under PAYE before you are paid. You can claim reimbursement for reasonable travel and subsistence costs which are properly and necessarily incurred on official business, in line with the travel and subsistence policy and rates.

Where do we need you to work?

Board meetings are held at our Midlands campus. The away day will be held elsewhere within the UK. Some meetings and duties may be conducted online or via hybrid arrangements. Travel to events and stakeholder engagements may be required occasionally.



Co-opted Board Member

Why does this role exist?

You'll be the voice of the user bringing lived experience, community insight and grounded counsel to the Board of Ignis Lodge. Co-opted Board Members ensure our decisions reflect the real-world needs, challenges and hopes of those we serve and employ. Your presence will help shape strategy, improve equity, and hold the organisation true to its mission.

This role is designed for those whose lived or community experience reflects one of five perspectives: Youth, Veterans, Care Leavers, Community or Workforce. Each co-opted member plays an equal role in shaping discussion and supporting strong governance.

What will you be doing in this role?

Lived experience and insight Bring your unique perspective to board discussions, ensuring decisions are relevant, realistic and inclusive. You may be invited to attend or contribute to a subcommittee.

Constructive challenge Ask questions, test assumptions and hold the Board to account in line with our WISE values—Welcoming, Inclusive, Skilful, Encouraging.

Community connection Provide insight into local needs, concerns and opportunities to help the Board stay grounded and responsive.

Mission stewardship Help the Board stay focused on what matters most: delivering positive impact for veterans, care leavers, and communities.

What will you show to us at the start?

You'll have lived or community experience aligning with one of the co-opted categories.

You'll be a communicator who is willing to learn, listen and engage in constructive discussion. You'll be able to show **commitment to the Nolan Principles of Public Life**.

How will we measure you in post?

Board participation Regular attendance and meaningful contribution at Board meetings or subcommittees.

Lived experience Evidence of your insight shaping or challenging board decisions, priorities or perspectives.

Engagement and learning Participation in induction and optional governance development opportunities.

Team contribution Feedback from other board members on collaboration, inclusion and shared purpose

What will we see in post?

Leadership and inspiration you bring lived experience that deepens our understanding.

Delivery and action you help bridge Ignis Lodge to the people we serve and work alongside.

Grit and determination you share what matters, even when it's hard to say.

Influence and collaboration you listen as much as you speak, and value all viewpoints.

Creativity and innovation you help us stay focused, grounded and honest.



Co-opted Board Member

What is your level of authority?

This is a non-executive and co-opted role.

What is a typical interaction for this role?

You attend a Board meeting at the campus and prepare by reviewing papers in advance and contribute your perspective to the discussion. Whilst onsite you visit one of the spaces to see how it is being used. Whilst there you meet other co-optees and join in a reflective learning session hosted by the Chair.

How will we support your development?

We will provide a full induction, including support in understanding Board responsibilities and confidence building for meetings. You'll be offered a buddy or mentor and access to tailored learning opportunities. Staff are available to help with accessibility, communication or logistics.

How we remunerate this role?

This is an office holder appointment, you will not become an employee of Ignis Lodge. Appointments are made on a one-year term which is renewable twice. During the tenure, you will be a member of Ignis Lodge. You will be paid a honorarium of £2,000 per annum for 14 days commitment which includes six (6) board meetings (1.5 days each), one (1) strategic away day, two (2) days for committee duties, and two (2) days for administration and reporting.

Remuneration for this role is treated as employment income and will be subject to tax and National Insurance contributions, both of which will be deducted at source under PAYE before you are paid. You can claim reimbursement for reasonable travel and subsistence costs which are properly and necessarily incurred on official business, in line with the travel and subsistence policy and rates.

Where do we need you to work?

Board meetings are held at our Midlands campus. The away day will be held elsewhere within the UK. Some meetings and duties may be conducted online or via hybrid arrangements. Site visits or community events may also be arranged in your local area.

Please note eligibility for the role:

Youth Must be aged 18–21 and live or work within 30 miles of the campus. Term: 1 year, renewable annually until aged 22.

Veterans Must be serving or ex-forces personnel and live or work within 30 miles of the campus. Term: 1 year, renewable to a maximum of 3 years.

Care Leavers Must have been in local authority care for any period up to age 21, and live or work within 30 miles of the campus. Term: 1 year, renewable to a maximum of 3 years.

Community Must live or work in an area designated for voter representation by the West Midlands Combined Authority. Term: 1 year, renewable to a maximum of 3 years.

Workforce Representative Must be employed by Ignis Lodge and elected by a majority of colleagues. Term: 1 year.



Chief Executive Officer

Why does this role exist?

You'll be the strategic pacesetter, influencer and driver of delivery. You'll take our WISE values—Welcoming, Inclusive, Skilful, Encouraging—and embed them into every aspect of the organisation, unlocking real world impact. You'll safeguard long term financial health, uphold gold standard performance and excite staff, partners and policymakers about what we can achieve together.

What will you be doing in this role?

Strategy and impact Develop, guide and own a five-year strategic plan and scorecard which is understood, supported and driven.

Governance and compliance Establish, direct and oversee standards which ensure crystal clear data and compliance with legal, statutory and industry practices.

People and culture Nurture, champion and grow an inclusive, learning workforce with wellbeing at its core.

Digital and innovation Exploit data, green technologies and digital tools to improve service efficiency, sustainability and decision making across the organisation.

Financial stewardship Own and grow a mixed-income budget, safeguard healthy reserves and demonstrate wise capital investment.

Mission advocacy Shape, drive and advocate services which inform policy, attract media attention and open doors for the organisation.

What will you show to us at the start?

You'll have a track record as a director in a social enterprise, public body, or hospitality setting.

You'll be a systems thinker and can turn vision and strategy into action.

You'll be a skilled influencer who is comfortable briefing stakeholders, pitching to partners, and fronting our media presence.

You'll be able to give examples of **people leadership** at an organisational scale.

You'll be able to give examples of **leading in high risk environments**, uncertainty and through change.

You'll be able to give examples of **managing large budgets and commercial relationships**.

How will we measure you in post?

Strategic planning and execution Delivery within 15% of board-approved key performance indicators, with evidence of clear prioritisation, progress tracking and adaptation to change.

Effective governance 95% of internal and external audit actions completed within deadline; board receives timely, accurate and decision ready reporting.

Income diversification A balanced and growing portfolio of income streams with no single source exceeding 40% of total income.

Public advocacy Positive representation through citations in policy papers, increased positive media engagement (year-on-year), and invitations to contribute at national forums and events.

People and culture Sustained staff engagement score above 75%; demonstrable progress on inclusion, wellbeing and talent development targets year-on-year.

External benchmarking Maintain a broad and credible suite of national accreditations, including ISO standards, Cyber Essentials, and sector-recognised marks of excellence in care, hospitality, people, sustainability and social impact.



Chief Executive Officer

What will we see in post?

Leadership and inspiration you paint a compelling vision and rally diverse teams.

Delivery and action you turn bold ideas into disciplined execution with a fail-fast approach.

Grit and determination you are calm when storms hit and show kindness in guiding others.

Influence and collaboration you build powerful coalitions of action and mentor future leaders.

Creativity and innovation you seed innovation, role model learning and scale up success.

What is your level of authority?

The role reports to the Chairperson of the Board.

The role is accountable for 4 staff with responsibility for up to 100.

The role holds delegated authority at £0.5m per single transaction and £2m per year cumulative.

What is a typical day for this role?

After a short campus walk where you meet frontline staff, the daily huddle distils overnight metrics into action. Mid morning brings a strategy call with a national funder, securing interest for a multi-year grant. Lunchtime is spent sharing resident stories with visiting journalists. By the afternoon a Board prep session has sharpened key messages for the Board meeting next week. After a local radio interview to share mission impact, you meet with the COO to discuss operational changes which are needed to ensure more efficient service delivery.

How will we support your development?

This role has no defined development pathways. We will support professional membership within APM, BPS, CIPD, CMI, CQI or IOD, continuous professional development, and reasonable advisory or non-executive positions. We would consider supporting an apprenticeship at L7 (systems thinking practitioner or senior leader).

How we remunerate this role?

This role is within our Leading scale of £75,000-£135,000. The starting salary can expect to be £120,000-£125,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Leading scale receive 35 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (80%) with local, national and international travel according to organisational need (20%).



Chief Operating Officer

Why does this role exist?

You'll be the architect of seamless operations in the engine room of our enabling functions. Leading our DRIVE capability, you will champion our WISE values—Welcoming, Inclusive, Skilful, Encouraging—ensuring every team is equipped to perform at their best. You'll create organisational resilience, drive operational excellence, and empower every part of the organisation to deliver measurable impact for veterans, young care leavers and our wider community.

What will you be doing in this role?

Operational delivery Lead and continuously improve the systems, processes and infrastructure that support safe, compliant and efficient delivery.

Finance and commercial Oversee financial planning, budgeting and commercial delivery across a mixed income portfolio, ensuring sustainability and stewardship.

Technology and data Champion secure, integrated digital solutions and robust data systems which enable evidence-based decisions and reduce organisational friction.

People and culture Ensure inclusive, values-led people practices, with wellbeing, performance and development embedded into every stage of the employee lifecycle.

Governance and compliance Ensure the organisation meets legal, regulatory and quality standards through rigorous internal controls, audit readiness and risk management.

Sustainability and environment Lead the implementation of our environmental strategy, including carbon reduction, responsible procurement and sustainable estates management.

What will you show to us at the start?

You'll have a track record as a senior operational leader in a values-led, multi-service organisation.

You'll be a people-centred leader committed to equity, inclusion and staff development.

You'll be a skilled service improver who balances innovative ideas with delivery imperatives. You'll be able to give examples of **implementing robust governance**, audit or compliance frameworks.

You'll be able to give examples of **strong financial literacy**, with experience managing large budgets and commercial contracts

You'll be able to give examples of working across one or more of **people, finance, digital, estates, heritage or assurance portfolios**.

How will we measure you in post?

Operational performance 95% of enabling function service levels met or exceeded; service user satisfaction above 85%.

Financial control Balanced annual budget delivered; quarterly reforecasting accuracy within 10%.

People and culture Sustained staff satisfaction above 75%; improvements in wellbeing, retention and workforce diversity year-on-year.

Governance and compliance Zero critical internal or external audit findings; all statutory returns submitted on time and to standard.

Environmental responsibility Annual reduction in organisational carbon footprint; measurable progress against sustainability action plan.



Chief Operating Officer

What will we see in post?

Leadership and inspiration you bring clarity to complexity and unite teams to deliver results.

Delivery and action you balance ambition with discipline and never lose sight of the detail.

Grit and determination you stay steady in uncertainty and adapt quickly when needed.

Influence and collaboration you lead with humility, ensuring others can shine in their roles.

Creativity and innovation you seek out inefficiencies, champion change and build platforms.

What is your level of authority?

The role reports to the Chief Executive Officer.

The role is accountable for 5 staff with responsibility for up to 20.

The role holds delegated authority at £0.1m per single transaction and £0.6m per year cumulative.

You will be expected to participate in the executive on-call rota and, in the event of a serious incident, assume the role of silver commander for your capability.

What is a typical day for this role?

You begin your day with a walk through the campus, greeting facilities and estates teams. The morning huddle reviews key metrics and escalations across finance, people and technology. By mid-morning, you're working with your managers to prepare for an upcoming ISO audit. After lunch, you meet with suppliers to discuss greener procurement options and finalise next year's technology roadmap. You end the day by coaching a team lead through a people challenge and reviewing the latest cashflow position with the Finance and Commercial Manager.

How will we support your development?

We would consider supporting an apprenticeship at L7 (senior operations or systems thinking).

We will support professional membership within APM, BCS, CIPD, CIMA, IEMA or IIA, continuous professional development, and reasonable advisory or non-executive positions.

How we remunerate this role?

This role is within our Leading scale of £75,000-£135,000. The starting salary can expect to be £80,000-£90,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Leading scale receive 35 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (80%) with local, national and international travel according to organisational need (20%).



Technology Officer

Why does this role exist?

You'll be the enabler of digital fluency and seamless technology experiences across the organisation. Through our DRIVE capability, you'll apply our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to every platform, tool and interaction, ensuring people have what they need to work efficiently and securely. You'll reduce friction, improve access, and keep our systems evolving to meet the demands of a modern, mission-led organisation.

What will you be doing in this role?

User support Provide first-line support for staff and guest IT queries, including troubleshooting devices, software and connectivity issues.

Device and asset management Set up, configure and maintain laptops, desktops, mobile devices and peripherals. Track IT equipment using asset registers.

Systems support Assist in the management of platforms including email, file sharing, scheduling, and WiFi systems. Monitor system usage and resolve basic access issues.

Cyber and data security Support staff with password management, phishing awareness, and best-practice behaviours. Escalate risks as required.

Procurement and installation Support ordering, testing and rollout of new devices, tools and software. Maintain inventory and warranties.

Projects and upgrades Support rollout of new platforms or upgrades to ensure smooth adoption, including user guides and training support.

What will you show to us at the start?

You'll have experience in IT support, digital systems or technology based customer service.

You will hold one or more qualifications: CompTIA IT Fundamentals+; BCS Level 3 Certificate in IT User Skills; Microsoft 365 Fundamentals; Level 2 or 3 IT Support Technician; Cyber Awareness Certification.

You'll be a helper who enjoys solving problems and building digital confidence in others.

You'll be calm and clear when explaining technology to people with different levels of skill.

You'll be able to give examples of **providing IT support or training** in a workplace setting.

You'll be able to give examples of **managing data securely** and escalating risks when needed.

How will we measure you in post?

Support effectiveness Fast resolution of issues; positive feedback from staff and users.

System availability Minimal downtime or disruption across campus services.

Asset management Up-to-date device and software records; lifecycle tracking.

Cyber and data compliance Support for secure practices; zero critical breaches or policy violations.

Project management Successful rollout and adoption of upgrades or new systems.



Technology Officer

What will we see in post?

Leadership and inspiration you give others confidence in using technology.

Delivery and action you keep systems working and solve problems quickly and reliably.

Grit and determination you follow through on complex issues and never give up.

Influence and collaboration you work with colleagues to make digital feel accessibly friendly.

Creativity and innovation you find practical ways to improve and streamline delivery.

What is your level of authority?

The role reports to the Facilities and Operations Manager.

The role works collaboratively across teams and with external providers and contractors.

What is a typical day for this role?

You start by reviewing the helpdesk log and resolving overnight queries. You assist a new starter with device set-up, support a team member with login issues, and track a missing laptop. After lunch, you join a meeting to plan a new room booking platform, test some user settings, and finish the day updating asset records and filing an incident report.

How will we support your development?

We support professional membership with: British Computer Society (BCS) and Chartered Management Institute (CMI).

We support apprenticeship pathways relevant to the role, including:

Level 3 Information Communications Technician; Level 3 Digital Support Technician; Level 4 Cyber Security Technologist; Level 4 Associate Project Manager; Level 4 Data Analyst.

Additional CPD and role-specific training (e.g. cyber security, helpdesk support, Office365, assistive technologies and inclusive design) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £28,000-£30,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working Monday to Friday. Occasional evening or out of hours support during upgrades and outages.



Media and Marketing Officer

Why does this role exist?

You'll be the creative storyteller and strategic voice behind our brand, amplifying Ignis Lodge's reputation and engaging our community. Through our DRIVE capability, you will embed our WISE values—Welcoming, Inclusive, Skilful, Encouraging—in all communications, marketing campaigns, and media interactions. Whether managing social media channels, creating compelling content, or liaising with external partners, you'll ensure Ignis Lodge is presented professionally, attractively, and consistently.

What will you be doing in this role?

Brand representation and storytelling Create engaging, welcoming content across all channels, highlighting activities, events, and success stories.

Social media management Develop and manage dynamic social media content calendars, respond promptly to audience engagement, and monitor performance metrics.

Marketing campaigns Support planning, execution, and evaluation of targeted marketing campaigns across digital and print media.

Content creation and design Craft compelling written content, newsletters, and visual materials using design software to enhance online presence.

External communications Liaise with media outlets, partners, and stakeholders, coordinating press releases, interviews, and promotional opportunities.

Event support Provide marketing support and media coverage for events and activities, ensuring high attendance and positive feedback.

What will you show to us at the start?

You'll have experience in marketing, communications, digital media, or journalism in a charity, public service, or social enterprise setting.

You will hold one or more qualifications: Level 3 Certificate in Marketing (CIM); Level 3 Social Media for Business; Level 3 Digital Marketing or a related qualification.

You'll be a confident writer with excellent editing and storytelling skills for diverse audiences.

You'll be a versatile communicator, skilled in crafting engaging content for various platforms.

You'll be able to give examples of **running or supporting impactful campaigns**.

You'll be able to give examples of **managing competing priorities** and **keeping others informed under pressure**.

How will we measure you in post?

Audience engagement and growth Improved metrics on social media reach, engagement rates, and audience growth.

Campaign effectiveness Successful execution and clear evaluation of marketing campaigns against defined objectives.

Brand consistency and visibility Consistent messaging and visual identity across all media, verified through regular brand audits.

Stakeholder feedback Positive feedback from internal teams, external partners, and media contacts regarding quality and timeliness of communications.

Creativity and innovation Introduction of fresh ideas, designs, or approaches to enhance Ignis Lodge's brand visibility and storytelling.



Media and Marketing Officer

What will we see in post?

Leadership and inspiration you inspire enthusiasm through compelling storytelling.

Delivery and action you ensure campaigns are timely, effective, and professional.

Grit and determination you deliver on time with high quality outputs even under pressure.

Influence and collaboration you build strong relationships through professionalism and tact.

Creativity and innovation you propose and execute creative initiatives to increase visibility.

What is your level of authority?

The role reports to the Chief Operating Officer.

The role holds budget responsibility for communications, media and marketing.

What is a typical day for this role?

You begin the day reviewing social media interactions and updating scheduled content.

Mid-morning, you draft a newsletter promoting upcoming events and collaborate with the events team on campaign planning. After lunch, you coordinate a press release for a community partnership, then design visual content for an upcoming promotion. You finish the day monitoring campaign analytics and noting insights for future strategies.

How will we support your development?

We support professional membership with: Chartered Institute of Marketing (CIM) or Chartered Institute of Public Relations (CIPR).

We support apprenticeship pathways relevant to the role, including:

Level 3 Digital Marketer; Level 4 Marketing Executive; Level 6 Marketing Manager.

Additional CPD and role-specific training (e.g. digital marketing, social media trends, content creation, and design software) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £28,000-£32,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (60%) working Monday to Friday with hybrid (30%) and occasional travel (10%). Some flexibility is required to support meetings and events.



Business Support Officer

Why does this role exist?

You'll be the heartbeat of smooth operations, connecting people, systems and information with care and consistency. Through our DRIVE capability, you'll embed our WISE values—Welcoming, Inclusive, Skilful, Encouraging—into every task, ensuring services are delivered with reliability and attention to detail. You'll be the go-to problem solver, supporting teams to stay focused, responsive and ready.

What will you be doing in this role?

Administrative support Provide day-to-day administrative assistance to teams within the Chief Operating Officer, Chief Delivery Officer and Chief Experience Officer.

Meeting and diary coordination Schedule meetings, prepare agendas, take minutes, and track actions.

Information and records management Maintain accurate records, support data entry and ensure information is stored securely and accessibly.

Communication and correspondence Draft and format communications, support staff briefings, and manage shared inboxes or calendars.

Event logistics Support planning and delivery of internal events, training sessions, visits and workshops.

Governance administration Assist with board, committee and panel logistics, including paper collation, circulation and attendance support.

What will you show to us at the start?

You may experience in administration, office coordination or customer service.

You may hold one or more qualifications: Level 2 or 3 in Business Administration; IT User Skills (ECDL or equivalent); Minute-Taking; Data Protection Awareness; Equality, Diversity and Inclusion Awareness.

You'll be a strong communicator through being clear, respectful and well-organised.

You'll be confident with technology using email, spreadsheets, shared drives and databases. You'll be able to give examples of **supporting teams** or coordinating office systems.

You'll be able to give examples of **working with discretion** in a busy, professional environment.

How will we measure you in post?

Administrative accuracy High standards of documentation, recordkeeping and minute-taking.

Timeliness and responsiveness Tasks completed to deadline; effective prioritisation and workload management.

Team feedback Positive feedback from staff supported across all teams.

Governance support Committee and panel tasks delivered accurately and on time.

Organisation and presentation Documents and communications presented clearly and professionally.



Business Support Officer

What will we see in post?

Leadership and inspiration you take pride in doing the small things well and repeatedly.

Delivery and action you're get the job done on time, with accuracy and care.

Grit and determination you bring calm and order to busy teams and shifting deadlines.

Influence and collaboration you build trust by being reliable, discreet and helpful.

Creativity and innovation you suggest improvements to find ways for us to work smarter.

What is your level of authority?

The role reports to the Executive Assistant.

You will support teams across the organisation.

What is a typical day for this role?

You start by reviewing meeting requests and updating the shared diary. You collate board papers and prepare a logistics checklist for an upcoming training session. After lunch, you respond to email requests for room bookings and documents, type up minutes from a wellbeing meeting, and upload key files to the The Foundry.

How will we support your development?

We support professional membership with: Institute of Administrative Management (IAM) and Association of Business Administrators (AoBA)

We support apprenticeship pathways relevant to the role, including:

Level 3 Business Administrator; Level 3 Public Service Operational Delivery Officer; Level 4 Corporate Responsibility and Sustainability Practitioner, Level 4 Associate Project Manager.

Additional CPD and role-specific training (e.g. digital tools, meeting coordination, inclusive communication, and governance processes) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £28,000-£32,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (60%) working Monday to Friday with hybrid (30%) and occasional travel (10%). Some flexibility is required to support meetings and events.



Executive Assistant

Why does this role exist?

You'll be the organiser behind the organisation enabling leadership to lead, and plans to progress. Through our DRIVE capability, you'll bring our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to every interaction, ensuring objectives align, priorities move forward, and communication flows with clarity. You'll support with calm, discretion and precision making the complex seem effortless.

What will you be doing in this role?

Executive support Provide high-quality, confidential support to the Chief Executive Officer and Chair including managing diaries, correspondence and key priorities.

Governance coordination Oversee board, committee and panel meetings. Prepare papers, take minutes, track actions and maintain accurate records.

Team leadership Line manage the Business Support function, overseeing their work allocation and development to ensure responsive and efficient support for each mission and capability.

Project and communication support Support internal communications and operational projects, providing coordination, documentation and briefings as required.

Records and administration Ensure governance and executive documentation is accurate, accessible and compliant with policies and data standards.

Visit and events logistics Coordinate arrangements for internal and external meetings, leadership visits, governance events and engagement activity.

What will you show to us at the start?

You'll have experience in executive support or business administration.

You will hold one or more qualifications: Level 3 Diploma in Business Administration; Level 3 or 4 in Personal Assistant Practice; Level 3 Governance Support; Minute-Taking; GDPR/Data Management; Equality, Diversity and Inclusion Awareness.

You'll be an organiser who is responsive, with excellent time and task management.

You'll be **discreet and professional**, with confidence handling sensitive and confidential information.

You'll be able to give examples of **coordinating meetings, managing competing priorities** and supporting senior leaders.

You'll be able to give examples of **leading or supporting teams** and maintaining consistent standards across tasks.

How will we measure you in post?

Executive support quality Timely and accurate coordination of diaries, meetings, and actions.

Governance delivery Board and committee cycles run to schedule with high-quality records and compliance.

Team performance Business support officers feel well managed, supported and effective in their work.

Communication and coordination Leadership teams feel well-briefed, informed and aligned.

Organisation and records Efficient documentation and accurate records maintained.



Executive Assistant

What will we see in post?

Leadership and inspiration you create calm, order and clarity, helping others lead effectively.

Delivery and action you're organised, proactive and on top of the detail.

Grit and determination you maintain high standards under pressure and support others.

Influence and collaboration you build strong relationships through professionalism and tact.

Creativity and innovation you improve systems and find ways to make processes smarter.

What is your level of authority?

The role reports to the Chief Executive Officer.

The role is accountable for up to 5 staff.

The role holds budget responsibility for staff events, celebrations and away days.

What is a typical day for this role?

You begin by finalising a set of board papers and sending reminders to committee members. You check in with the Business Support Officer team, reallocating tasks where needed. After preparing agendas and action logs for an executive meeting, you support the CEO with correspondence and calendar adjustments. You end the day coordinating travel for a visiting stakeholder panel.

How will we support your development?

We support professional membership with: Institute of Administrative Management (IAM), Chartered Management Institute (CMI), and Governance Institute (ICSA).

We support apprenticeship pathways relevant to the role, including:

Level 4 Associate Project Manager; Level 4 Corporate Responsibility and Sustainability Practitioner; Level 5 Operations or Departmental Manager.

Additional CPD and role-specific training (e.g. governance, information management, inclusive communication, systems, and executive coordination) may also be supported.

How we remunerate this role?

This role is within our Supervisory scale of £28,000-£48,000. The starting salary can expect to be £32,000-£35,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Supervisory scale receive 28 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (60%) working Monday to Friday with hybrid (30%) and occasional travel (10%). Some flexibility is required to support meetings and events.



Finance and Commercial Manager

Why does this role exist?

You'll be the enabler of financial strength and commercial growth. Through our DRIVE capability, you'll apply our WISE values—Welcoming, Inclusive, Skilful, Encouraging—ensuring resources are managed with transparency, efficiency and care. You'll balance ambition with accountability, helping us sustain our mission, scale our impact, and deliver value for every pound spent and earned.

What will you be doing in this role?

Financial management Oversee budgeting, forecasting, and monthly management accounts. Provide insight and ensure financial compliance.

Commercial planning and delivery Support pricing, costing, income strategy and performance tracking for our commercial and social activity.

Contracts and procurement Lead procurement processes, manage supplier relationships, and ensure best value across purchases and services.

Audit and compliance Maintain financial systems and controls in line with accounting standards, charity regulation and audit requirements.

Data and insight Analyse performance and business metrics, contributing to strategic and operational decision making.

Collaboration Work closely with colleagues across delivery, experience and enabling functions to support financial literacy and commercial thinking.

What will you show to us at the start?

You'll have experience in finance, commercial operations, or business management, ideally in a values-led or mission-driven organisation.

You will hold one or more qualifications: AAT Level 4 Diploma in Professional Accounting; ACCA, CIMA or ICAEW part-qualified or affiliate; Level 5 in Business, Finance or Commercial Management.

You'll be commercially minded and values driven, comfortable balancing purpose with performance.

You'll be detail-focused, with strong knowledge of budgeting, reporting and financial control. You'll be able to give examples of **improving financial systems** or **driving value for money**. You'll be able to give examples of **translating data into useful insight** for others.

How will we measure you in post?

Financial control Accurate and timely management accounts; budget control and variance analysis.

Income performance Revenue targets met or exceeded; effective commercial pricing and cost recovery.

Value for money Savings or improvements secured; contract compliance and supplier satisfaction.

Audit and assurance Clean audit outcomes; no material concerns raised by auditors or regulators.

Stakeholder satisfaction Positive internal feedback; strong cross-team working and financial understanding.

Finance and Commercial Manager



What will we see in post?

Leadership and inspiration you make finance accessible and show how it powers our mission.
Delivery and action you manage time and tasks with rigour, delivering accurately and timely.
Grit and determination you dig into detail and follow through on tough decisions with integrity.
Influence and collaboration you support and guide others, building confidence in finance.
Creativity and innovation you think beyond spreadsheets to help us be smarter in approach.

What is your level of authority?

The role reports to the Chief Operating Officer.
The role will supervise external providers for bookkeeping, audit and funding.
The role leads finance planning processes and supports budget holders across the organisation.

What is a typical day for this role?

You begin by reviewing the month-end close process, checking for accuracy and resolving queries. You meet with the hospitality team to review income targets and costs. After updating the forecast and tracking grant income, you draft a procurement tender and provide commentary on the board finance report. You finish by responding to a funding partner request.

How will we support your development?

We support professional membership with: Association of Chartered Certified Accountants (ACCA), Chartered Institute of Management Accountants (CIMA), Institute of Financial Accountants (IFA), and Chartered Management Institute (CMI).

We support apprenticeship pathways relevant to the role, including:
Level 4 Professional Accounting Technician; Level 5 Commercial Procurement and Supply;
Level 7 Accountancy / Taxation Professional.

Additional CPD and role-specific training (e.g. accounting, social enterprise finance, procurement, commercial growth, and impact measurement) may also be supported.

How we remunerate this role?

This role is within our Managing scale of £45,000-£65,000. The starting salary can expect to be £50,000-£55,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Managing scale receive 30 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (50%) working Monday to Friday with hybrid (40%) and occasional travel (10%).



People and Culture Manager

Why does this role exist?

You'll be the conductor for a thriving, values-led workplace. Through our DRIVE capability, you'll live our WISE values—Welcoming, Inclusive, Skilful, Encouraging—in every policy, process and conversation. You'll champion wellbeing, strengthen belonging, and nurture a culture where everyone feels empowered to contribute, grow and be themselves.

What will you be doing in this role?

People strategy and policy Develop and implement inclusive people policies and practices to support organisational goals and culture.

Recruitment and onboarding Lead equitable, values-led recruitment and design welcoming induction experiences.

Employee wellbeing Provide expert advice on HR matters, build trust, and support positive, proactive resolution of issues.

Learning and development Oversee training pathways, leadership development, and skills planning across all departments.

Engagement and inclusion Promote inclusion, equity, diversity, and achievement initiatives; lead staff engagement surveys and follow-up.

Performance and culture Champion values-based performance and support leaders in coaching and feedback conversations.

What will you show to us at the start?

You'll have experience in human resources, organisational development or strategy.

You will hold one or more qualifications: CIPD Level 5 or 7 Diploma; Level 5 in HR Management or Learning and Development; Mental Health First Aid; Equality, Diversity and Inclusion certification.

You'll be **people-first and values-driven**, with a deep commitment to inclusion and wellbeing.

You'll be knowledgeable about **employment law, employee relations and HR systems.**

You'll be able to give examples of **leading people initiatives** or creating inclusive workplaces.

You'll be able to give examples of **building trusted relationships** with staff and leaders.

How will we measure you in post?

Employee experience Staff satisfaction and engagement; positive onboarding and retention metrics.

HR advice Accurate records, policy adherence, and timely resolution of issues.

Recruitment and retention Vacancies filled on time with strong candidate experience and retention.

Learning and development Training plans delivered, participation tracked, and feedback gathered.

Culture and inclusion Visible progress on diversity, wellbeing and culture goals.



People and Culture Manager

What will we see in post?

Leadership and inspiration you model inclusive, values-led leadership and encourage in others.

Delivery and action you turn ideas into action and build strong, responsive people systems.

Grit and determination you support people through challenge with fairness, care and focus.

Influence and collaboration you are a trusted advisor and a connector of people and purpose.

Creativity and innovation you challenge norms and bring fresh ideas to inclusion and culture.

What is your level of authority?

The role reports to the Chief Operating Officer.

The role will supervise external providers for training, occupational health, and specialist advice.

The role supports all managers and executive leaders across the organisation.

What is a typical day for this role?

You begin by responding to a policy query and checking in on a colleague returning from leave.

You update a training log, support a recruitment panel, and prepare a paper on inclusive progression. After lunch, you lead a wellbeing network session and meet with managers to review probation feedback. You finish with a review of new starter data and plan a staff celebration for completing their apprenticeship.

How will we support your development?

We support professional membership with: Chartered Institute of Personnel and Development (CIPD), Chartered Management Institute (CMI), and Institute of Leadership and Management (ILM).

We support apprenticeship pathways relevant to the role, including:

Level 5 HR or Learning and Development Partner; Level 7 Senior People Professional.

Additional CPD and role-specific training (e.g. trauma-informed practice, inclusive leadership, wellbeing strategy, conflict resolution and change management) may also be supported.

How we remunerate this role?

This role is within our Managing scale of £45,000-£65,000. The starting salary can expect to be £50,000-£55,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Managing scale receive 30 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (50%) working Monday to Friday with hybrid (40%) and occasional travel (10%).



Security Officer

Why does this role exist?

You'll be the vigilant protector of our people, places and heritage. Through our DRIVE capability, you'll uphold our WISE values—Welcoming, Inclusive, Skilful, Encouraging—ensuring a secure, respectful and safe environment for all. You'll safeguard what matters most, act with integrity and professionalism, and help everyone feel cared, confident and comfortable.

What will you be doing in this role?

Campus security patrols Deliver scheduled and responsive patrols across the site, securing buildings, monitoring access points, and recording observations.

Safety monitoring and response Monitor CCTV, alarms and other security systems. Respond to incidents in line with emergency protocols and escalate where necessary.

Access control and support Supervise visitor and contractor access. Provide ID checks, maintain visitor logs, and support reception as needed.

Out-of-Hours presence Maintain a safe, reassuring presence during evenings, weekends and night-time hours as part of the rota.

Emergency support Support fire alarm drills, lockdown procedures and first response to safeguarding concerns or medical emergencies.

Recording and Reporting Log incidents, maintenance issues or concerns promptly and accurately for review and action.

What will you show to us at the start?

You may have experience in a security, public safety, or facilities environments.

You will hold one or more qualifications: SIA Level 2 Award for Working as a Door Supervisor; Level 3 First Aid at Work or Emergency First Aid; ACT (Action Counters Terrorism) Awareness or Security Training; Mental Health First Aid (MHFA); Safeguarding Awareness (Children or Adults); Fire Marshal or Emergency Evacuation Training

You'll be a preventer who thinks ahead to anticipate and address risk and danger.

You'll be a skilled communicator who is clear, calm and reassuring.

You'll be able to give examples of **using technology** to support operational delivery.

You'll be able to give examples of **personal integrity, discretion and reliability**

How will we measure you in post?

Safety and response Prompt response to incidents, positive staff feedback, and accurate completion of logs and reports.

Security compliance 100% coverage of scheduled patrols; no unreported gaps in CCTV or alarm monitoring.

Emergency preparedness Participation in all drills; confident support for fire, lockdown and safeguarding protocols.

Professionalism and conduct Visible, courteous and consistent presence; feedback from visitors, staff and guests.

Team integration Effective collaboration with Operations, Guest Experience, Hospitality, and Executive on-call rota.



Security Officer

What will we see in post?

Leadership and inspiration you lead through visibility, assurance and dependable conduct.

Delivery and action you act quickly and appropriately, keeping people and property safe.

Grit and determination you remain focused, alert and resilient in the face of risk or disruption.

Influence and collaboration you work closely to build a respectful and secure environment.

Creativity and innovation you find practical ways to improve and streamline delivery.

What is your level of authority?

The role reports to the Facilities and Operations Manager.

The role is responsible for immediate site safety, incident recording and enforcing site access policies. It may act as first point of contact during emergency response.

What is a typical day for this role?

You begin with a handover from the previous shift, check logs and CCTV, and complete a full site patrol. You respond to a contractor arrival and log their details before assisting with a guest who is lost. Mid-shift, you complete CCTV checks, assist with a fire alarm drill, and write up a safeguarding observation. Before clocking off, you complete final patrols and update the log.

How will we support your development?

We support professional membership with: Security Institute (SI) or British Security Industry Association (BSIA).

We support apprenticeship pathways relevant to the role, including:

Level 2 Customer Service Practitioner; Level 3 Security First Line Manager Apprenticeship.

Additional CPD and role-specific training (e.g. conflict management, safeguarding, mental health, emergency response and diversity awareness) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £25,000-£27,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings, weekends and nights as part of a rolling roster. Emergency or ad hoc cover may be requested.



Maintenance Officer

Why does this role exist?

You'll be the guardian of our physical spaces, ensuring they remain safe, functional and fit for purpose. Through our DRIVE capability, you'll embed our WISE values—Welcoming, Inclusive, Skilful, Encouraging—into every task, from urgent fixes to preventative care. You'll bring practical expertise, attention to detail, and a deep sense of pride in preserving the buildings and systems which carry our mission forward.

What will you be doing in this role?

Planned and reactive maintenance Carry out routine repairs, inspections, and basic improvements across electrical, plumbing, carpentry, and fabric maintenance tasks.

Health and safety compliance Undertake statutory checks (e.g. fire alarms, emergency lighting, water testing) and record outcomes accurately.

Campus presentation Ensure buildings, pathways, fixtures and fittings are safe, presentable and well cared for.

Support events and moves Assist with moving furniture, setting up spaces for events, and reconfiguring rooms as required.

Tools, materials and stock Manage equipment safely, maintain tools, and ensure repair supplies are stocked.

Contractor support Support external contractors on site with access, oversight, and handover.

What will you show to us at the start?

You'll have experience in maintenance, facilities, or site services work across a large site.

You will hold one or more qualifications: Level 2 or 3 Diploma in Property Maintenance; City & Guilds certificates in plumbing, joinery or electrics; PASMA, IPAF or Working at Height; Asbestos Awareness; Legionella Awareness; Fire Safety; First Aid at Work.

You'll be a doer who takes pride in getting things fixed quickly and properly.

You'll be safety-conscious, always following procedures and flagging risks.

You'll be able to give examples of **working across multiple trades** with good attention to detail.

You'll be able to give examples of **using digital tools** for logging, tracking or updating records.

How will we measure you in post?

Repair timeliness and quality High completion rates for daily tasks and positive feedback on service.

Compliance and safety checks All logs and inspections completed on schedule; actions followed through.

Campus condition Safe, tidy and functional spaces maintained across all areas.

Customer feedback Staff and guest satisfaction with maintenance and environment.

Efficiency and teamworking Effective use of time and materials; collaboration with colleagues and contractors.



Maintenance Officer

What will we see in post?

Leadership and inspiration you take ownership, pride in your work and model reliability.

Delivery and action you get stuck in and deliver jobs quickly and thoroughly.

Grit and determination you work with persistence, even when tasks are repetitive or physical.

Influence and collaboration you build trust through helpfulness, reliability and respect.

Creativity and innovation you suggest simple solutions to everyday issues.

What is your level of authority?

The role reports to the Facilities and Operations Manager.

The role works independently on tasks within remit and escalates when needed.

What is a typical day for this role?

You start by checking the maintenance log and prioritising urgent tasks. You complete a light fitting repair, respond to a plumbing issue, and carry out weekly fire alarm checks. After lunch, you help reconfigure a training room and restock the workshop. You wrap up by logging completed tasks on the system and preparing for tomorrow.

How will we support your development?

We support professional membership with: Institute of Workplace and Facilities Management (IWFM), British Institute of Facilities Management (BIFM), and NICEIC (if qualified in electrical works).

We support apprenticeship pathways relevant to the role, including:

Level 2 Property Maintenance Operative; Level 3 Facilities Management Supervisor; Level 3 Maintenance and Operations Engineering Technician .

Additional CPD and role-specific training (e.g. health and safety, working at height, safeguarding, and environmental maintenance) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £25,000-£27,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working Monday to Friday. Occasional evening or weekend call-outs by roster or emergency need.



Operations Officer

Why does this role exist?

You'll be the engine behind reliable, streamlined operations which keep the organisation running smoothly. Through our DRIVE capability, you'll champion our WISE values—Welcoming, Inclusive, Skilful, Encouraging—while coordinating activity, helping guests, and supporting teams to work with pace and precision. You'll turn complexity into clarity and help every function stay on course and on mission.

What will you be doing in this role?

Campus support Support delivery of facilities, hospitality, technology and logistics across the site. Be the point of contact for daily operations queries.

Logistics and scheduling Coordinate vehicle bookings, meeting room allocations, and scheduled work plans. Track and monitor deliveries and collections.

Supplier liaison Support purchasing, procurement and contractor oversight. Track orders and supplies, resolve delivery issues, and maintain contact with regular suppliers.

Operational records and systems Maintain accurate digital records and logs (e.g. room bookings, key issue logs, equipment registers). Input data to systems.

Health and safety Complete checks, maintain records, and ensure facilities documentation is updated (e.g. fire checks, asset audits).

Event and guest support Assist with operational arrangements for events and VIP visits, working flexibly to ensure smooth delivery.

What will you show to us at the start?

You'll have experience in administration, logistics or site operations roles, ideally in a hospitality, or multi-function environment.

You will hold one or more qualifications: Level 2 or 3 Business Administration; Facilities Services Principles; Customer Service; Health and Safety; Manual Handling; Fire Safety; First Aid.

You'll be an organiser who thrives on structure, planning and making things happen.

You'll be a team player, working flexibly with others to solve day-to-day problems.

You'll be able to give examples of **keeping records**, monitoring supplies or handling bookings. You'll be able to give examples of **balancing competing priorities** and staying calm under pressure.

How will we measure you in post?

Operational efficiency Timely delivery of key services, positive internal feedback, and minimal disruption.

Record keeping All logs and systems up to date and accurate; reports completed on schedule.

Supplier and logistics coordination Well-managed deliveries and resource tracking; effective supplier communication.

Team and event support Strong working relationships and seamless coordination for events and visitors.

Compliance Routine checks completed on time; accurate logs maintained.



Operations Officer

What will we see in post?

Leadership and inspiration you bring order and confidence to everyday operations.

Delivery and action you stay on top of the detail and keep things moving, even under pressure.

Grit and determination you keep a cool head and get the job done, even when juggling tasks.

Influence and collaboration you are trusted because you're reliable and solution focused.

Creativity and innovation you find practical ways to improve and streamline delivery.

What is your level of authority?

The role reports to the Facilities and Operations Manager.

The role works collaboratively across teams and with external providers and contractors.

What is a typical day for this role?

You begin by checking your calendar and reviewing any outstanding tasks. You update a supplier on a delivery, confirm a vehicle booking, and coordinate a last minute room change. You conduct a fire point check and input the results. After assisting with an event set-up, you finish the day updating logs and preparing the following week's schedule.

How will we support your development?

We support professional membership with: Institute of Workplace and Facilities Management (IWFM), Institute of Administrative Management (IAM), Chartered Management Institute (CMI).

We support apprenticeship pathways relevant to the role, including:

Level 3 Facilities Services Operative; Level 3 Team Leader; Level 4 Associate Project Manager.

Additional CPD and role-specific training (e.g. systems, health and safety, compliance, scheduling, procurement and digital tools) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £25,000-£27,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working Monday to Friday. Occasional evening or weekend call-outs by roster or emergency need.



Groundskeeper

Why does this role exist?

You'll be the caretaker of our landscape, creating outdoor spaces which are safe, welcoming and beautifully maintained. Through our DRIVE capability, you'll apply our WISE values—Welcoming, Inclusive, Skilful, Encouraging—in the way you care for nature, protect biodiversity, and ensure our grounds reflect the pride we take in our environment. You'll help every visitor, resident and staff member feel grounded, connected and at home.

What will you be doing in this role?

Grounds maintenance Deliver regular care of lawns, beds, trees, hedges and hard surfaces, following seasonal work plans.

Planting and presentation Undertake planting, weeding, pruning and preparation of garden displays and memorial spaces.

Equipment and tools Use and maintain powered equipment (e.g. mowers, strimmers, hedge trimmers) safely and efficiently.

Waste and composting Manage garden waste and composting areas, supporting our sustainability practices.

Site safety Keep paths clear and accessible; report hazards, weather-related risks or damage.

Support for events Assist in preparing outdoor areas for events and visitors, maintaining presentation and signage.

What will you show to us at the start?

You'll have experience in groundskeeping, horticulture, or outdoor maintenance.

You will hold one or more qualifications: RHS Level 2 Certificate in Horticulture; City & Guilds Land-Based Services; LANTRA or NPTC certificates in equipment use; Level 2 Award in Safe Use of Pesticides; Manual Handling; First Aid.

You'll be practical and self-motivated, with a love for working outdoors in all weathers.

You'll be safety-conscious, following site rules and using tools and machinery with care.

You'll be able to give examples of **maintaining gardens or green spaces** to a high standard.

You'll be able to give examples of **teamwork and flexibility** across seasonal and shared tasks.

How will we measure you in post?

Grounds condition and appearance Lawns, beds and paths maintained to a consistent standard; positive visitor feedback.

Seasonal completion Scheduled works completed on time and in line with plans.

Equipment use Safe use of tools; equipment clean, stored and serviceable.

Site safety and sustainability Risks reported; composting and waste managed appropriately.

Event and visitor support Outdoor areas ready and presentable for all activities.



Groundskeeper

What will we see in post?

Leadership and inspiration you take pride in the environment and model respectful care.

Delivery and action you complete tasks thoroughly, on time and with attention to quality.

Grit and determination you work reliably through changing weather and seasonal demands.

Influence and collaboration you communicate clearly with colleagues and support teams.

Creativity and innovation you suggest improvements to enhance the setting or save time.

What is your level of authority?

The role reports to the Estate and Heritage Manager.

The role works independently on tasks within remit and escalates when needed.

What is a typical day for this role?

You start with a check-in and a review of the week's task list. You mow a large lawn, trim borders and clean debris from pathways. After lunch, you deadhead flowers in the walled garden, inspect a broken fence panel, and service the mower. You end the day completing a seasonal job card and preparing tools for tomorrow.

How will we support your development?

We support professional membership with: Chartered Institute of Horticulture (CIH), Lantra Awards, and Royal Horticultural Society (RHS).

We support apprenticeship pathways relevant to the role, including:

Level 2 Horticulture or Landscape Operative; Level 3 Horticulture Supervisor; Level 3 Estates and Facilities Management; Level 4 Associate Project Manager.

Additional CPD and role-specific training (e.g. health and safety, biodiversity, tool care, planting design, and accessible landscaping) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £25,000-£27,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working Monday to Friday. This role is predominantly outdoors and requires work in all weather conditions.



Conservation Officer

Why does this role exist?

You'll be the advocate for heritage protection and preservation. Through our DRIVE capability, you'll uphold our WISE values—Welcoming, Inclusive, Skilful, Encouraging—while guiding sensitive interventions which respect history and enhance legacy. You'll combine technical understanding with deep appreciation, ensuring our most treasured assets are maintained with integrity and vision.

What will you be doing in this role?

Conservation planning Support the development and implementation of conservation management plans for listed buildings and heritage assets.

Historic fabric Undertake condition surveys, advise on materials and repairs, and carry out light-touch preservation tasks to prevent deterioration.

Heritage risk Ensure heritage works comply with relevant regulations, including listed building consent and planning requirements.

Collections Support care and documentation of historic artefacts, photographs, furniture and archives in accordance with museum and conservation standards.

Recording and interpretation Contribute to asset registers, interpretation materials and heritage displays. Maintain photographic and descriptive records.

Volunteer and partner engagement Collaborate with local historians, volunteers, educators and specialist contractors to support shared heritage goals.

What will you show to us at the start?

You'll have experience in heritage conservation, historic environment management, or collections care.

You will hold one or more qualifications: Level 4 Certificate in Historic Environment Practice; BA/BSc in Conservation or Heritage Management; City & Guilds or NVQ in Heritage Skills; Preventive Conservation Training; or equivalent.

You'll be methodical and precise, with a strong respect for detail and material integrity. You'll be **safety-conscious** and familiar with conservation standards and compliance protocols. You'll be able to give examples of **working on listed buildings**, historical projects or collections. You'll be able to give examples of **engaging others in heritage activities** or developing interpretation materials.

How will we measure you in post?

Conservation plan Progress against project timelines, condition survey updates and maintenance priorities.

Heritage compliance Adherence to conservation best practice and planning law; accurate recordkeeping.

Collections oversight Effective preservation, documentation and display of heritage materials.

Engagement and education Support for volunteer and educational programmes; development of public interpretation; positive stakeholder opinion.

Collaboration and advice Positive relationships with contractors, heritage bodies and internal teams.



Conservation Officer

What will we see in post?

Leadership and inspiration you champion heritage and model respect for conservation.

Delivery and action you follow through on tasks with accuracy, care and commitment.

Grit and determination you remain focused through complex or long-term challenges.

Influence and collaboration you bring others with you through sharing and valuing difference.

Creativity and innovation you find ways to bring heritage to life through storytelling.

What is your level of authority?

The role reports to the Estate and Heritage Manager.

The role provides advice and works independently within agreed conservation plans.

What is a typical day for this role?

You begin with a check on humidity levels in one of the heritage spaces and inspect signs of water ingress in an outbuilding. You update the collections inventory, then meet with a specialist contractor to discuss lime mortar repointing. In the afternoon, you prepare interpretive signage drafts and join a meeting on the new heritage walk. You finish by documenting conservation tasks completed this week.

How will we support your development?

We support professional membership with: Institute of Conservation (ICON), and Institute of Historic Building Conservation (IHBC).

We support apprenticeship pathways relevant to the role, including:

Level 4 Historic Environment Advice Assistant; Level 4 Associate Project Manager; Level 5 Heritage Consultant.

Additional CPD and role-specific training (e.g. object care, documentation standards, conservation science, and interpretation design) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £28,000-£32,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working Monday to Friday. Occasional evening or weekend work during key projects or events.



Facilities and Operations Manager

Why does this role exist?

You'll be the orchestrator of smooth, resilient day-to-day operations, making sure people, spaces and services run with precision and care. Through our DRIVE capability, you'll embed our WISE values—Welcoming, Inclusive, Skilful, Encouraging—into every corner of the organisation, creating environments supporting purpose and performance. You'll uphold high standards, resolve challenges before they surface, and ensure our infrastructure enables everyone to thrive.

What will you be doing in this role?

Campus operations Oversee the daily functioning of the Ignis Lodge estate, including buildings, infrastructure, utilities, fleet and frontline logistics.

Facilities management Lead planned and reactive maintenance, working with internal and contracted teams to ensure timely, cost-effective and high-quality repairs.

Health, safety and compliance Ensure the campus meets all statutory and regulatory requirements. Maintain compliance records and lead internal audits.

Security and risk management Manage site security and emergency procedures, working closely with the Security team and executive on-call rota to uphold a safe environment.

Sustainability and stewardship Champion sustainable operations, energy use reduction, and responsible procurement in line with our environmental action plan.

Supplier and contract management Manage relationships with external contractors and service providers; monitor performance, budget, and service level agreements.

Operational planning and reporting Prepare operational reports, monitor KPIs, contribute to budgets and capital plans, and support emergency preparedness.

What will you show to us at the start?

You'll have experience of managing facilities and operations across a complex site.

You will hold one or more qualifications: IWFM Level 4 or 5 Diploma in Facilities Management; NEBOSH National General Certificate in Occupational Health and Safety; IOSH Managing Safely; BIFM or CMI Leadership qualifications; Legionella Awareness or Responsible Person Training; Asbestos Awareness or BOHS P405 Management of Asbestos; Fire Safety Management Certification; First Aid at Work or Emergency First Aid; C&G Level 2 or 3 Green Skills.

You'll be detail orientated with an understanding of frameworks and compliance.

You'll be a skilled organiser with a focus on delivery at the right time, in the right way.

You'll be able to give examples of **people leadership** within operational environments.

You'll be able to give examples of **working in environments requiring discretion**.

You'll be able to give examples of **managing suppliers, contracts and schedules** effectively.

How will we measure you in post?

Operational continuity 99% uptime across campus services; timely resolution of requests.

Health and safety compliance All statutory checks and logs maintained with zero overdue action; external audits passed.

Sustainability Year-on-year reduction in energy and waste metrics; green initiatives successfully implemented.

Service delivery Positive feedback from internal departments and guests; high responsiveness and professionalism.

Contract and supplier performance SLA targets met across core contracted services; value for money demonstrated

Facilities and Operations Manager



What will we see in post?

Leadership and inspiration you take ownership and ensure things are done properly.

Delivery and action you are steady under pressure and keep things moving.

Grit and determination you speak out for what matters, even when it's hard.

Influence and collaboration you support others to do their best by making systems work.

Creativity and innovation you know how to balance doing things better with doing things well.

What is your level of authority?

The role reports to the Chief Operating Officer.

The role is accountable for up to 15 staff.

The role holds budget responsibility for facilities, technology, and contracted services.

What is a typical day for this role?

You start with a morning briefing, reviewing maintenance logs and campus schedules. You meet a contractor on site for service checks and meet with the Maintenance Officer on an urgent repair. After updating compliance records, you support a sustainability audit. You wrap up by planning logistics for an upcoming event, liaising with other departments.

How will we support your development?

We support professional membership with: Institute of Workplace and Facilities Management (IWFM), Institution of Occupational Safety and Health (IOSH), British Institute of Facilities Management (BIFM), or Chartered Management Institute (CMI).

We also support apprenticeship pathways relevant to the role, including:

Level 4 Facilities Manager Apprenticeship, Level 5 Operations or Departmental Manager Apprenticeship, Level 6 Chartered Facilities Management Degree Apprenticeship

Additional CPD and role-specific training (e.g., NEBOSH General Certificate, CAFM systems, procurement, decarbonisation) may also be supported.

How we remunerate this role?

This role is within our Managing scale of £45,000-£65,000. The starting salary can expect to be £50,000-£55,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Managing scale receive 30 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (90%) with occasional travel for site visits or contractor meetings (10%).



Estate and Heritage Manager

Why does this role exist?

You'll be the custodian of our campus and the rich heritage we have inherited. Through our DRIVE capability, you'll bring our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to life in the way we preserve, present and plan for our land and historic assets. You'll protect what's precious, adapt what's possible, and ensure our heritage stays alive, relevant and accessible for future generations.

What will you be doing in this role?

Estate management Oversee the upkeep, presentation and sustainable use of the wider estate such as the gardens, grounds, access routes and natural features.

Heritage conservation Lead the protection, maintenance and interpretation of historically significant structures, spaces and stories.

Environmental stewardship Develop and deliver initiatives to improve biodiversity, reduce carbon impact and promote nature-based wellbeing.

Land use and access Manage the use of estate land for events, wellbeing activities and partner programmes, ensuring safety, access and compliance.

Conservation projects Plan and deliver conservation works in line with legal, planning and listed building requirements.

Heritage engagement Contribute to heritage interpretation materials, public engagement and educational programming.

What will you show to us at the start?

You'll have experience in managing estates, landscapes, or heritage sites, including listed buildings or conservation land.

You will hold one or more qualifications: Level 3 or 4 Diploma in Historic Environment Practice, Estates Management, or Horticulture; IOSH/NEBOSH; LANTRA certification; RHS Level 2; or equivalent vocational training in conservation, grounds or land-based management.

You'll be a planner who combines long-term vision with day-to-day attention to detail.

You'll be **safety aware**, with knowledge of regulations relevant to land, buildings and environmental risk.

You'll be able to give examples of **leading outdoor maintenance or heritage projects**.

You'll be able to give examples of **engaging stakeholders**, volunteers or the public in heritage or estate settings.

How will we measure you in post?

Estate condition and presentation Well-maintained grounds and buildings with positive feedback from staff and guests.

Compliance and safety All records up to date and statutory checks completed; safe and accessible public spaces.

Heritage preservation Projects completed in line with planning and conservation guidelines.

Environmental impact Delivery of biodiversity or carbon reduction initiatives.

Engagement and education Contribution to public-facing heritage content or programming.



Estate and Heritage Manager

What will we see in post?

Leadership and inspiration you take pride in land and heritage and inspire others to respect it.

Delivery and action you manage works and deliver results that protect, preserve and improve.

Grit and determination you work outdoors in all weathers, planning ahead and adapting.

Influence and collaboration you partner with internal teams, experts, planners and authorities.

Creativity and innovation you bring fresh thinking combining tradition with sustainability.

What is your level of authority?

The role reports to the Chief Operating Officer.

The role is accountable for up to 5 staff.

The role holds budget responsibility for heritage and estate maintenance projects.

What is a typical day for this role?

You start with a walk of the site, noting seasonal jobs and safety priorities. You check in with the Groundskeeper, respond to a planning enquiry, and meet a contractor regarding historic wall repair. In the afternoon, you update the asset register and support a team developing new visitor signage. You close the day by reviewing your conservation plan and submitting a grant report.

How will we support your development?

We support professional membership with: Institute of Historic Building Conservation (IHBC), Chartered Institute of Horticulture (CIH), and Royal Horticultural Society (RHS).

We support apprenticeship pathways relevant to the role, including:

Level 4 Associate Project Manager; Level 5 Operations or Departmental Manager.

Additional CPD and role-specific training (e.g. biodiversity, land use policy, health and safety, conservation skills, and estate planning) may also be supported.

How we remunerate this role?

This role is within our Managing scale of £45,000-£65,000. The starting salary can expect to be £50,000-£55,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Managing scale receive 30 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working Monday to Friday. Occasional evening or weekend work during key projects or events.



Chief Delivery Officer

Why does this role exist?

You'll be the shaper of change and momentum; leading transformation, shaping programmes, and promoting pathways which turn the vision of brighter futures into lived reality. Leading our CARE mission, you will embed our WISE values—Welcoming, Inclusive, Skilful, Encouraging—designing and scaling programmes which unlock confidence, capability and opportunity. You'll champion evidence-led innovation, drive results at pace, and inspire trust across communities, partners and policymakers committed to social change.

What will you be doing in this role?

Programme leadership Design and deliver joined-up services across health, housing, employment, and skills enabling veterans and young care leavers to move from crisis to independence.

Clinical leadership and governance Act as the organisation's most senior clinician, providing strategic clinical oversight and assurance across all care pathways. Ensure compliance with all regulatory and professional standards.

Safeguarding and care quality Serve as the organisational Safeguarding Lead and ensure safe, trauma-informed, and person-centred practices are embedded across all settings, in line with CQC and other statutory requirements.

Impact and outcomes Embed a robust, data-informed outcomes framework to track impact and improve practice, ensuring people-centred success stories align with strategic goals.

Partnerships and collaboration Build and maintain relationships with commissioners, delivery partners, local authorities, and community networks to extend reach and effectiveness.

Innovation and improvement Create an agile culture of service design, experimentation, and learning to ensure relevance, responsiveness, and continuous improvement.

Inclusion and lived experience Champion co-production, diverse representation, and inclusive practice throughout programme design and delivery.

What will you show to us at the start?

You'll have a track record as senior clinician in integrated care or mental health.

You will hold a current professional clinical registration.

You'll be a skilled networker who is can build partnerships, storytelling and influencing.

You'll be able to give examples of **leading multidisciplinary teams** in high-risk environments.

You'll be able to give examples of **managing large-scale programmes** with measurable impact.

You'll be able to give examples of managing **safeguarding, clinical governance, and regulatory frameworks**.

How will we measure you in post?

Service impact 85%+ of programme participants achieve personal progression goals.

Clinical governance and care quality All regulatory requirements met as CQC Nominated Individual; 100% of safeguarding cases managed in line with policy; positive inspection outcomes, external accreditation maintained.

Outcome tracking Clear, accurate, and timely reporting of impact data with continuous improvement across confidence, health, employment, and wellbeing metrics.

Stakeholder satisfaction Positive feedback commissioners and service users;

Inclusion and co-production Year-on-year growth in service design or governance roles held by people with lived experience; measurable improvements in accessibility and equity.



Chief Delivery Officer

What will we see in post?

Leadership and inspiration you lead with heart and back it up with evidence.

Delivery and action you make things happen, with urgency and purpose.

Grit and determination you speak out for what matters, even when it's hard.

Influence and collaboration you listen deeply and build programmes honouring experience.

Creativity and innovation you challenge assumptions, experiment safely, and scale what works.

What is your level of authority?

The role reports to the Chief Executive Officer.

The role is accountable for 2 staff with responsibility for up to 15.

The role holds delegated authority at £0.1m per single transaction and £0.6m per year cumulative.

You will be expected to participate in the executive on-call rota and, in the event of a serious incident, assume the role of silver commander for your mission.

What is a typical day for this role?

Your day starts with a care briefing, reviewing safeguarding cases and celebrating service user wins. Mid-morning includes a funder roundtable to share impact stories and review outcome data. After lunch, you work with the Health and Wellbeing Manager to explore improvements following a CQC audit. Later, you lead a lived experience workshop shaping the design of a new residential pathway. You wrap up by meeting local commissioners to align shared goals across housing and mental health.

How will we support your development?

We support professional membership in clinical and care-associated bodies such as HCPC, NMC, BACP, BASW, or in management through CMI. We will invest in continuous professional development relevant to clinical leadership and trauma-informed practice. We would consider supporting a level 7 apprenticeship in senior leadership, advanced clinical practitioner, or other reasonable qualifications within the medical and care-based fields.

How we remunerate this role?

This role is within our Leading scale of £75,000-£135,000. The starting salary can expect to be £80,000-£90,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Leading scale receive 35 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (80%) with local, national and international travel according to organisational need (20%).



Service Support Worker

Why does this role exist?

You'll be the trusted guide for veterans and young care leavers navigating crisis or change. Through our CARE mission, you'll bring our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to life in every conversation and care plan, advocating for individual needs and helping each person to feel empowered, safe and understood as they take steps toward independence.

What will you be doing in this role?

Casework and mentoring Hold a caseload and support individuals through structured, personalised support plans.

Holistic assessments Conduct strength-based assessments and help people set and achieve their own goals.

Advocacy and navigation Help people access housing, health, benefits and training through skilled signposting and advocacy.

Group work and engagement Facilitate sessions and informal activities to build trust, skills and belonging.

Safeguarding and risk awareness Act promptly on safeguarding concerns and use reflective supervision to manage complex cases.

Information and recordkeeping Keep accurate records, update support plans, and share outcomes with commissioners and funders.

What will you show to us at the start?

You'll have experience in support work, case management, housing, youth or mental health.

You will hold one or more qualifications: Level 3 in Health and Social Care; Certificate in Advice and Guidance; Trauma-Informed Practice Training; Safeguarding Level 2 or 3; Motivational Interviewing; Mental Health First Aid; Welfare Rights Training.

You'll be emotionally intelligent and highly resilient, with excellent listening skills.

You'll be confident using support planning tools and recording systems.

You'll be able to give examples of **helping someone move from crisis to stability**.

You'll be able to give examples of **managing boundaries** and seeking supervision.

How will we measure you in post?

Support outcomes Improved client wellbeing across key domains (housing, health, independence, relationships).

Caseload and compliance Caseloads managed effectively and records completed to required standards.

Safeguarding and risk Concerns identified, reported and followed up correctly.

Engagement and attendance People attend appointments, activities and contribute to support planning.

Teamwork and supervision Active participation in multidisciplinary meetings, training and reflective practice.



Service Support Worker

What will we see in post?

Leadership and inspiration you take a calm, reassuring presence who leads through values.

Delivery and action you meet people where they are and help them move forward.

Grit and determination you stand by people through challenge and never give up.

Influence and collaboration you build trusted relationships with individuals and professionals.

Creativity and innovation you adapt support to people's strengths and think outside the box.

What is your level of authority?

The role reports to the Health and Wellbeing Manager.

You will hold a residential and non-residential caseload and support cross-team delivery.

What is a typical day for this role?

You start by checking in with your caseload and updating case notes. You support someone to attend a GP appointment, then help another individual complete a housing form. After facilitating a group lunch, you hold a residential arrival session and attend a safeguarding supervision session. You close the day planning next week's mentoring sessions.

How will we support your development?

We support professional membership with: British Association of Supported Employment (BASE), British Association of Social Workers (BASW), and the Institute of Employability Professionals (IoEP).

We support apprenticeship pathways relevant to the role, including:

Level 3 Adult Care Worker; Level 3 Community Health and Wellbeing Worker; Level 4 Children, Young People and Families Practitioner.

Additional CPD and role-specific training (e.g. trauma-informed care, safeguarding, mental health, conflict de-escalation, and person-led planning) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £30,000-£35,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (80%) with occasional local travel (20%) working shifts covering days, evenings, weekends and nights as part of a rolling roster. Emergency or ad hoc cover may be requested.



Mental Health Specialist

Why does this role exist?

You'll be the therapeutic anchor for clinical and pastoral mental health support, providing expert, trauma-informed care to those facing complex emotional challenges. Through our CARE mission, you'll apply our WISE values—Welcoming, Inclusive, Skilful, Encouraging—at the highest standards of professional practice, co-designing interventions which restore wellbeing and resilience, ensuring recovery with empathy, dignity and trust.

What will you be doing in this role?

Clinical support and consultation Provide therapeutic input, delivery and specialist advice on complex mental health needs.

Reflective practice and supervision Facilitate one-to-one and group reflective supervision with delivery staff.

Training and skills Design and deliver staff training on trauma, mental health, recovery and psychological safety.

Pathway planning Support joined-up working with NHS, social care and VCS partners around risk, transition and dual diagnosis.

Service innovation Advise on service design and ensure interventions are informed by evidence and person-led principles.

Safeguarding and risk management Support safeguarding decision making and ensure psychologically informed responses to risk.

What will you show to us at the start?

You'll have experience in mental health nursing, therapies, or therapeutic social care.

You will hold one or more qualifications: Degree in Mental Health Nursing or Psychology; HCPC or NMC Registration; Level 4 in Counselling or Psychotherapy; Safeguarding Level 3; Suicide Prevention or Self-Harm Training; Clinical Supervision Certificate.

You'll be a confident, values-driven clinician a strong understanding of trauma and recovery.

You'll be comfortable leading reflective discussions and supporting staff through emotionally demanding work.

You'll be able to give examples of **co-producing services** with people of lived experience.

You'll be able to give examples of **balancing clinical thinking with flexibility and warmth**.

How will we measure you in post?

Quality of clinical support Feedback from staff and managers; evidence of positive engagement and learning.

Reflective practice Regular supervision delivered; increased staff confidence and reduced stress.

Mental health outcomes Improved mental health indicators across supported individuals.

Training and development Staff knowledge and confidence in responding to mental health and distress.

Service influence Positive contribution to service design, pathway coordination and care planning.



Mental Health Specialist

What will we see in post?

Leadership and inspiration you lead with clarity and empathy helping others feel grounded.
Delivery and action you provide timely, expert input making complex cases more manageable.
Grit and determination you support through distress whilst looking after your own wellbeing..
Influence and collaboration you build bridges across disciplines and work holistically.
Creativity and innovation you bring clinical insight to evolving, person-led service models.

What is your level of authority?

The role reports to the Health and Wellbeing Manager.

Though there is no direct line management, the role provides clinical supervision and training to service delivery staff and has significant advisory influence across services.

What is a typical day for this role?

You begin by reviewing referral notes and consulting on a complex case. You co-facilitate reflective practice with the service team and offer one-to-one supervision. After lunch, you deliver a staff training session on managing emotional dysregulation. You close the day by holding a therapy session with a resident before offering input into a service redesign proposal.

How will we support your development?

We support professional membership with: British Association for Counselling and Psychotherapy (BACP), British Psychological Society (BPS), Nursing and Midwifery Council (NMC), or Health and Care Professions Council (HCPC).

We support apprenticeship pathways relevant to the role, including:

Level 6 or 7 Senior Healthcare Support or Mental Health Practitioner; Level 7 Senior Leader.

Additional CPD and role-specific training (e.g. safeguarding, trauma-informed practice, clinical supervision, reflective practice, and evidence-based intervention models) may also be supported.

How we remunerate this role?

This role is within our Supervisory scale of £28,000-£48,000. The starting salary can expect to be £44,000-£46,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Supervisory scale receive 28 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (90%) working Monday to Friday with occasional travel (10%). Clinical on-call required, with occasional evening or weekend duties.



Health and Wellbeing Manager

Why does this role exist?

You'll be the guardian of safe, compassionate and person-centred care, leading the integration of health and wellbeing support across our residential and outreach services. Through our CARE mission, you'll embed our WISE values—Welcoming, Inclusive, Skilful, Encouraging—into every policy, practice and interaction, ensure clinical and regulatory excellence whilst restoring dignity and empowering confidence and hope.

What will you be doing in this role?

Clinical and operational leadership Lead a safe, high-performing health and wellbeing service across residential and outreach programmes.

CQC registered manager Ensure full compliance with CQC Fundamental Standards. Maintain all relevant documentation, training, and evidence of good governance.

Safeguarding and risk management Act as deputy safeguarding lead, respond to concerns, and uphold safeguarding culture across the organisation.

Supervision and staff development Support, supervise and develop frontline staff in trauma-informed, rights-based and strengths-focused practice.

Integrated and holistic care Champion joined-up, person-centred plans that address mental health, physical health, independent living, and recovery.

Quality and improvement Embed clinical audit, reflective practice, and feedback processes to drive continuous improvement.

What will you show to us at the start?

You'll have experience in leading regulated health or care services with vulnerable people.

You will hold one or more qualifications: Level 5 Diploma in Leadership for Health and Social Care; Social Work England Registration; RMN/RGN Registration; CQC Registered Manager Certificate; Level 3 or above in Safeguarding; Mental Health First Aid.

You'll bring clinical integrity and a person-centred mindset to every decision.

You'll be confident in regulatory compliance and care quality governance.

You'll be able to give examples of **leading teams** in a high pressure healthcare setting.

You'll be able to give examples of **coaching others** and handling complex safeguarding matters.

How will we measure you in post?

CQC compliance Regulatory standards met or exceeded; evidence of good leadership and well-led services.

Safeguarding leadership Timely response and reporting; evidence of proactive safeguarding culture.

Staff development Improved confidence, competence and retention of frontline delivery staff.

Care planning and outcomes Positive person-reported outcomes; improvements across wellbeing domains.

Clinical governance Audit results, risk management, policy updates and reflective practice embedded



Health and Wellbeing Manager

What will we see in post?

Leadership and inspiration you lead with compassion and integrity, empowering care.

Delivery and action you are hands-on and reliable, with a strong grasp of risk and practice.

Grit and determination you stay steady under pressure and hold your team through crisis.

Influence and collaboration you unite professionals, families, and partners in best outcomes.

Creativity and innovation you champion recovery, co-design, and continuous improvement.

What is your level of authority?

The role reports to the Chief Delivery Officer.

The role is accountable for up to 10 staff.

The role is the Registered Manager with CQC and is Deputy Designated Safeguarding Lead.

The role is the budget holder for residential and therapeutic services.

What is a typical day for this role?

You begin with a clinical briefing and check-in on any overnight updates. You respond to a safeguarding concern, then review care plans and documentation for a forthcoming inspection. After supervising a new staff member and signing off a medication risk assessment, you join a meeting with health commissioners to align support plans. You end the day debriefing the team and updating quality dashboards.

How will we support your development?

We support professional membership with: Royal College of Nursing (RCN), British Association of Social Workers (BASW), or Chartered Management Institute (CMI).

We support apprenticeship pathways relevant to the role, including:

Level 5 Leader in Adult Care; Level 6 Social Work Degree; Level 7 Senior Leader.

Additional CPD and role-specific training (e.g. trauma-informed practice, safeguarding leadership, CQC compliance, supervision, and clinical governance.) may also be supported.

How we remunerate this role?

This role is within our Managing scale of £45,000-£65,000. The starting salary can expect to be £50,000-£55,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Managing scale receive 30 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (80%) working Monday to Friday with hybrid (10%) and occasional travel (10%). Clinical on-call required, with occasional evening or weekend duties.



Skills and Wellbeing Coach

Why does this role exist?

You'll be the motivator helping people build the life skills and confidence they need to thrive. Through our CARE mission, you'll live our WISE values—Welcoming, Inclusive, Skilful, Encouraging—in every interaction, creating safe, structured and nurturing environments where veterans and young care leavers can grow emotionally, socially and practically in their journey toward happiness, health and independence.

What will you be doing in this role?

Skills coaching and mentoring Work one-to-one and in small groups to help individuals grow practical, social and emotional skills.

Programme delivery Facilitate structured sessions covering independent living, employability, communication, wellbeing and self-care.

Pastoral and emotional support Offer guidance and support during times of transition, crisis or low confidence.

Goal setting and progress tracking Support individuals to set realistic personal goals and review their progress over time.

Safeguarding and risk Identify concerns and contribute to safeguarding plans and emotional safety frameworks.

Collaboration Work closely with employment, care and clinical colleagues to support joined-up delivery.

What will you show to us at the start?

You'll have experience in coaching, youth work, further education or mental health support.

You will hold one or more qualifications: Level 3 or 4 in Coaching, Youth Work, Education and Training, or Counselling; Safeguarding Level 2 or 3; Mental Health First Aid; Trauma-Informed Practice; Non-violent Communication or Conflict Resolution training.

You'll be a practical, emotionally intelligent coach who builds trust and helps people set achievable goals.

You'll be a confident facilitator designing and delivering engaging sessions and workshops. You'll be able to give examples of **motivating someone through setbacks**.

You'll be able to give examples of **tailoring learning to meet different needs**.

How will we measure you in post?

Participant progress Improvements in life skills, emotional resilience, and goal achievement.

Delivery reach and quality Consistent delivery of high-quality, engaging group and one-to-one sessions.

Engagement and attendance Good participation and positive learner feedback.

Safeguarding and risk Prompt reporting and emotionally safe practice across delivery.

Team Contribution Active collaboration with employment, wellbeing and care teams.



Skills and Wellbeing Coach

What will we see in post?

Leadership and inspiration you coach by example - calm, motivating, and consistently kind.

Delivery and action you turn small steps into big changes and keep people moving forward.

Grit and determination you don't give up and help others build resilience too.

Influence and collaboration you work well with others and contribute to a united support team.

Creativity and innovation you engage, adapt and inspire confidence in different learners.

What is your level of authority?

The role reports to the Employment and Training Manager.

You will support residential and non-residential caseload and cross-team delivery.

What is a typical day for this role?

You start by checking in with learners and helping one prepare for a housing interview. You run a session on healthy routines and follow up with a participant struggling with anxiety. After lunch, you collaborate with a service support worker on a confidence building plan, then prepare a new interactive budgeting workshop.

How will we support your development?

We support professional membership with: Association for Coaching, Society for Education and Training (SET), and Institute of Employability Professionals. (IoEP).

We support apprenticeship pathways relevant to the role, including:

Level 4 Employability Practitioner; Level 5 Coaching Professional; Level 5 Education and Training.

Additional CPD and role-specific training (e.g. coaching, trauma-informed education, safeguarding, mental health and inclusive learning practice) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £30,000-£35,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (80%) with occasional hybrid (10%) and local travel (10%). Some flexibility to work evening and weekends to support delivery.



Employment and Training Manager

Why does this role exist?

You'll be the strategist for personal progression, designing and delivering employment and training pathways that open up long term opportunity. Through our CARE mission, you'll embed our WISE values—Welcoming, Inclusive, Skilful, Encouraging—into every curriculum, workshop and partnership, unlocking confidence and contribution through lifelong learning to blend ambition with compassion, and build meaningful careers.

What will you be doing in this role?

Pathway design and delivery Lead on the development of clear, outcome-focused routes into employment, education and training.

Programme oversight Oversee delivery of workshops, accredited training, coaching, volunteering and placements.

Employer engagement Build and maintain partnerships with employers and providers to expand opportunity.

Team management Line manage and support Skills and Wellbeing Coaches, sessional facilitators and external providers.

Progress tracking Monitor participant progress and ensure timely, accurate reporting to funders and stakeholders.

Safeguarding and inclusion Ensure all education and employment activity is safe, inclusive and trauma-informed.

What will you show to us at the start?

You'll have experience leading employability, education or skills development programmes.

You will hold one or more qualifications: Level 5 Diploma in Education and Training; Level 5 in Leadership and Management; PGCE or QTLS; Level 3+ in Information, Advice and Guidance; Safeguarding Level 3.

You'll be an inclusive leader who understands how to unlock confidence and capability.

You'll be a creative designer, adapting and quality assuring education and training delivery.

You'll be able to give examples of **brokering partnerships** and creating work-based learning.

You'll be able to give examples of **managing staff** and **embedding good practice**.

How will we measure you in post?

Participant progression Participants gain qualifications, enter employment or progress to further education.

Programme reach High-quality training delivered to targets; participant satisfaction is strong.

Employer and partner engagement Sustainable partnerships with clear mutual value.

Culture and performance Team feel supported, supervised and professionally developed.

Safeguarding and inclusion Safe, welcoming learning environments with evidence of inclusive practice.

Employment and Training Manager



What will we see in post?

Leadership and inspiration you lead with hope and belief in people's potential.

Delivery and action you create structured, effective pathways which change lives.

Grit and determination you work around barriers and keep going until something fits.

Influence and collaboration you grow trusted relationships with partners and employers.

Creativity and innovation you adapt and evolve learning to meet individual goals.

What is your level of authority?

The role reports to the Chief Delivery Officer.

The role is accountable for up to 4 staff.

The role is the budget holder for training, skills and development in the organisation.

What is a typical day for this role?

You begin by briefing the coaches and reviewing participant progress. You visit a training session, then meet a new employer partner to agree work placements. After lunch, you write a funding report and update safeguarding logs. You finish the day by planning a new vocational programme and meeting with a young person preparing for their first job interview.

How will we support your development?

We support professional membership with: Society for Education and Training (SET), Institute of Employability Professionals (IoEP), and Chartered Management Institute (CMI).

We support apprenticeship pathways relevant to the role, including:

Level 5 Learning and Skills Teacher; Level 5 Coaching Professional; Level 5 Leader in Education and Childcare; Level 7 Senior Leader.

Additional CPD and role-specific training (e.g. curriculum design, inclusion, trauma-informed education, coaching and vocational planning.) may also be supported.

How we remunerate this role?

This role is within our Managing scale of £45,000-£65,000. The starting salary can expect to be £50,000-£55,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Managing scale receive 30 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (80%) working Monday to Friday with hybrid (10%) and occasional travel (10%). Occasional evening or weekend work during key projects or events.



Chief Experience Officer

Why does this role exist?

You'll be the steward of exceptional experiences which connect, calm and uplift. Leading our SHINE mission, you will bring our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to life across our hotel, conferencing and wellbeing business. You'll drive commercial strength with social heart, grow our reputation for excellence, and cultivate places where people feel seen, supported and inspired.

What will you be doing in this role?

Guest experience Set the vision and standards for hospitality, conferencing and leisure services which delight guests and exceed expectations across all touchpoints.

Guest voice Establish systems to listen to, learn from, and act on guest feedback to continually enhance experience and loyalty.

Commercial and brand Lead the growth of a sustainable, values-led commercial portfolio. Develop pricing, marketing and brand strategies that reinforce our social purpose.

Operational excellence Ensure the smooth and safe operation of all hospitality, food and beverage, wellbeing and guest services with a focus on efficiency, quality, and consistency.

Team and culture Develop high-performing teams with a strong service ethic. Embed inclusive, motivational leadership and nurture talent from frontline to management.

Place and environment Sustain beautiful, calming, accessible and inspiring spaces which reflect our rural heritage and offer opportunities for connection and wellbeing.

What will you show to us at the start?

You'll have a track record as a senior leader in hospitality, leisure, hotels or events

You'll be service focused putting guests and their needs at the heart of everything you do.

You'll be a motivator who inspires others to move things along and make things happen.

You'll be able to give examples of **building commercial brands** which deliver results.

You'll be able to give examples of **managing diverse teams** and driving culture change.

You'll be able to give examples of **using guest insight and external trends** to shape strategy.

How will we measure you in post?

Guest satisfaction 85%+ guest satisfaction and 4+ star average rating across all public platforms.

Experiences and events 95% of SLAs and quality standards met or exceeded across guest services.

Commercial performance Achievement of budgeted revenue and contribution margin targets; year-on-year growth across core income streams.

Team engagement Sustained staff engagement above 75%; improvements in retention and internal promotion.

Operational delivery 95% of internal SLAs and quality standards met or exceeded across guest services.

Brand and recognition Recognition through sector benchmarks such as Hospitality Assured, Customer Service Excellence, or other relevant awards.

External benchmarking Retention of relevant accreditations and quality marks.



Chief Experience Officer

What will we see in post?

Leadership and inspiration you lead by example with grace, authenticity, and detail.

Delivery and action you think in journeys and moments, elevating every guest interaction.

Grit and determination you speak out for what matters, even when it's hard.

Influence and collaboration you bring teams with you and help people grow.

Creativity and innovation you know what great looks like and make it happen, beautifully.

What is your level of authority?

The role reports to the Chief Executive Officer.

The role is accountable for 3 staff with responsibility for up to 55.

The role holds delegated authority at £0.1m per single transaction and £0.6m per year cumulative.

You will be expected to participate in the executive on-call rota and, in the event of a serious incident, assume the role of silver commander for your mission.

What is a typical day for this role?

You start with a walk through the guest lounge and kitchen, checking in with overnight staff.

Morning includes a commercial review of monthly performance and guest feedback. After lunch, you lead a design session for a new wellness package, followed by coaching with a team leader.

You finish the day reviewing the season's event calendar and briefing the marketing team.

How will we support your development?

We support professional membership with CMI, the IoH, or similar sector bodies. You'll have access to tailored continuous professional development in leadership, guest experience and commercial strategy. We will also consider supporting a Level 7 apprenticeship in senior leadership.

How we remunerate this role?

This role is within our Leading scale of £75,000-£135,000. The starting salary can expect to be £80,000-£90,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Leading scale receive 35 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (80%) with local, national and international travel according to organisational need (20%).



Events Coordinator

Why does this role exist?

You'll be the champion behind every successful event. Through our SHINE mission, you will live our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to help plan, coordinate and deliver memorable experiences for clients and guests alike. From weddings to conferences, you'll ensure every touchpoint runs smoothly and joyfully, supporting excellence from the first enquiry to the fond farewell.

What will you be doing in this role?

Event coordination Manage bookings, client communications, schedules and logistics with accuracy and care.

Client liaison Be the point of contact for clients, offering timely updates and thoughtful guidance throughout the planning journey.

Delivery support Oversee on-the-day operations, ensuring set-up, signage, guest needs and timings are flawless.

Partner liaison Coordinate with internal teams other service partners to ensure a cohesive delivery.

Venue presentation Support readiness of all event spaces, checking for layout, accessibility and brand presentation.

Feedback and review Capture guest and client feedback and support continuous improvement in event delivery.

What will you show to us at the start?

You'll have experience in hospitality, weddings, conferencing or events coordination.

You will hold one or more qualifications: Level 2 or 3 in Events Operations, Customer Service, Hospitality, or Business Administration; First Aid at Work; Food Safety; Fire Warden.

You'll be a people-centred organiser who thrives on juggling detail and delivering delight.

You'll be able to give examples of working under pressure while keeping clients calm and confident.

You'll be able to give examples of using digital systems, planning tools and operational checklists.

How will we measure you in post?

Client and guest feedback Positive experience scores and testimonials from event organisers and guests.

Operational delivery Smooth running of event logistics with minimal disruption or delay.

Attention to detail Accurate scheduling, signage, documentation and venue readiness.

Team coordination Good communication and collaboration with event support staff and partners.

Proactive communication Timely responses to queries, strong CRM documentation and updates.



Events Coordinator

What will we see in post?

Leadership and inspiration you stay calm, helpful and proactive.

Delivery and action you take pride in getting things right the first time, every time.

Grit and determination you go the extra mile to help a guest feel special or a plan stay on track.

Influence and collaboration you bring people together and ensure expectations are clear.

Creativity and innovation you offer small flourishes and fixes that make big differences.

What is your level of authority?

The role reports to the Events and Conferencing Manager.

The role works closely with hospitality, experience, maintenance, and leisure teams.

What is a typical day for this role?

You check your CRM for updates, contact a client to confirm final numbers, and walk the venue to prepare signage. After greeting suppliers, you oversee guest arrival and coordinate timing with catering. You stay close-by to ensure the client feels supported with their event. After the event, you gather feedback and prepare the next day's checklists.

How will we support your development?

We support professional membership with: Institute of Hospitality (IoH), Meetings Industry Association (MIA), and Association of British Wedding Businesses (AoBWB)

We support apprenticeship pathways relevant to the role, including:

Level 3 Events Assistant; Level 3 Hospitality Supervisor; Level 4 Events Manager; Level 4 Associate Project Manager.

Additional CPD and role-specific training (e.g. event logistics, client care, safeguarding, inclusive access and guest experience.) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £25,000-£27,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (90%) with occasional local travel (10%). Evening, weekend and seasonal working arrangements based on event schedule.



Events and Conferencing Manager

Why does this role exist?

You'll be the orchestrator of memorable moments and exceptional experiences. Through our SHINE mission, you will embed our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to lead the delivery of diverse, high-impact events from intimate ceremonies to large-scale conferences and hospitality functions. You will ensure every event is delivered with precision, flair and heart.

What will you be doing in this role?

Event planning and coordination Manage the end-to-end planning and execution of all events, from enquiry to evaluation.

Client relationship management Provide personalised, high impact client liaison which builds trust and repeat business.

Team leadership Supervise event coordinators, hosts, and operational support to ensure seamless delivery.

Venue and space management Coordinate venue usage across indoor and outdoor spaces.

Commercial and revenue delivery Meet commercial targets through pricing, upselling and occupancy optimisation.

Health, safety and risk compliance Ensure all events meet regulatory and internal standards for health, safety, safeguarding and access.

What will you show to us at the start?

You'll have experience leading events, conferencing, weddings or hospitality.

You will hold one or more qualifications: Level 3 or 4 in Events Management, Hospitality Supervision or Leadership; IOSH Managing Safety; First Aid at Work; Food Safety Level 2.

You'll be a calm, professional organiser with the ability to handle pressure and deliver elegance at scale.

You'll be able to give examples of **successful client relationships, revenue growth and team management.**

You'll be able to give examples of **managing digital systems, planning tools and operational checklists.**

How will we measure you in post?

Client satisfaction and retention Feedback scores; repeat bookings; Net Promoter Score (NPS).

Event quality Zero avoidable issues; smooth run sheets and delivery on promises.

Commercial contribution Income generation, upselling, space utilisation and yield.

Team performance Staff readiness, punctuality and customer presentation standards.

Compliance and safety Event-specific risk assessments completed and zero serious incidents.



Events and Conferencing Manager

What will we see in post?

Leadership and inspiration you set the tone for grace under pressure and inspire confidence.
Delivery and action you get things done on time, to spec, and with style.
Grit and determination you rise to every challenge and ensure no detail is left unchecked.
Influence and collaboration you unite clients, teams and partners into one experience..
Creativity and innovation you elevate events with original touches which surprise and delight.

What is your level of authority?

The role reports to the Chief Experience Officer.
The role is accountable for up to 4 staff.
The role is the budget holder for casual event staffing and equipment.

What is a typical day for this role?

You begin by finalising details with a wedding party and reviewing event sheets for the week. You walk through the orangery marquee and liaise with operations to confirm a conference AV setup. After lunch, you review a commercial proposal for a returning client and support your coordinator on a church booking. You finish the day updating CRM notes and scheduling the team.

How will we support your development?

We support professional membership with: Meetings Industry Association (MIA), Institute of Hospitality (IoH), and Chartered Management Institute (CMI).

We support apprenticeship pathways relevant to the role, including:
Level 4 Hospitality Manager; Level 5 Event Assistant Manager; Level 7 Senior Leader.

Additional CPD and role-specific training (e.g. event risk management, client experience, inclusive access and heritage use.) may also be supported.

How we remunerate this role?

This role is within our Managing scale of £45,000-£65,000. The starting salary can expect to be £44,000-£46,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Managing scale receive 30 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (70%) working Monday to Friday with hybrid (20%) and occasional travel (10%). Flexibility required for evenings, weekends and seasonal peaks aligned to programming.



Housekeeper

Why does this role exist?

You'll be the hands and heart behind the guest experience. Through our SHINE mission, you will live our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to ensure that every space feels clean, calm and cared for. Whether preparing bedrooms, refreshing lounges, or maintaining public areas, you'll bring pride and attention to every detail.

What will you be doing in this role?

Room turnover Prepare guest rooms to a high standard of cleanliness and presentation.

Public areas Keep corridors, lounges, washrooms and wellbeing spaces tidy, safe and welcoming.

Laundry and linen Handle linen changeovers, laundry rotation and minor garment care duties.

Stock and supply Restock amenities, housekeeping trolleys and cleaning materials.

Health and safety awareness Use cleaning products safely and comply with COSHH and infection control requirements.

Team collaboration Follow guidance from the team leader and communicate clearly with reception and facilities.

What will you show to us at the start?

You may have experience in housekeeping, cleaning, or hospitality environments.

You may hold one or more qualifications: Level 1 or 2 in Cleaning, Housekeeping or Hospitality Services; Manual Handling; COSHH Awareness; Infection Control; Fire Safety.

You'll have high personal standards and take genuine pride in the guest environment.

You'll be able to give examples where you have **applied checklists, routines and processes** efficiently, even under pressure.

You'll be able to give examples where you have shown **discretion, reliability and awareness** of how your role impacts a guest, user or client.

How will we measure you in post?

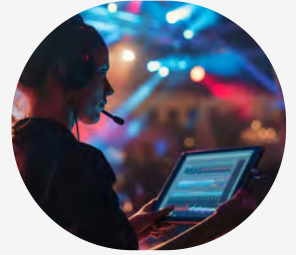
Room quality Rooms turned and presented on time and to audit standards.

Cleanliness Positive guest feedback and regular supervisor checks.

Stock usage Low wastage, safe use of materials, tidy and organised trolleys.

Adherence to standards Clear understanding and implementation of infection control and COSHH guidelines.

Team contribution Punctuality, cooperation, and responsiveness to direction.



Housekeeper

What will we see in post?

Leadership and inspiration you lead by example in every task, showing care and commitment.

Delivery and action you ensure every guest area looks its best and feels welcoming.

Grit and determination you take on physical tasks with energy and reliability.

Influence and collaboration you support your team and respond to changes without fuss.

Creativity and innovation you find practical ways to improve and streamline delivery.

What is your level of authority?

The role reports to the Housekeeping Team Leader.

The role works collaboratively across teams including experience, hospitality and maintenance.

What is a typical day for this role?

You begin your shift with a briefing and collect your trolley. You work methodically through your section, refreshing rooms and tidying communal areas. Mid-shift you top up supplies and respond to an urgent linen request. After a final room check, you report issues and sign off for the day.

How will we support your development?

We support professional membership with: British Institute of Cleaning Science (BICSc) or Institute of Hospitality (IoH).

We support apprenticeship pathways relevant to the role, including:

Level 2 Hospitality Team Member; Level 2 Cleaning Hygiene Operative; Level 3 Hospitality Supervisor.

Additional CPD and role-specific training (e.g. infection control, customer care, hospitality standards and COSHH) may also be supported.

How we remunerate this role?

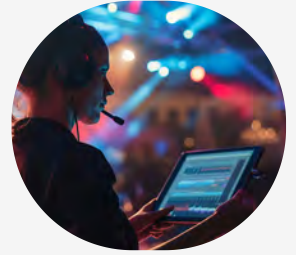
This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £25,000-£27,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings and weekends. Occasional additional support may be requested during periods of large events.



Guest Host

Why does this role exist?

You'll be the first smile and the final impression. Through our SHINE mission, you will live our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to support every guest with warmth, efficiency and care from arrival to departure. You'll create a calming, professional presence at reception and help guests access the full Ignis Lodge experience.

What will you be doing in this role?

Reception and welcome Greet guests, check them in, and explain facilities and services with enthusiasm and clarity.

Guest enquiries Handle questions, concerns and requests with efficiency and kindness.

Departure Ensure smooth check-outs, issue invoices, and bid warm farewells.

Concierge and support Assist with bookings for leisure treatments, dining, transport, and local attractions.

Communication Relay guest needs and feedback to relevant teams in a timely way.

Presentation Maintain a professional, tidy and welcoming reception area.

What will you show to us at the start?

You may experience in reception, hospitality or front-of-house customer service.

You may hold one or more qualifications: Level 2 or 3 in Customer Service, Hospitality or Front Office; First Aid; Fire Safety Awareness; Manual Handling.

You'll be confident working with the public and managing multiple tasks calmly.

You'll be able to give examples of **delivering memorable customer service moments.**

You'll be able to give examples of **using technology, platforms and handling sensitive data.**

How will we measure you in post?

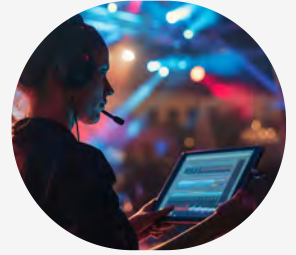
Guest Feedback Guest scores and compliments related to welcome, care and service.

Efficiency Minimal wait times and smooth transitions.

Quality of communication Clear, warm and accurate responses across all channels.

Reception Front desk is clean, stocked and operating consistently.

Team performance Flexible shift coverage, reliability and support to colleagues.



Guest Host

What will we see in post?

Leadership and inspiration you have pride in every guest moment and bring positive energy.

Delivery and action you meet needs quickly, calmly and with care.

Grit and determination you stay composed under pressure and handle volumes with grace.

Influence and collaboration you keep everyone informed and connected to guest journeys.

Creativity and innovation you suggest ways to enhance the guest journey with thoughtfulness.

What is your level of authority?

The role reports to the Guest Experience Team Leader.

The role works collaboratively across teams including housekeeping, hospitality and operations.

What is a typical day for this role?

You start by preparing the desk for arrivals, reviewing bookings and guest notes. You greet a couple celebrating an anniversary, offer a complimentary room upgrade, and help them book a spa treatment. Later, you arrange a taxi for a departing guest and tidy the reception area before handover.

How will we support your development?

We support professional membership with: Institute of Hospitality (IoH) or Hospitality Professionals Association (HOSPA).

We support apprenticeship pathways relevant to the role, including:

Level 2 Customer Service Practitioner; Level 2 Hospitality Team Member; Level 3 Customer Service Specialist.

Additional CPD and role-specific training (e.g. communication, emotional intelligence, complaint handling and inclusive customer care) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £25,000-£27,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings, weekends and nights as part of a rolling roster.



Guest Lounge Host

Why does this role exist?

You'll be the presence bringing ease, charm, and care to our guest lounge and bar. Through our SHINE mission, you will live our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to deliver polished service, meaningful moments and personalised attention across our social spaces. You'll ensure guests feel seen, satisfied, and supported in every interaction.

What will you be doing in this role?

Table and bar service Take orders, serve food and drink, clear tables and manage bar service with pace and courtesy.

Guest care and comfort Anticipate guest needs, accommodate special requests and enhance enjoyment with thoughtful service.

Lounge presentation Prepare lounge areas for service, maintain cleanliness, replenish stock and set an inviting tone.

Compliance Follow all food hygiene, allergen and licensing requirements, including under-18 restrictions and alcohol service.

Collaboration Liaise with kitchen, experience, and events teams to ensure timely and accurate delivery of guest experiences.

Feedback Pass guest feedback, complaints or requests promptly to the Team Leader.

What will you show to us at the start?

You'll have experience in hospitality, food and beverage or guest facing service.

You may hold one or more qualifications: Level 2 in Food and Beverage Service, Hospitality Services or Licensed Premises; Food Hygiene Certificate; Allergen Awareness; Manual Handling; Basic First Aid.

You'll be confident with people when taking orders, serving drinks and handling payments.

You'll be able to give examples of **excellent guest service** and **maintaining professionalism under pressure**.

You'll be able to give examples of **having a sharp eye for detail**, clean presentation and strong team spirit.

How will we measure you in post?

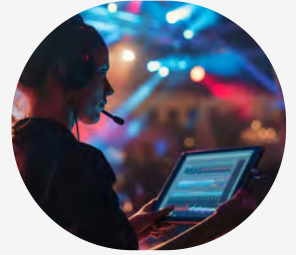
Guest feedback Ratings and personal mentions from guests using the spaces.

Quality of service Efficiency, timing and consistency during food and beverage service.

Ambience and readiness Tables, bar and guest areas are well prepared, inviting and clean.

Team contribution Punctuality, willingness to flex, and effectiveness in busy periods.

Safety standards Compliance with licensing, allergen, hygiene and presentation protocols.



Guest Lounge Host

What will we see in post?

Leadership and inspiration you bring professionalism and positivity to every guest interaction.
Delivery and action you get things done smoothly and stay ahead of service needs.
Grit and determination you stay composed under pressure and handle volumes with grace.
Influence and collaboration you listen, act and communicate to support team success.
Creativity and innovation you suggest ways to enhance the guest journey with thoughtfulness.

What is your level of authority?

The role reports to the Guest Lounge Team Leader.

The role works collaboratively across teams including housekeeping, hospitality and experience.

What is a typical day for this role?

You arrive in the lounge early to set tables and check menus. You greet a group of afternoon tea guests, serve their drinks and answer questions about allergens. Later, you tidy the bar, top up condiments and manage table turns ahead of a busy evening. You end your shift by updating the Team Leader on stock and handover notes.

How will we support your development?

We support professional membership with: Institute of Hospitality (IoH) or British Institute of Innkeeping (BII).

We support apprenticeship pathways relevant to the role, including:

Level 2 Hospitality Team Member; Level 2 Customer Service Practitioner; Level 3 Hospitality Supervisor.

Additional CPD and role-specific training (e.g. food and drink service, hospitality etiquette, responsible alcohol service and allergen awareness) may also be supported.

How we remunerate this role?

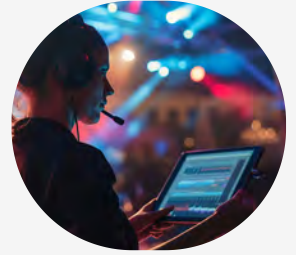
This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £25,000-£27,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings, weekends as part of a rolling roster.



Housekeeping Team Leader

Why does this role exist?

You'll be the standard-bearer for comfort and cleanliness. Through our SHINE mission, you will live our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to lead the housekeeping team in creating warm, immaculate, and tranquil spaces across our bedrooms, public areas, and leisure facilities. With an eye for detail and pride in presentation, you'll help every guest feel respected, relaxed and cared for.

What will you be doing in this role?

Housekeeping leadership Supervise daily operations, manage rotas, and allocate tasks to the housekeeping team.

Quality assurance Inspect rooms and public areas to ensure cleanliness, presentation and guest readiness exceed expectations.

Training and mentorship Provide hands-on guidance, support new starters, and ensure high standards of hygiene and guest interaction.

Stock and equipment Monitor usage, manage stock levels and ensure equipment is maintained, safe and available.

Collaboration Work closely with reception, maintenance and leisure teams to respond quickly to guest or facility needs.

Health, safety and compliance Ensure safe handling of materials, infection control, COSHH compliance and appropriate waste management.

What will you show to us at the start?

You'll have experience in housekeeping or cleaning supervision in a hotel or care setting.

You will hold one or more qualifications: Level 2 or 3 in Housekeeping, Cleaning Supervision, Hospitality or Facilities; COSHH; Infection Control; Manual Handling; Health and Safety; First Aid at Work.

You'll be a role model for consistency and standards, proud of every detail.

You'll be able to give examples of motivating a team and delivering **high guest satisfaction**.

You'll be able to give examples of using checklists, mobile work systems and digital tools.

How will we measure you in post?

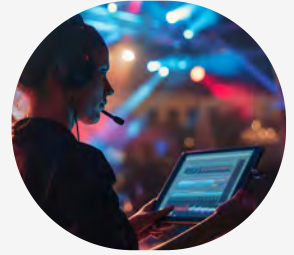
Room readiness and presentation Quality audits, guest feedback and zero missed turnarounds.

Team performance and morale Rosters fulfilled, low absenteeism, positive team engagement.

Guest experience Cleanliness and comfort ratings in post-stay surveys.

Health and safety compliance COSHH and infection control protocols followed; zero avoidable incidents.

Stock and budget efficiency Minimal wastage, timely reporting and good cost control.



Housekeeping Team Leader

What will we see in post?

Leadership and inspiration you lead by doing—supporting, training and setting the pace.
Delivery and action you make sure rooms are turned, spaces spotless and guests wowed.
Grit and determination you handle physical work, tight turnarounds and unexpected needs.
Influence and collaboration you liaise well with all team and look out for your own team.
Creativity and innovation you find new ways to organise work or delight guests.

What is your level of authority?

The role reports to the Guest Experience and Relations Manager.

The role is accountable for up to 8 staff.

The role holds budget responsibility for cleaning equipment, materials and casual cleaning staff.

What is a typical day for this role?

You begin with a handover from the night team, review the rooming list and assign daily tasks. Mid-morning you support a new team member with a training checklist and inspect completed rooms. After lunch, you top up supplies, review feedback and prepare handover notes for the next shift.

How will we support your development?

We support professional membership with: British Institute of Cleaning Science (BICSc) or Institute of Hospitality (IoH).

We support apprenticeship pathways relevant to the role, including:

Level 3 Team Leader or Supervisor; Level 3 Facilities Supervisor; Level 4 Hospitality Manager.

Additional CPD and role-specific training (infection control, COSHH, team supervision, guest service and waste management) may also be supported.

How we remunerate this role?

This role is within our Supervisory scale of £28,000-£48,000. The starting salary can expect to be £28,000-£30,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Supervisory scale receive 28 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings and weekends as part of a rolling roster. Ad hoc cover may be requested.



Guest Experience Team Leader

Why does this role exist?

You'll be the ambassador of welcome and the heartbeat of guest service. Through our SHINE mission, you will drive our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to lead guest support in creating effortless arrivals, responsive assistance, and memorable departures. You will ensure every guest feels acknowledged, valued and supported throughout their stay.

What will you be doing in this role?

Front-of-house leadership Supervise reception, hosts and concierge to ensure a seamless guest journey.

Guest problems and resolutions Handle queries, feedback and incidents with empathy, urgency and professionalism.

Team management Manage rosters, training and shift handovers to maintain high standards.

Check-in/check-out experience Ensure efficient and welcoming booking, arrival and departure experiences.

Concierge and support Coordinate transport, luggage handling, local recommendations and access needs.

Collaboration Work closely with housekeeping, events, catering and leisure teams to anticipate and fulfil guest needs.

What will you show to us at the start?

You'll have experience leading reception or guest-facing teams in hotels, resorts or similar settings.

You will hold one or more qualifications: Level 2 or 3 in Hospitality Supervision, Customer Service, Front Office Operations, or Leadership; First Aid; Health & Safety; Fire Marshal.

You'll be confident leading guest experience, responding to issues and leading from the front. You'll be able to give examples of **uplifting guest interactions** and high-performance team coordination.

You'll be able to give examples of **using technology, platforms and handling sensitive data**.

How will we measure you in post?

Guest satisfaction Ratings for welcome, service and support in guest feedback.

Response times Speed and effectiveness in managing enquiries, complaints and service recovery.

Presentation of performance Consistency in professional appearance, signage and communication.

Team readiness and morale Positive culture, strong handovers, full roster coverage.

Coordination Quality of communication with other teams for seamless guest service.



Guest Experience Team Leader

What will we see in post?

Leadership and inspiration you lead with calm confidence and ensure every guest is welcome.
Delivery and action you get things done quickly and courteously, solving problems with care.
Grit and determination you stay composed under pressure and motivate others in excellence.
Influence and collaboration you connect with all teams to make things run smoothly..
Creativity and innovation you suggest ways to enhance the guest journey with thoughtfulness.

What is your level of authority?

The role reports to the Guest Experience and Relations Manager.

The role is accountable for up to 6 staff but will serve on a roster as duty leader for all front-of-house functions.

The role holds budget responsibility for initial service resolutions and loyalty rewards.

What is a typical day for this role?

You arrive ahead of check-ins to lead the morning briefing, update signage and check welcome materials. You handle a special request for a wedding guest and assist with a concierge booking. Mid-shift, you support a junior host handling a complaint and coordinate with housekeeping. You end your shift by logging feedback and setting up for the evening team.

How will we support your development?

We support professional membership with: Institute of Hospitality (IoH), Hospitality Professionals Association (HOSPA), and Chartered Management Institute (CMI).

We support apprenticeship pathways relevant to the role, including:

Level 3 Hospitality Supervisor; Level 3 Customer Service Specialist; Level 4 Hospitality Manager.

Additional CPD and role-specific training (inclusive guest service, team leadership, incident response and CRM systems) may also be supported.

How we remunerate this role?

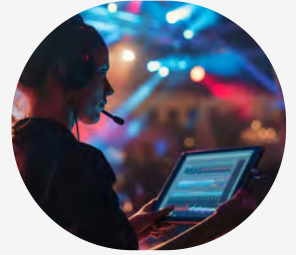
This role is within our Supervisory scale of £28,000-£48,000. The starting salary can expect to be £28,000-£30,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Supervisory scale receive 28 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings and weekends as part of a rolling roster. Ad hoc cover may be requested.



Guest Lounge Team Leader

Why does this role exist?

You'll be the host of our guest lounge and bar. Through our SHINE mission, you will drive our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to lead a warm, polished and professional guest experience in our social and relaxation areas. You will blend leadership, hospitality and a service mindset making every moment inviting and every guest feel at home.

What will you be doing in this role?

Team leadership Lead the lounge host team, plan rosters, and ensure smooth, high-quality service across lounge venues.

Food and beverage Coordinate table service, bar operations and afternoon teas to high presentation and hygiene standards.

Guest experience Anticipate guest needs, resolve service issues promptly, and elevate experiences with personal touches.

Compliance and safety Ensure licensing laws, food safety, allergen guidance and licensing conditions are followed.

Collaboration Work closely with hospitality, guest experience, events and housekeeping teams to align service and space readiness.

Stock and ordering Oversee lounge stock levels, equipment condition, and ordering processes.

What will you show to us at the start?

You'll have experience leading hospitality or bar teams in hotels or restaurant settings.

You will hold one or more qualifications: Level 2 or 3 in Hospitality Supervision, Food and Beverage Service, or Licensed Premises Operations; Food Safety; Allergen Awareness; Personal Licence Holder; First Aid.

You'll be confident managing a team, briefing shifts and adapting to guest flow in real time.

You will be able to give examples of **service which went above and beyond for guests**.

You will be able to give examples of **using POS systems, stock control, and health and safety documentation**.

How will we measure you in post?

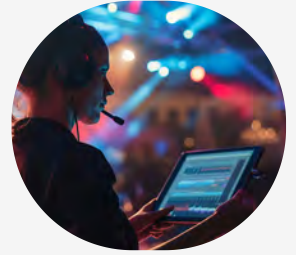
Guest feedback Scores and compliments for the lounge and social areas.

Service quality Pace and polish of delivery, table turns and bar service.

Team culture Positive shift handovers, strong morale, low turnover and strong team performance.

Compliance No breaches in food safety, licensing, or allergen management.

Stock management Good rotation, accurate ordering and waste minimised.



Guest Lounge Team Leader

What will we see in post?

Leadership and inspiration you bring warmth, pace and pride to every shift.

Delivery and action you keep things moving smoothly and spot what needs doing.

Grit and determination you stay composed under pressure and motivate others in excellence.

Influence and collaboration you connect with all teams to make things run smoothly..

Creativity and innovation you suggest ways to enhance the guest journey with thoughtfulness.

What is your level of authority?

The role reports to the Guest Experience and Relations Manager.

The role is accountable for up to 4 staff but will serve on a roster as duty leader for all front-of-house functions.

The role holds budget responsibility for initial service resolutions and loyalty rewards.

What is a typical day for this role?

You arrive early to set up the lounge, check bookings and brief the team. Mid-morning you assume duty leader responsibility and rotate between service areas, ensuring tables are turned and stock is topped up. You step in to resolve a guest complaint and coordinate with kitchen for a dietary specific order. Before handover, you review the evening roster and update service notes.

How will we support your development?

We support professional membership with: Institute of Hospitality (IoH) and British Institute of Innkeeping (BII).

We support apprenticeship pathways relevant to the role, including:

Level 3 Hospitality Supervisor; Level 3 Team Leader; Level 4 Hospitality Manager.

Additional CPD and role-specific training (licensing law, menu engineering, emotional intelligence and leading guest service) may also be supported.

How we remunerate this role?

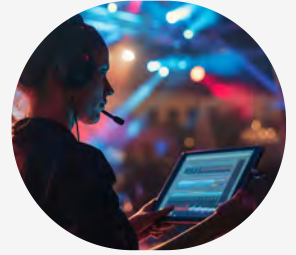
This role is within our Supervisory scale of £28,000-£48,000. The starting salary can expect to be £28,000-£30,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Supervisory scale receive 28 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings and weekends as part of a rolling roster. Ad hoc cover may be requested.



Guest Experience and Relations Manager

Why does this role exist?

You'll be the steward of seamless, heartfelt and memorable stays. Through our SHINE mission, you will embed our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to lead the guest journey across our hotel, lounge, leisure and housekeeping functions. You will oversee the team leaders responsible for delivering exceptional first impressions, spotless environments and unforgettable experiences, ensuring our guests feel cared for, at ease, and at home.

What will you be doing in this role?

Guest journey Champion and coordinate the end-to-end guest experience across front desk, room preparation, amenities and leisure access.

Service teams Line manage the Team Leaders for Housekeeping, Lounge, Guest Experience and Leisure to ensure unified standards, roster resilience and team development.

Guest feedback Respond to high-level queries and complaints, using insight to continuously improve service delivery.

Presentation and standards Maintain consistent, high-quality environments across all public and private guest spaces.

Collaboration Work closely with the Hospitality and Events teams to plan for occupancy, guest flows and major functions.

Systems and reporting Use CRM and service data to assess performance, make improvements and support the wider CXO strategy.

What will you show to us at the start?

You'll have experience leading high standard guest services, or leisure operations in hotels, resorts or hospitality venues.

You will hold one or more qualifications: Level 3 or above in Hospitality Supervision, Hotel Management or Customer Service; First Aid; Fire Safety; Health & Safety; Manual Handling.

You'll have strong people leadership and coordination skills, with examples of delivering change and maintaining standards.

You'll be able to give examples of **managing rosters, supporting wellbeing and maintaining high satisfaction**.

You'll be able to give examples of **using hospitality systems, managing KPIs, and handling sensitive service recovery**.

How will we measure you in post?

Guest satisfaction Performance in reviews and return guest indicators.

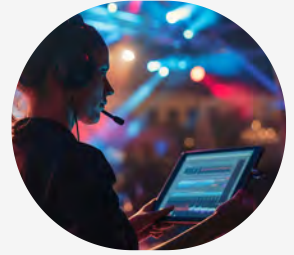
Service recovery Timeframes and outcomes of escalated complaints or complex requests.

Team development Training records, team morale, shift coverage and leadership feedback.

Operational excellence Consistency in cleanliness, room readiness, lounge and leisure presentation.

Collaboration Service alignment with events, hospitality, catering, and operations teams.

Guest Experience and Relations Manager



What will we see in post?

Leadership and inspiration you guide team leaders with clarity, empathy and high expectations

Delivery and action you anticipate pressure points and ensure swift solutions are delivered.

Grit and determination you hold the line on standards and don't shy away from difficulty.

Influence and collaboration you unite teams and partners to deliver one guest experience.

Creativity and innovation you bring fresh ideas to personalise and uplift guest experiences.

What is your level of authority?

The role reports to the Chief Experience Officer.

The role is accountable for 4 staff with responsibility for up to 30.

The role is the budget holder for final service resolutions and loyalty rewards.

What is a typical day for this role?

You begin with a coordination meeting with Team Leaders, adjusting plans for a large wedding and late check-outs. Midday, you review guest feedback, spot check rooms and liaise with kitchen and events. In the afternoon, you respond to a complex access request, support a new team member and ensure the spa ambience is just right. You end by updating KPIs and preparing for the next guest wave.

How will we support your development?

We support professional membership with: Institute of Hospitality (IoH), HOSPA and Chartered Management Institute (CMI).

We support apprenticeship pathways relevant to the role, including:

Level 4 Hospitality Manager; Level 5 Operations or Departmental Manager.

Additional CPD and role-specific training (e.g. inclusive leadership, operational excellence, guest recovery and wellbeing) may also be supported.

How we remunerate this role?

This role is within our Managing scale of £45,000-£65,000. The starting salary can expect to be £44,000-£46,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Managing scale receive 30 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (80%) working Monday to Friday with hybrid (10%) and occasional travel (10%). Flexibility required for evenings, weekends and seasonal peaks aligned to programming.



Assistant Chef

Why does this role exist?

You'll be the hands-on support that keeps the kitchen moving smoothly and safely. Through our SHINE mission, you will live our WISE values—Welcoming, Inclusive, Skilful, Encouraging—as you prepare ingredients, assist chefs, maintain hygiene standards and help deliver delicious, high quality food to guests and event clients alike. Whether prepping, cooking or deep cleaning a station, your role is essential to culinary success.

What will you be doing in this role?

Food preparation Assist with basic food prep including chopping, weighing, mixing and assembling ingredients for service and events.

Cooking support Support chefs with cooking tasks on the line or in bulk prep, depending on experience and training.

Kitchen hygiene and cleaning Maintain high standards of cleanliness in kitchen areas and equipment, following COSHH, HACCP and kitchen hygiene protocols.

Stock rotation and deliveries Receive and store deliveries; rotate stock and manage labelling and storage in line with food safety procedures.

Event and service support Support plating, presentation and buffet setup during large events and assist in post service clean down.

Collaboration Work under the direction of the Head and Sous Chef to keep pace with kitchen flow and support wherever needed.

What will you show to us at the start?

You may have experience in a kitchen, catering or food preparation environment.

You may hold one or more qualifications: Level 2 Food Hygiene; Level 2 in Professional Cookery, Kitchen Services or Hospitality Team Member; COSHH Awareness; Allergen Awareness.

You'll be a reliable team player with good pace and attention to detail.

You'll be able to give examples of **working shifts, prepping food, or cleaning in a busy kitchen.**

You'll be able to give examples of **working as part of a team.**

How will we measure you in post?

Service readiness and reliability Prep completed on time and to standard across daily and event menus.

Food safety and hygiene compliance Consistently high cleaning standards, supported by audit results and checklists.

Teamwork and contribution Positive feedback from chefs, attendance and flexibility across shifts.

Guest feedback Presentation and consistency of food delivered, including buffets and plated service.

Stock handling and rotation Correct labelling, storage, and rotation procedures followed at all times.



Assistant Chef

What will we see in post?

Leadership and inspiration you set an example by taking pride in a clean, organised space.

Delivery and action you complete tasks efficiently and reliably, keeping pace with the team.

Grit and determination you stay focused during long shifts and adapt quickly if plans change.

Influence and collaboration you respond quickly to instructions and support team flow.

Creativity and innovation you show interest in learning new skills and contributing ideas.

What is your level of authority?

The role reports to the Head Chef and Sous Chef.

The role may be asked to guide casual or external providers.

What is a typical day for this role?

You begin your shift checking the prep list and collecting ingredients. You chop veg and weigh ingredients while keeping your station clean. Mid-morning, you plate up breakfast items and help set up a buffet. After service, you clean down your section and label stock before assisting with deliveries. You support the team through lunch before handing over for the next shift.

How will we support your development?

We support professional membership with: Craft Guild of Chefs (CGC).

We support apprenticeship pathways relevant to the role, including:

Level 2 Commis Chef; Level 2 Hospitality Team Member.

Additional CPD and role-specific training (e.g. food safety, knife skills, allergen management and kitchen procedures) may also be supported.

How we remunerate this role?

his role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £25,000-£27,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings, weekends as part of a rolling roster.



Hospitality Assistant

Why does this role exist?

You'll be at the heart of delivering seamless, warm and high-quality service across our restaurant and event spaces. Through our SHINE mission, you will live our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to life in every interaction, making sure guests feel cared for and every moment runs smoothly. Whether pouring coffee, clearing tables or supporting a wedding reception, your role helps shape joyful guest memories.

What will you be doing in this role?

Restaurant and event service Deliver food and beverage service across breakfast, lunch, dinner and events, ensuring pace, accuracy and warmth.

Guest interaction Welcome guests, take orders, provide information on menus, and support special requests or dietary needs.

Table setup and clearing Ensure dining and event spaces are laid out to standard, kept clean, and reset efficiently between uses.

Hygiene and compliance Follow food safety, allergen and hygiene protocols in all areas of service and preparation.

Support Work as part of a team, rotating between roles and areas based on need and event demand.

Feedback Share guest feedback, service updates and suggestions with supervisors to support team improvement.

What will you show to us at the start?

You may have experience in hospitality, customer service or event support.

You may hold one or more qualifications: Level 1 or 2 Food Hygiene; Hospitality Team Member; Allergen Awareness; Licensing Awareness.

You'll be friendly and adaptable, with a genuine interest in providing excellent guest service.

You'll be able to give examples of **working in a fast-paced, team-based environment.**

You'll be able to give examples of **responding professionally to needs and following procedures.**

How will we measure you in post?

Service quality and guest feedback Standards of delivery observed during service; guest surveys and comments.

Presentation and setup Cleanliness, layout and attention to detail in event and dining spaces.

Team contribution Reliable support for colleagues and flexible response to shift needs.

Compliance and awareness Understanding and use of food safety, allergen and hygiene protocols.

Development Participation in buddying, CPD and service improvement efforts.

Hospitality Assistant



What will we see in post?

Leadership and inspiration you role-model a calm, positive and service-focused approach.
Delivery and action you carry out tasks quickly and carefully with an eye for quality.
Grit and determination you stay cheerful and consistent during long shifts or busy services.
Influence and collaboration you work helpfully with others and represent the team well.
Creativity and innovation you suggest small touches or ideas to improve the guest journey.

What is your level of authority?

The role reports to the Hospitality Team Leader.

What is a typical day for this role?

You check the floor plan and help set up for breakfast. You welcome guests, top up buffets, and clear plates smoothly. Midday, you switch to an event setup, helping lay tables and fold napkins. You return to the restaurant for lunch, supporting a large group booking. You end the shift by resetting tables, wiping down service areas and preparing for the next team.

How will we support your development?

We support professional membership with: Institute of Hospitality (IoH).

We support apprenticeship pathways relevant to the role, including:
Level 2 Hospitality Team Member.

Additional CPD and role-specific training (e.g. food safety, allergen awareness, wine service and guest experience) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £25,000-£27,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings, weekends as part of a rolling roster.



Head Chef

Why does this role exist?

You'll be the creative and operational heart of our kitchen. Through our SHINE mission, you will drive our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to lead the day-to-day culinary operation fuelling guest delight, team pride and memorable hospitality. Whether it's breakfast, fine dining, a wedding feast or seasonal celebration, your leadership will bring precision, flavour and flair to every plate.

What will you be doing in this role?

Menu planning and execution Develop and deliver exceptional, inclusive menus across restaurant, lounge and events, aligned to guest expectations and seasonal trends.

Team mentoring Lead, train and inspire a small brigade of chefs and kitchen assistants to uphold consistency, creativity and high performance.

Kitchen operations Oversee food preparation, presentation and timely service, coordinating with front-of-house to ensure smooth delivery.

Hygiene and safety compliance Maintain high standards of cleanliness and safety in line with HACCP, allergen procedures and internal audits.

Stock and resource control Order and manage stock efficiently, minimising waste and supporting cost control without compromising on quality.

Guest satisfaction Respond to guest feedback, contribute to events and deliver food that reflects care, pride and innovation.

What will you show to us at the start?

You'll have experience as a Head or Sous Chef in a hotel, events venue or high-quality restaurant.

You will hold one or more qualifications: Level 3 Professional Cookery or Catering; Level 3 Food Safety Supervision; HACCP; Allergen Awareness; First Aid at Work.

You'll be a team leader with a strong presence on the pass and the prep bench.

You'll be able to give examples of **delivering service under pressure** and **coaching junior chefs**.

You'll be able to give examples of **adapting menus and workflow for events, dietary requirements or service variation**.

How will we measure you in post?

Food quality and consistency Guest and client feedback, mystery diner reports and visual presentation standards.

Food hygiene and audit Internal and external audit results; compliance with allergen and HACCP requirements.

Team development Brigade stability, progression and performance feedback.

Cost control and waste management Stock levels, portion control, supplier use and waste reporting.

Service flow and timeliness Coordination across kitchen and front-of-house; service reviews and feedback.

Head Chef



What will we see in post?

Leadership and inspiration you set the culinary tone, lead calmly, and inspire motivation.

Delivery and action you maintain high pace and high standards, leading from the front.

Grit and determination you adapt to last minute changes, guest needs or event demands.

Influence and collaboration you work with others to ensure smooth, guest centred delivery.

Creativity and innovation you bring flair to the plate and regularly refresh menus to delight.

What is your level of authority?

The role reports to the Guest Experience and Relations Manager.

The role is accountable for up to 10 staff.

What is a typical day for this role?

You begin with a kitchen check and prep walkthrough, confirming cover counts and service plans. You assign sections to the team and prepare specials for the day. You support breakfast handover and begin bulk prep for an upcoming wedding. Midday involves overseeing lunch service, assisting with deliveries and rotating stock. You end the day with a team debrief and mise en place planning for tomorrow.

How will we support your development?

We support professional membership with: Institute of Hospitality (IoH) or Craft Guild of Chefs (CGC).

We support apprenticeship pathways relevant to the role, including:

Level 3 Senior Production Chef; Level 4 Hospitality Manager.

Additional CPD and role-specific training (kitchen leadership, allergens, cost control, sustainable sourcing and food trends) may also be supported.

How we remunerate this role?

This role is within our Supervisory scale of £28,000-£48,000. The starting salary can expect to be £37,000-£40,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Supervisory scale receive 28 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings and weekends as part of a rolling roster. Ad hoc cover may be requested.



Sous Chef

Why does this role exist?

You'll be dependable in keeping our kitchen running with precision and care. Through our SHINE mission, you will live our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to support the Head Chef in leading daily service and mentoring junior chefs. Whether covering breakfast, evening dining or special events, you'll play a vital role in making each guest experience exceptional.

What will you be doing in this role?

Daily kitchen leadership Support the Head Chef in service planning, prep supervision, and service delivery across all dining and event formats.

Food preparation and plating Prepare, cook, and present dishes to high standards, ensuring quality, consistency and timely service.

Team support Guide junior chefs and kitchen assistants; step up in the Head Chef's absence to coordinate kitchen operations.

Compliance and food safety Ensure food hygiene, HACCP protocols, allergen control and cleaning standards are upheld across shifts.

Stock, rotation and waste Assist with stock checks, deliveries and portion control to support cost-efficiency and sustainability.

Collaboration Work closely with front-of-house to ensure smooth coordination and rapid response to guest needs.

What will you show to us at the start?

You'll have experience in a busy kitchen, ideally as a Sous or experienced Chef de Partie.

You will hold one or more qualifications: Level 2 or 3 Professional Cookery; Level 2 Food Hygiene; HACCP; Allergen Awareness; First Aid.

You'll be a team player who remains calm and professional under pressure.

You'll be able to give examples of **supervising a section or shift** and coaching less experienced team members.

You'll be able to give examples of **maintaining food quality, hygiene and pace** in high-demand environments.

How will we measure you in post?

Food quality and presentation Standards of prep and plating across services; feedback from guests and audits.

Service consistency Timeliness and smooth running of kitchen operations across all shifts.

Team support Ability to cover sections, adapt to changes and lead in Head Chef's absence.

Hygiene and compliance Adherence to food safety and allergen controls.

Stock and waste awareness Support of portion control, rotation and waste minimisation efforts.

Sous Chef



What will we see in post?

Leadership and inspiration you motivate the team through hands-on leadership.

Delivery and action you keep service flowing and uphold quality even under pressure.

Grit and determination you roll up your sleeves to get the job done, whatever the shift brings.

Influence and collaboration you communicate clearly and work closely with all teams.

Creativity and innovation you contribute to specials and find improvements in process.

What is your level of authority?

The role reports to the Head Chef.

The role will lead shifts in the absence of the Head Chef and mentor junior chefs and assistants.

What is a typical day for this role?

You start with prep allocation and mise en place checks, then cook a plated breakfast order while briefing the junior chef on lunch service. During a wedding reception, you run the pass and liaise with front-of-house on timings. After service, you help rotate stock and complete end of day checks before handing over to the evening team.

How will we support your development?

We support professional membership with: Craft Guild of Chefs (CGC) or Institute of Hospitality (IoH).

We support apprenticeship pathways relevant to the role, including:

Level 3 Senior Production Chef; Level 4 Hospitality Manager.

Additional CPD and role-specific training (e.g. food safety, kitchen supervision, allergens and sustainable cooking) may also be supported.

How we remunerate this role?

This role is within our Supervisory scale of £28,000-£48,000. The starting salary can expect to be £28,000-£32,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Supervisory scale receive 28 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings and weekends as part of a rolling roster. Ad hoc cover may be requested.



Hospitality Team Leader

Why does this role exist?

You'll be the driving force behind front-of-house dining and events service. Through our SHINE mission, you will drive our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to ensure our restaurant and events spaces deliver warm, polished, and unforgettable hospitality. From leading a breakfast shift to managing service at a gala dinner, you'll bring energy, expertise and heart to every guest moment.

What will you be doing in this role?

Service leadership Oversee food and beverage service in the restaurant and event venues, ensuring standards of timing, presentation and guest care.

Team coordination Lead and support hospitality assistants, allocate sections, brief on daily menus and manage guest flow.

Event delivery Ensure smooth setup and delivery of weddings, conferences and formal dining functions, coordinating with the kitchen and events team.

Guest experience Welcome guests, respond to requests and resolve service issues quickly and professionally.

Compliance and hygiene Ensure team adherence to licensing laws, allergen controls and hygiene protocols across shifts.

Training and mentoring Support onboarding and ongoing development of hospitality team members to build confidence and consistency.

What will you show to us at the start?

You'll have experience in restaurant or event service in a hotel or venue setting.

You will hold one or more qualifications: Level 2 or 3 in Hospitality Supervision; Level 2 Food Safety; Allergen Awareness; Licensing Awareness; First Aid at Work.

You'll be a confident host with a passion for great service and team motivation.

You'll be able to give examples of **leading service in a fast-paced environment** and **responding to guest needs**.

You'll be able to give examples of **coaching staff**, running briefings and **improving team performance**.

How will we measure you in post?

Guest satisfaction Feedback and reviews specific to dining and events service.

Service quality Delivery standards observed through walkarounds, mystery diners and guest reports.

Team morale Shift stability, feedback and contribution to a positive workplace.

Compliance and hygiene Audit results and team understanding of food safety and allergen policies.

Training and development Induction support, buddying effectiveness and contribution to upskilling the team.



Hospitality Team Leader

What will we see in post?

Leadership and inspiration you motivate with clear direction, energy and pride in the service.

Delivery and action you anticipate service flow and take decisive action to keep smooth.

Grit and determination you step in under pressure turning challenges to seamless experience.

Influence and collaboration you build trust with kitchen, events and guest services.

Creativity and innovation you suggest improvements and try new ways to delight guests.

What is your level of authority?

The role reports to the Hospitality and Catering Manager.

The role is accountable for up to 8 posts.

The role holds budget responsibility for initial service resolutions and loyalty rewards.

What is a typical day for this role?

You begin by checking reservations and reviewing the event calendar. You brief the team on breakfast specials and assign zones. As lunch service begins, you check floor readiness, respond to dietary needs, and coordinate timings with the kitchen. In the afternoon, you set up for a conference dinner and welcome early guests before overseeing evening service.

How will we support your development?

We support professional membership with: Institute of Hospitality (IoH) or Chartered Management Institute (CMI).

We support apprenticeship pathways relevant to the role, including:

Level 3 Hospitality Supervisor; Level 4 Hospitality Manager.

Additional CPD and role-specific training (e.g. leadership, wine and beverage service, allergen protocols, and event delivery) may also be supported.

How we remunerate this role?

This role is within our Supervisory scale of £28,000-£48,000. The starting salary can expect to be £28,000-£30,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Supervisory scale receive 28 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings and weekends as part of a rolling roster. Seasonal working arrangements based on event schedule.



Hospitality and Catering Manager

Why does this role exist?

You'll be the conductor of exceptional food and drink experiences across our hotel, restaurant, lounge and conferencing venues. Through our SHINE mission, you will embed our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to deliver quality, creativity, and consistency in every plate and pour. You will lead a dynamic kitchen and front-of-house team to create joyful, seamless, and memorable hospitality that enhances every guest journey.

What will you be doing in this role?

Leadership and operational oversight Lead kitchen and catering operations across the campus, ensuring coordination between restaurant, lounge, and events.

Menu and product development Work with the Head Chef to design seasonal, inclusive, and sustainable menus tailored to the diversity of guest events and dietary needs.

Compliance and food safety Oversee food hygiene, allergen protocols, licensing compliance and regulatory audits to ensure excellence and safety.

Team development Manage rosters, training and performance across chef and catering staff to maintain high morale and standards.

Stock and cost control Ensure purchasing, inventory, portioning and pricing supports profitability, minimises waste, and reflects ethical sourcing.

Guest experience Monitor service quality and guest satisfaction; respond proactively to feedback and trends.

What will you show to us at the start?

You'll have experience managing food and beverage services in a hotel, high-end restaurant or events venue.

You will hold one or more qualifications: Level 4 Hospitality Manager; Level 3 or 4 in Kitchen Management, Culinary Arts or Food Safety; Personal Licence Holder Certificate; Allergen Awareness; HACCP; First Aid at Work.

You'll be a leader who brings calm under pressure, with a focus on guest satisfaction and seamless delivery.

You'll be able to give examples of **coordinating large-scale dining and events** and **supporting staff** across back and front of house.

You'll be able to give examples of **leading and motivating teams** while ensuring excellence in standards.

How will we measure you in post?

Guest satisfaction Feedback, review metrics and return visits to our food venues.

Food hygiene and compliance Audit results, allergen management and licensing records.

Team morale Performance management, rota fairness, and internal promotion.

Cost control and profitability Food cost percentages, waste metrics and supplier efficiency.

Innovation and seasonal offerings Uptake of specials, themed events, and bespoke menus.

Hospitality and Catering Manager



What will we see in post?

Leadership and inspiration you set high standards and coach your team to deliver excellence.
Delivery and action you are hands-on when needed, ensuring flawless delivery.
Grit and determination you stay cool, calm and precise in high-pressure service environments.
Influence and collaboration you unite teams and partners to deliver one guest experience.
Creativity and innovation you translate feedback and trends into thoughtful culinary offerings.

What is your level of authority?

The role reports to the Chief Experience Officer.
The role is accountable for 2 staff with responsibility for up to 20.
The role is the budget holder for hospitality and catering.

What is a typical day for this role?

You begin by checking prep lists, stock and morning event briefs. You meet with the Head Chef to review specials and check delivery logs. Late morning, you walk the floor during breakfast turnover and check in with front of house and events. You update cost trackers and prepare rosters before briefing the kitchen ahead of a large dinner service. You step in to coordinate guest feedback and assist the lounge team with a last minute dietary request.

How will we support your development?

We support professional membership with: Institute of Hospitality (IoH) or Chartered Management Institute (CMI).

We support apprenticeship pathways relevant to the role, including:
Level 4 Hospitality Manager; Level 5 Operations Departmental Manager.

Additional CPD and role-specific training (e.g. licencing law, food safety, event management, sustainability and coaching for performance) may also be supported.

How we remunerate this role?

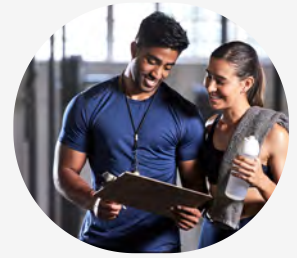
This role is within our Managing scale of £45,000-£65,000. The starting salary can expect to be £44,000-£46,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Managing scale receive 30 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (80%) working Monday to Friday with hybrid (10%) and occasional travel (10%). Flexibility required for evenings, weekends and seasonal peaks aligned to programming.



Wellness Centre Assistant

Why does this role exist?

You'll be the welcoming first face and the organised helping hand of our wellness spaces. Through our SHINE mission, you will live our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to provide smooth, supportive and seamless service across our gym, pool and spa facilities. Whether preparing spaces, assisting bookings or offering friendly service at the desk, you will ensure every guest feels looked after.

What will you be doing in this role?

Guest welcome and support Greet guests and residents warmly at the wellness reception; assist with check-in, appointments and service queries.

Facility presentation Clean and prepare spa, poolside and gym areas; maintain high standards of hygiene and ambience.

Stock and towel management Support laundry turnaround, spa robe preparation, and restocking of wellness products and equipment.

Service desk Assist with wellness bookings, membership questions and accurate record keeping at the spa and gym reception.

Team collaboration Support therapists, coaches and lifeguards with space readiness, guest needs and flexible cover.

Emergency support Understand lifeguard signals and assist in emergency procedures as trained and directed.

What will you show to us at the start?

You may have experience in hospitality, spa, fitness or customer-facing support roles.

You may hold one or more qualifications: Level 2 Customer Service; Level 2 or 3 Health and Fitness; Emergency First Aid or Lifeguard Awareness; COSHH Awareness; Poolside Hygiene.

You'll be an organiser who can move between reception, cleaning, and guest interaction with ease.

You'll be able to give examples of **providing high-quality guest service** and keeping a **space clean and calm**.

You'll be able to give examples of **team support** and **clear, kind communication**.

How will we measure you in post?

Guest service and responsiveness Positive guest feedback on welcome, cleanliness and responsiveness.

Space hygiene Audits of cleanliness, stock levels, towel and robe systems.

Booking and reception Accuracy and timeliness of wellness diary support and check-ins.

Team reliability Support given across wellness team and adaptability across duties.

Compliance and safety awareness Adherence to basic safety, COSHH and emergency protocols.



Wellness Centre Assistant

What will we see in post?

Leadership and inspiration you set a calm and positive tone for guests entering the space.

Delivery and action you ensure every towel, space and check-in is smooth and professional.

Grit and determination you manage tasks quickly and consistently, even during busy periods.

Influence and collaboration you support your team, notice what's needed, and step in.

Creativity and innovation you suggest small touches or efficiencies to improve experience.

What is your level of authority?

The role reports to the Wellness Centre Team Leader.

What is a typical day for this role?

You begin by preparing towels and robes and checking treatment rooms. You assist with early guest arrivals and help a coach restock equipment. Mid-morning, you clean spa areas and complete laundry rotation. After a break, you take over the reception desk, handle new bookings and chat with a guest about their next appointment. You end the shift with a reset and notes for the evening team.

How will we support your development?

We support professional membership with: Institute of Hospitality (IoH) or Chartered Institute for the Management of Sport and Physical Activity (CIMSPA).

We support apprenticeship pathways relevant to the role, including:
Level 2 Customer Service Practitioner; Level 2 Leisure Team Member.

Additional CPD and role-specific training (e.g. cleaning and hygiene, front desk service, spa procedures and emergency response) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £25,000-£27,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings, weekends as part of a rolling roster.



Wellness Centre Therapist

Why does this role exist?

You'll be the hands and heart of our wellbeing offer. Through our SHINE mission, you will live our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to deliver high-quality treatments that soothe, restore, and uplift. You will ensure every guest feels seen, relaxed and renewed, providing a premium experience within our spa and leisure environment.

What will you be doing in this role?

Guest treatment Provide a range of professional massage, body and beauty treatments tailored to guest needs and preferences.

Ambience and space Maintain a calming, safe and inviting environment in all treatment areas, ensuring rooms are clean, well-stocked and atmospherically prepared.

Client care Conduct health and wellness consultations, adjust treatments for safety and comfort, and respond empathetically to concerns.

Product and stock management Support inventory checks, prepare products for treatments, and make product recommendations aligned with guest needs.

Collaboration Coordinate bookings with the wider leisure, experience and hospitality teams.

Compliance Ensure accurate record-keeping and compliance with health, safety, and hygiene standards.

What will you show to us at the start?

You'll have experience as a spa or beauty therapist in hotel, wellness or leisure settings.

You will hold one or more qualifications: Level 3 Beauty Therapy; Level 3 Massage Therapy; Aromatherapy, Reflexology or other specialist therapies; First Aid .

You'll have delivered professional treatments and managed client care in a sensitive and confidential way.

You'll be able to give examples of **creating tranquil spaces** and responding to **guest wellbeing needs**.

How will we measure you in post?

Guest satisfaction Ratings, return bookings, and personalised feedback on treatments.

Treatment delivery Adherence to brand, technique, timing and wellness best practices.

Health, safety and hygiene Compliance with protocols, cleanliness audits, and safe treatment delivery.

Team collaboration Willingness to adapt, support and communicate well across leisure operations.

Retail and product alignment Appropriate and professional product recommendations to support guest aftercare.



Wellness Centre Therapist

What will we see in post?

Leadership and inspiration you create calm through presence, tone and professional warmth.
Delivery and action you deliver treatments to time, with precision and focus.
Grit and determination you ground in high standards, even when schedules are complex.
Influence and collaboration you are a trusted part of the guest experience journey.
Creativity and innovation you suggest ways to enhance the guest journey with thoughtfulness.

What is your level of authority?

The role reports to the Leisure Team Leader.

The role works collaboratively across teams including housekeeping, hospitality and experience.

What is a typical day for this role?

You begin by checking your bookings and preparing your treatment room. Your first guest requests a massage with adjusted pressure and a calming focus. Midday, you sanitise and reset the room, restock products, and assist a guest with aftercare advice. In the afternoon, you take part in a huddle, suggest a relaxation playlist update, and prepare for an express facial guest.

How will we support your development?

We support professional membership with: British Association of Beauty Therapy and Cosmetology (BABTAC) or Federation of Holistic Therapists (FHT).

We support apprenticeship pathways relevant to the role, including:

Level 3 Advanced Beauty and Spa Therapist; Level 3 Wellbeing and Holistic Therapist; Level 4 Sports Massage Therapist.

Additional CPD and role-specific training (e.g. new techniques, product lines, wellbeing trends, mental health awareness, and guest consultation skills) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £28,000-£30,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings, weekends as part of a rolling roster.



Wellness Centre Coach

Why does this role exist?

You'll be the energiser of personal progress and everyday wellness. Through our SHINE mission, you will live our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to support both guests and residents to meet their health, fitness and wellbeing goals. With dual responsibilities across the gym and pool, you will inspire confidence, lead safe practice and offer expert guidance.

What will you be doing in this role?

Fitness coaching and personal training Deliver tailored fitness support to guests and referred residents, including inductions, 1-to-1 coaching and fitness plans.

Lifeguarding and poolside safety Provide vigilant, qualified supervision of the swimming pool during rotation; ensure guest safety and support emergency procedures when needed.

Wellbeing advice and motivation Actively engage with guests and residents to encourage healthy lifestyles, fitness routines and confidence in using facilities.

Facility presentation Support daily checks of gym, pool and equipment to ensure cleanliness, functionality and ambience across wellness spaces.

Collaboration Work with the Service Support team for clinical referrals, and coordinate with the wider Leisure team for scheduling and service delivery.

Documentation Keep accurate records of inductions, plans, and incident logs; maintain a professional and discreet approach to guest progress.

What will you show to us at the start?

You'll have experience as a fitness instructor, personal trainer or lifeguard in a leisure or hospitality setting.

You will hold one or more qualifications: Level 2 or 3 Gym Instructor or Personal Trainer; RLSS National Pool Lifeguard Qualification (NPLQ); First Aid.

You will be a motivating presence who can guide and adapt sessions to meet a wide range of fitness needs.

You'll be able to give examples of **supporting both guests** with sensitivity, discretion and professional boundaries.

You'll be able to give examples of **maintaining a safe environment**, while supporting wellbeing programmes and data entry or reporting tools.

How will we measure you in post?

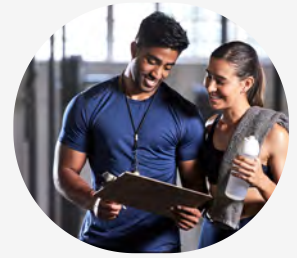
Guest and resident engagement Uptake, progress and feedback on personal training and wellbeing support.

Lifeguarding performance Safety record, incident handling and contribution to daily pool readiness.

Compliance and training Ongoing certification in lifeguarding, first aid and fitness standards.

Team integration Collaborative working across the Leisure and Delivery teams.

Facility quality Clean, safe and confidence-inspiring spaces; feedback from users.



Wellness Centre Coach

What will we see in post?

Leadership and inspiration you lead by doing, helping others believe in their journey.

Delivery and action you are present, prepared and proactive on the gym floor and poolside.

Grit and determination you support all guests with energy and positivity.

Influence and collaboration you listen and guide sensitively, understanding diverse needs.

Creativity and innovation you bring variety and enthusiasm adapting to each individual.

What is your level of authority?

The role reports to the Wellness Team Leader.

The role works collaboratively across teams including health and wellbeing.

What is a typical day for this role?

You start with a poolside shift, keeping a watchful eye on safety and checking ambient conditions. Mid-morning, you deliver a gym induction for a referred resident and support a guest using resistance machines. After a team break, you update a training plan, lead a small group stretch session and clean down equipment. Your day ends with handover notes and a wellbeing follow-up.

How will we support your development?

We support professional membership with: Chartered Institute for the Management of Sport and Physical Activity (CIMSPA).

We support apprenticeship pathways relevant to the role, including:
Level 3 Personal Trainer; Level 4 Wellbeing Coach.

Additional CPD and role-specific training (e.g. mental health first aid, inclusive fitness, trauma-informed coaching and water safety) may also be supported.

How we remunerate this role?

This role is within our Operational scale of £25,000-£35,000. The starting salary can expect to be £28,000-£30,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Operational scale receive 25 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings, weekends as part of a rolling roster.



Wellness Centre Team Leader

Why does this role exist?

You'll be the calm confidence behind our wellness spaces. Through our SHINE mission, you will drive our WISE values—Welcoming, Inclusive, Skilful, Encouraging—to lead the team delivering outstanding experiences in our swimming pool, thermal suite, gym and spa. You will ensure every visit is safe, personalised, and restorative, championing wellbeing, service standards and space ambience.

What will you be doing in this role?

Team leadership Lead the leisure team, ensure shift coverage, daily briefings, and support development of coaches, therapists and assistants.

Guest experience Maintain smooth, supportive guest service across wellness bookings, fitness sessions and spa treatments.

Facility oversight Monitor cleanliness, functionality and ambience of all leisure spaces; ensure water testing and daily checks are completed.

Compliance and safety Ensure full adherence to health and safety, COSHH, lifeguarding protocols, and emergency response procedures.

Booking and communication Manage the leisure diary, bookings and guest requests, ensuring coordination with reception and events.

Collaboration Work with the Guest Experience and Relations Manager to manage service recovery or special requests.

What will you show to us at the start?

You'll have experience in spa, leisure or wellbeing leadership in a hotel or wellness environment.

You will hold one or more qualifications: Pool Plant Operations; Level 2 or 3 Gym Instructor; Level 2 or 3 Beauty or Spa Therapy; Emergency First Aid or Lifeguard; Health & Safety.

You'll have team leadership experience, supporting junior staff and ensuring a safe, responsive guest experience.

You'll be able to give examples of **managing wellness bookings, responding to guest concerns** and **maintaining service ambience**.

You'll be able to give examples of **using booking software, stock management, and compliance reporting**.

How will we measure you in post?

Guest feedback and service quality Ratings and compliments for spa, pool, gym and treatment services.

Team development and morale Performance, wellbeing, and training of leisure staff.

Health and safety compliance Adherence to daily checks, audits, and emergency response protocols.

Facility presentation Cleanliness, repair status and atmosphere of wellness spaces.

Booking coordination Diary planning, handovers, and integration with events and guest services.



Wellness Centre Team Leader

What will we see in post?

Leadership and inspiration you bring a calm, motivating presence and lead by example.

Delivery and action you keep things moving smoothly across the wellness journey.

Grit and determination you stay composed under pressure and motivate others in excellence.

Influence and collaboration you connect with all teams to make things run smoothly.

Creativity and innovation you suggest ways to enhance the guest journey with thoughtfulness.

What is your level of authority?

The role reports to the Guest Experience and Relations Manager.

The role is accountable for up to 10 staff.

The role holds budget responsibility for leisure activity partners and casual leisure staff.

What is a typical day for this role?

You start by checking the spa diary and water test logs. You lead the morning huddle and set up the pool, thermal suite and treatment rooms. Mid-morning, you step in to adjust schedules due to staff absence. After lunch, you respond to a guest recovery case and coordinate a last minute massage booking. You end with an end-of-day check and prepare handover notes..

How will we support your development?

We support professional membership with: Chartered Institute for the Management of Sport and Physical Activity (CIMSPA) or British Association of Beauty Therapy and Cosmetology (BABTAC).

We support apprenticeship pathways relevant to the role, including:

Level 3 Leisure Duty Manager; Level 4 Wellbeing Coach.

Additional CPD and role-specific training (spa innovation, fitness leadership, first aid, safeguarding and wellness operations) may also be supported.

How we remunerate this role?

This role is within our Supervisory scale of £28,000-£48,000. The starting salary can expect to be £28,000-£30,000. Each year, the People, Culture and Change Committee (PCCC) will consider a pay award (minimum of the CPIH as reported in Q3 plus a delivery-based increase) until the top of the scale is reached.

The Supervisory scale receive 28 days annual leave and a further 8 days for bank holidays, 1 day for your birthday, and 1 day for the organisation's birthday. Ignis Lodge provides pension scheme contributions of 8% where an employee contributes 4%. We will increase our contribution by 2% for every 1% from the employee up to a maximum of 12%.

Further employee benefits are available and can be found on The Foundry.

Where do we need you to work?

Physical and on site at our Midlands campus (100%) working shifts covering days, evenings and weekends as part of a rolling roster. Ad hoc cover may be requested.