

PRIVATE & CONFIDENTIAL

Candidate Brief



The Queen's Chapel
of the Savoy



The Queen's Chapel of the Savoy Chapel Steward

UI202

January 2021

Managing Director
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Welcome from Canon Thomas Woodhouse – The Chaplain

Dear Candidate,

I am delighted that you have expressed an interest in applying to be the Chapel Steward of The Queen's Chapel of the Savoy. We hope that you find the information useful in this candidate brief and also on our website: <https://royalchapelsavoy.org/>

We are looking to appoint a Chapel Steward to help facilitate the smooth running of the chapel in all its aspects, and to support the Chaplain in expanding the chapel's activities. The role entails frequent liaison with other Chapel staff, Duchy of Lancaster personnel and outside agencies, as well as regular contact with members of the public. The successful candidate must be practising Christian, and supportive of the work of the Royal Family and the Duchy of Lancaster.

The role requires excellent interpersonal skills with the ability to communicate with people from all walks of life. The post involves a broad range of responsibilities and key will be previous experience in a senior administrative role and financial book-keeping and basic accounting.

If this is an opportunity that appeals to you, and you have the skills set out in the job description and key responsibilities section in this candidate brief - we would very much like to hear from you.

For a confidential conversation with our recruitment partners - Thewlis Graham Associates, please contact Sarah Thewlis, Managing Director on 0207 850 4781 or email applications@thewlisgraham.com. Sarah will be happy to discuss this opportunity with you and answer any questions you may have.

Yours sincerely

Canon Thomas Woodhouse

2. About The Queen's Chapel of the Savoy

The Queen's Chapel of the Savoy that you see today in Savoy Hill, London, was built as part of a charitable foundation under the terms of the will of King Henry VII in the early sixteenth century. On 11 May 1537 King George VI commanded that it should be the Chapel of the Royal Victorian Order.

Who we are

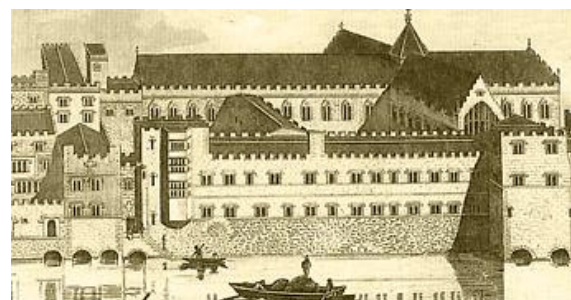
The Queen's Chapel of the Savoy has an unusual status. As a private royal chapel of Her Majesty The Queen, it is not subject to episcopal jurisdiction. We honour Her Majesty as our Queen, and in right of her Duchy of Lancaster. Yet we do not forget the prime purpose for our existence. The chapel is a sacred space where we gather to experience the power and love of the living God of earth and heaven in sacrament, worship, prayer and music, set in 'the beauty of holiness.' The chapel is dedicated in the name of Saint John the Baptist, the great forerunner of Jesus Christ. Here we listen to the teachings of Christ and endeavour to follow the path of love and humility that he set for us.



We are an inclusive community, and we welcome strangers and pilgrims who move hesitantly and uncertainly through this world, seeking to know more about the God who loves, inspires and guides us, always looking outwards to serve the world around us.

History

A palace was built on the Savoy estate in the fourteenth century by John of Gaunt (1340-1399), a younger son of King Edward III. Its lifetime was short. It was plundered and burned in 1381 during the Peasants' Revolt. Contrary to a persistent belief, nothing of the palace survives above ground. It remained semi-derelict until what was left of it was cleared away in the early sixteenth century by command of King Henry VII to construct a foundation known as 'Hospital of Henry late King of England of the Savoy'. The hospital was begun towards the end of the king's reign and completed by 1515. It was a charitable foundation to provide a night's lodging for 100



The Savoy Hospital as constructed in the early sixteenth century. The chapel (with offset tower) can be seen in the upper left-hand corner.

'pour and nedie' men. Engravings of the hospital show an extensive complex of buildings, including a great dormitory, longer than Westminster Hall, and three chapels, dedicated to St John the Baptist, St Catherine and Our Lady. The hospital foundation was dissolved in 1702 and most of the complex was demolished in the early nineteenth century for redevelopment and to allow the construction of the approach road to the new Waterloo Bridge. All that survives today is the Chapel of St John the Baptist, now known as The Queen's Chapel of the Savoy.

Renovations

The appearance of the chapel has changed many times in its long history, principally the extensive restoration required after a devastating fire which gutted the chapel in 1864, leaving only the four walls still standing. Significant developments and additions have occurred since it became the chapel of the Royal Victorian Order in 1937. In 1938-39 the internal east, west and south walls were panelled with oak and a detached robing room was constructed and connected to the chapel by a short-covered passage.

The works were designed by Malcolm Matts (1874-1960). The display case at the entrance to the Lancaster Hall was given by him in memory of his wife Ada (1877-1950). More substantial development was undertaken in 1957-58 to designs by Arthur Knapp-Fisher (1888-1965). The robing room and the passage were demolished and replaced by a larger robing room, an office for the chaplain, an 'ante-chapel' and a more convenient main entrance and vestibule on Savoy Hill. In honour of the Queen's Golden Jubilee the Chapel garden was re-landscaped in 2002. In 2011-12 a major building project to mark the Diamond Jubilee, created a new sunken courtyard, offices for the Chaplain and the Steward, a kitchen and a major extension to the 1957-58 royal robing room. In recognition of the generosity of the Duchy of Lancaster, in funding the work, the ante-chapel was renamed the Lancaster Hall.

A new stained glass window, designed and made by the Scottish artist Douglas Hogg, was inserted in the west wall in 2012 to celebrate the Diamond Jubilee of The Queen's reign. A new floor was laid in the nave of the chapel in 2013, the chancel and sanctuary floors were restored and cleaned during the summer of 2014 and the altar dais was given a new stone surround. The perimeter railings were restored in 2015-16 and more work will be done in the next few years.

Safeguarding

You can find a link to our safeguarding policy statement [here](#)

3. The Job Description and Person Specification

Job Description

- Title:** Chapel Steward **Reporting to:** The Chaplain
- Role:** To facilitate the smooth running of the chapel in all its aspects, and to support the Chaplain in expanding the chapel's activities.
- Scope:** The Steward is a key holder.
The Steward handles cash and is a cheque signatory.
The Steward has responsibility for purchasing.
The Steward is responsible for ensuring compliance with all relevant Health & Safety Standards and regulations.
The Steward is a member of the Chapel Council.
Formal meetings include:
- Business meetings with Chaplain (normally weekly);
 - Chapel Council (four times each year);
 - Duchy personnel as required to discuss financial and administrative matters;
 - Chapels Royal Advisory Committee.

The role entails frequent liaison with other Chapel staff, Duchy personnel and outside agencies, as well as regular contact with members of the public.

Whilst overall responsibility for safeguarding rests with the Chaplain, the Steward is expected to work in accordance with the Chapel's safeguarding policy and procedures and assist in ensuring that those policies and procedures are implemented and maintained across all Chapel activities.

The Steward will be expected to:

- Be involved in discussions on planning and strategy and contribute creative ideas;
- Support the Chapel Vision and be involved in projects arising from it;
- Support the Chaplain in developing and implementing any changes, including development of a volunteer base.

The Steward will occupy a 2-bedroomed flat in 18 Buckingham Street as that is essential to the proper performance of the duties of employment required to carry out the role.

Duties and Responsibilities

Administration:

- Meet regularly (normally weekly) with the Chaplain to approve Orders of Service, sign cheques, etc. and discuss any business matters.
- Deal with telephone calls and personal callers: respond to queries, take and pass on messages, etc.
- Check telephone messages and incoming e-mails: respond and/or pass on messages and delete/file as appropriate.
- Maintain the Chapel's diary in consultation with the Chaplain and Master of the Music.
- Ensure that the Chapel Office is equipped with sufficient stationery and supplies; arrange collection from the Duchy Office as required.
- Facilitate maintenance and repair of office equipment.
- Back up the computer system regularly (at least twice each month).
- Liaising with the Chaplain and Master of the Music, compile, print and distribute: weekly service sheets, monthly programmes, Orders of Service for weddings and special services.
- Maintain an up-to-date list of special services.
- Compile Readers and Sides Persons programmes.
- Prepare robing room for meetings.
- Manage the Chapel's website and social media output including Facebook and Podcasts.
- Update the Chapel's one internal and three external noticeboards.
- Assist the Chaplain and the Duchy's Head of Communication in production of the RVO newsletter and Order of Service.
- Provide general clerical support to the Chaplain, as required.

Finance:

- Work with the Duchy's Financial Controller to calculate the Chapel's annual budget.
- Maintain day-to-day books and ledgers for income and expenditure.
- Ensure that all expenditure against budget is authorised by the Chairman of the Chapel Council.
- Count, record and bank all monies received, including offertory box (weekly).
- Prepare invoices for fees payable to the Chapel.
- Prepare cheques for payment.
- Reconcile bank statement (monthly).
- Record Gentlemen Singers' attendance and reimburse travel expenses (quarterly).
- Calculate and pay Choristers' travel expenses.
- Arrange payment of special service fees to Musicians, Duchy, Chaplain and Steward.
- Provide Duchy with details of routine fees paid for reimbursement and advise Duchy of Gentlemen Singers' attendance.
- Receive annual expenses claim from Master of the Music and arrange reimbursement.
- Receive details of Chorister fees from Master of the Music and pay term fees to Choristers.
- Annually, prepare account ledger spreadsheet and draft budget for following year (with the Chaplain and Duchy's Financial Controller).

Management of the Site (including Health & Safety):

- Open and close the Chapel.
- Ensure the whole site is clean, tidy and safe.
- Be the named first responder for the security alarm.
- Conduct weekly fire alarm test.
- Arrange annual fire appliance testing.
- Arrange annual PAT testing of electrical appliances.
- Arrange annual maintenance of the heating system.
- Arrange for the organ to be tuned and serviced three times per year, as agreed with the Master of the Music, and also for the annual servicing of the blower.
- Liaise with cleaner and gardener as required.
- Arrange for the garden to open to the public in summer months.
- Organise the provision of a warden for the garden in the summer.
- Maintain the planters in the courtyard garden.
- Pressure wash the courtyard garden flagstones and benches, re-oil the benches.
- Manage group bookings including provision of a guide and/or refreshments as required, and receipt of any fees payable.
- Oversee quinquennial works and be willing to carry out small maintenance tasks, including works in the garden.
- Oversee regular inventory checks.
- Ensure compliance with Health and Safety requirements and guidelines.
- Chapel First Aider.

Oversight of Chapel Functions:

- Prepare refreshments for Sunday services and tidy up afterwards.
- Maintain a clean and tidy votive stand.
- Host concerts and events.
- Oversee catering arrangements for special services and events, booking and liaising with outside caterers as required.

Vergers duties:

- Prepare the chapel for Sunday services, Occasional Offices and Special Services, including provision of clean linen, topping up candle oil, etc.
- Ensure correct readings and books in place for services.
- Maintain the Sides Persons and supervise their work.
- Maintain the readers' rota.
- Keep order during services and tidy up afterwards.
- Assist with administering communion.
- Carry the verge in procession when required.
- Be responsible for the supply and storage of consumables, including candles, wafers, wine, etc. Purchase as necessary to maintain an adequate stock.
- Arrange acquisition of seasonal items, such as palm crosses, Paschal candle, etc.
- Operate the PA system during services.
- Secure and maintain the altar plate.
- Maintain the altar linen and arrange cleaning as required.

Person Specification

Personal attributes

The successful applicant will be a practising Christian, and supportive of the work of the Royal Family and the Duchy of Lancaster.

It is **essential** that the successful applicant supports the ethos, mission and worship style of the Duchy of Lancaster and HM Chapels Royal.

It is **essential** that the successful applicant will be collaborative, honest, trustworthy and reliable, with a positive attitude and attention to detail.

Confidentiality and discretion are **essential**.

In line with the developing vision of the Chapel, the post-holder must possess a willingness to embrace change and a desire for continuing personal development.

The post involves interaction with a wide range of individuals, in person or via e-mail, telephone, Zoom etc. It therefore requires a pleasant disposition and a desire to serve. It is **essential** that the post-holder be comfortable around people and be able to interact with equal courtesy and respect regardless of a person's age, gender, ethnicity or social status.

The Chapel team is small, and the Steward works alone for significant periods of time. It is **essential** that the post-holder is comfortable working in a small team and highly self-motivated when working alone.

The post-holder must have a flexible approach to working and managing change. It is **essential** that he/she is able to respond with imagination and creativity to new challenges, is enthused by new opportunities presented by the expanding use of IT and social media and enjoys the challenge of developing the skills of volunteers.

Skills

The role requires excellent interpersonal skills and a pleasant telephone manner, together with an ability to communicate with people from all walks of life.

Excellent organisational skills and attention to detail are **essential**.

Computer skills including word processing, spreadsheets and e-mail are **essential**.

Confidence in using information technology is **essential**; the role is likely to involve future expansion of the Chapel's communication via social media and other electronic means.

Experience

This post involves a broad range of responsibilities. It is not expected that the post-holder will have experience in all areas, but varied experience and a willingness to learn are **essential**.

Previous experience in a senior administrative role is **essential**.

Experience of financial book-keeping and basic accounting are **essential**.

The successful applicant will be computer literate and familiar with social media. Experience of web-site management would be **desirable**.

Experience in any of the following would be **desirable**: working in a small team; ensuring compliance with national Health & Safety regulations; safeguarding; project management; verger / sacristan / churchwarden duties.

Qualifications and Training

No specific qualifications are required for this post. However, it is **essential** that the successful applicant will have achieved a good standard of education.

The successful applicant may be required to undergo training in order to acquire and develop necessary skills.

Regular updates to safeguarding and first aid training is **essential**.

4. Remuneration and Benefits

The working hours are from 09.00 am to 5.00 pm Sunday to Thursday (inclusive) with occasional attendance at evening functions. Fridays and Saturdays are usually non-working days unless there is a private function at the Chapel. In this case, another day will be substituted in consultation with the Chaplain.

The salary offered is £29,000.00 per annum, with membership of the Royal Household non-contributory pension scheme after six months, including backdated contributions to the start date once the six months probationary period has passed. Benefits include 25 days' paid holiday per annum, to be taken during August and September in consultation with the Chaplain. Time off after Christmas and Easter is taken as time in lieu in consultation with the Chaplain.

The Steward is provided with rent-free accommodation at 18 Buckingham Street, WC2E. Council Tax and Utility bills are paid by the Steward, water rates are paid by the Duchy. Free car parking is available in the Duchy staff garage under Brettenham House (adjacent to the Chapel).

Appointments to the post are subject to a criminal record check (DBS check) which will be renewed at least every five years. This post is also subject to a six-month probation period.

Review and Approval

Duties and responsibilities will be reviewed and approved annually with the Chaplain.

5. Timeline, Application Process and How to apply

Timeline

Dates	Activity
21 January 2021 5pm	Applications close
w/c 25 January and 1 February	Thewlis Graham consultant interviewing of interested candidates
24 February	Client Interviews

Application Process

Thewlis Graham Associates will acknowledge all applications. These will be assessed against the criteria in the Job Description and Person Specification section and the people who best meet these will be invited for interview with Thewlis Graham - Covid secure online.

Those candidates not invited to interview will be advised by email by mid February 2021.

Longlisted candidates will be advised by email. After a consultation between The Queen's Chapel of the Savoy and Thewlis Graham Associates a Shortlist will be drawn up and Shortlisted candidates invited for interview with the Client, again in the most Covid secure way.

How to apply

To apply for this role, please email in word format to applications@thewlisgraham.com the following documents quoting reference **UI202**: -

1. A comprehensive CV
2. A covering letter which fully addresses your suitability for the role and your motivation for applying
3. Your current remunerations details and notice period, and the name, job title, organisation, email address and mobile number of two professional referees. (Please note referees will not be approached without your prior permission.)

Please ensure that you include your mobile phone number and email address in your application. Do not hesitate to contact Claire Drummond on 020 7850 4781 if you have any queries.

Additionally, if you would prefer to receive this candidate brief in a more accessible format, please contact us.

6. Diversity and Inclusion Monitoring

Diversity and Inclusion Monitoring is independent of the recruitment process but please do complete your completed diversity and inclusion monitoring form as Thewlis Graham Associates is committed to monitoring and analysing diversity and inclusion information so that we can ensure that our processes are fair, transparent, promote equality of opportunity for all, and do not have an adverse impact on any particular group.

The link to this form is here: [click here](#). If you have any problems with this, please contact Tracey on: tct@thewlisgraham.com.

Any information provided on this form will be treated as strictly confidential and will be used for statistical purposes only. It will not be seen by anybody directly involved in the selection process. No information will be published or used in any way which allows any individual to be identified.

Thank you

7. The Advert

Chapel Steward



The Queen's Chapel
of the Savoy



London • £29K per annum plus benefits and accommodation

The Queen's Chapel of the Savoy that you see today in Savoy Hill, London, was built as part of a charitable foundation under the terms of the will of King Henry VII in the early sixteenth century. On 11 May 1937 King George VI commanded that it should be the Chapel of the Royal Victorian Order. The Queen's Chapel of the Savoy has an unusual status. As a private royal chapel of Her Majesty The Queen, it is not subject to episcopal jurisdiction. We honour Her Majesty as our Queen, and in right of her Duchy of Lancaster. The chapel is a sacred space where we gather to experience the power and love of the living God of earth and heaven in sacrament, worship, prayer and music, set in 'the beauty of holiness.'

We are looking to appoint a Chapel Steward to help facilitate the smooth running of the chapel in all its aspects, and to support the Chaplain in expanding the chapel's activities. The role entails frequent liaison with other Chapel staff, Duchy personnel and outside agencies, as well as regular contact with members of the public. Whilst overall responsibility for safeguarding rests with the Chaplain, the Steward is expected to work in accordance with the Chapel's safeguarding policy and procedures and assist in ensuring that those policies and procedures are implemented and maintained across all Chapel activities.

Some of the Key Responsibilities of the Steward:

- The Steward is a key holder, handles cash and is a cheque signatory, they also have responsibility for purchasing.
- The Steward is responsible for ensuring compliance with all relevant Health & Safety Standards and regulations.
- To meet regularly (normally weekly) with the Chaplain to approve Orders of Service, sign cheques, etc. and discuss any business matters.
- Deal with telephone calls and personal callers: respond to queries, take and pass on messages, etc.
- Facilitate maintenance and repair of office equipment, plus ensure the Chapel Office is equipped with sufficient stationery and supplies: arranging collection from the Duchy Office as required.
- Work with the Duchy's Financial Controller to calculate the Chapel's annual budget.
- Maintain day-to-day books and ledgers for income and expenditure.
- Open and close the Chapel and ensure the whole site is clean, tidy and safe.
- Be the named first responder for the security alarm and conduct the weekly fire alarm test.
- Prepare the chapel for Sunday services, Occasional Offices and Special Services, including provision of clean linen, topping up candle oil, etc. Prepare refreshments for Sunday services and tidy up afterwards.

Please apply by visiting www.thewlisgraham.com/assignment-briefings and following the instructions in the candidate brief quoting **reference U1202**. The closing date is **5pm on 21 January 2021**.

For a confidential conversation with Sarah Thewlis or for any other information please email applications@thewlisgraham.com

