



Appointment of

HOLIDAYS ADMINISTRATOR

(FULL TIME)



“Our mission is to proclaim the transforming presence of Jesus Christ through biblical teaching and practical training, equipping men and women for service in His Church worldwide.”

BACKGROUND TO CAPERNWRAY

Capernwray is an international interdenominational, Christian Bible School and Holiday Centre located in a beautiful setting near Carnforth in Lancashire.

Capernwray opened in the spring of 1947 under the leadership of Major and Mrs Ian Thomas. It was here that the Capernwray Missionary Fellowship of Torchbearers was established, drawing UK and European youth to the North of England. The Bible School was started to disciple young believers, enabling them to deepen their faith and understanding of the Word of God.

Since then Capernwray has grown significantly while still seeking to fulfil this vital ministry of teaching and evangelism through the Bible School and Holiday programmes. Capernwray was the founding centre of Torchbearers International which now encompasses 24 similar centres worldwide and with whom Capernwray enjoys a strong association. The international perspective of Capernwray is evidenced by the large numbers of overseas staff, guests and students. Capernwray accommodates up to 160 students or 200 guests. There

are approximately 40 full and part time staff, 20 year long volunteers on our Serving and Leadership Training (SaLT) programme and a substantial number of short term voluntary staff serving seasonally throughout the year.

Capernwray has gained an international reputation as a centre for full time study and holidays aimed at enabling people to experience the life-changing work of Jesus Christ. The Bible School courses (Level 3, NCFE-accredited) provide practical biblical instruction, equipping men and women to serve the Lord's purposes wherever they may be. The School is accredited by the BAC as a short course provider (6 and 3 month courses which can be taken individually or sequentially) and receives glowing inspection reports.

The Holidays provide priceless opportunities to meet new friends while learning and discussing the truth of who Jesus Christ is and how He is relevant to all ages in the present day. Refreshment and relaxation in a scenic environment enhances the teaching of the Word.



PERSON SPECIFICATION AND KEY RESPONSIBILITIES

Job Title: Holidays Administrator

Accountable to: Administration, Health & Safety and HR Manager

Salary: £25,550 (with potential provision of on-site accommodation)

Purpose: Every year, more than 2,000 guests from around the world come to Capernwray for a holiday. They include families on summer weeks, teenagers at youth weekends, and men and women at their own conferences. Many leave with their faith renewed and friendships made; others come to know Jesus personally for the first time!

You make sure their stay runs smoothly from the first enquiry to the moment they arrive, and you are often the first person they meet. You will manage bookings, payments, guest information and rooms, lead the welcome team, and help shape our improvements to how we communicate and make managing bookings a great experience through our Holidays CRM. You will also play an active part in the ministry community all year round and serve on Guest Teams during holidays.

Your key responsibilities will include:

Bookings and guest services

- Answer enquiries warmly and promptly by phone, email and in person, with accurate information on programmes, accommodation, payments and travel.
- Manage each booking from enquiry to arrival, including changes, invoices, payments and guest queries.
- Manage room allocation and accommodation planning.
- Ensure relevant information is available to colleagues and departments when required, i.e. dietary need info for kitchen or data to support marketing activity.
- Lead the welcome team as guests arrive.

Communication and coordination

- Work with Marketing on pre-arrival emails, and keep holiday information on the website and in print up to date.
- Liaise with speakers on travel and arrangements.
- Share information in a timely manner with Reception, Housekeeping, Catering, Finance, and other teams, and spot problems before they reach guests.

CRM & systems

- Play an active role in the ongoing development of the Holidays CRM module, suggest ways to simplify processes and improve the guest experience.
- Keep data accurate by fixing missing fields, merging duplicates and maintaining consent records.
- Produce reports, such as bookings against capacity, guest lists with dietary and access needs, outstanding payments and booking pace.

Safeguarding and data protection

- Handle guest information securely and in line with our Data Privacy and Protection Policy, and raise any concerns promptly with the Data Privacy Officer.
- Manage consent, medication and other information for unaccompanied under-18s.
- Follow safeguarding procedures and complete required training.

Cross-department coordination

- Develop positive working relationships across Capernwray, especially with Marketing, Reception, Housekeeping, Catering, Finance, and other departments, and ensure the accurate and timely sharing of information necessary for effective programme delivery.
- Anticipate and help resolve administrative issues before they adversely affect guests or programme delivery.

Guest team participation

- Build good relationships with guests of all ages, including leading groups of children and teenagers, and help every guest feel welcome and able to enjoy their stay.

Wider support

- Help by leading other Capernwray events, provide agreed cover for Bible School Admissions, and support other teams during busy periods.

Key Responsibilities common for all Capernwray staff:

- To participate fully and warmly in Capernwray's community life, including attendance at staff meetings, prayer meetings and social events, and to assist in other elements of the ministry's functioning as required;
- To contribute directly to the Capernwray Holiday Programme, in consultation with the Holiday and Volunteer Programmes Director;
- To participate in a Bible School 'family group', offering friendship, direction, pastoral nurture and encouragement to the students within it;
- To willingly and regularly affirm the ministry's [Statement of Faith](#), [the Torchbearers' Principles & Practices](#), our [Values](#) and [Mission Statement](#).

If the role-holder lives on site

To be regularly available year-round to holiday guests, Bible School students and the voluntary team, and other visitors and guests (both inside and outside normal working hours) in order to:

- Provide a warm welcome with relevant practical and safety information;
- Be available to provide support, company and activities as agreed to be appropriate;
- Provide an on-call response in the event of an emergency (e.g. health, fire) as per an agreed rota;
- Ensure the security of the buildings and site by being vigilant, attending to lock-up duties and reporting incidents or concerns appropriately;
- Engage in specific 'at home' activities, such as family groups and voluntary team socials, using the property to provide a higher-quality experience.

ABOUT YOU

You will be expected to have the essential skills, knowledge and experience listed below.

Essential Skills:

- Organised and accurate; manages detail, deadlines and competing priorities.
- Warm, confident communicator by phone, email and in person.
- Prioritises well, takes ownership, makes sound practical decisions.
- Confident with technology and open to new systems and ways of working.
- Works well across departments and flexibly in busy periods.
- Handles sensitive information with care; willing to work within our policies.
- Genuine commitment to Capernwray's Christian purpose and ethos; willingness to participate positively in community life and Guest Teams, including working with children and teenagers.

Desirable Skills: (If you do not have these do not be deterred from submitting an application, as full training will be provided where necessary.)

- Experience in bookings, hospitality, events, admissions or similar administration.
- Experience working with families, international guests or in a residential environment.
- Experience managing complex or seasonal workloads.
- Experience with CRM/booking systems.
- Experience in a multidisciplinary or residential organisation.
- Safeguarding/data-protection training or previous relevant experience.
- Previous Christian ministry, youth work or residential-community experience.

WHAT WE OFFER AND HOW TO APPLY

This role carries an occupational requirement for the applicant to be an active Christian and to subscribe to the ministry's [Statement of Faith](#). Under current UK employment legislation you will need to show you have a right to work in the UK.

Safer recruitment	Capernwray is committed to safeguarding and ensuring the welfare of children, young people and vulnerable adults. References, a Voluntary Self-Disclosure and an Enhanced DBS check will be required for this role.
Salary	£25,550
Annual Leave	30 days (including public and bank holidays) increased to 32 days after five years' service. The Capernwray holiday year runs from April to March. Usually three days annual leave is required to be taken when the Hall closes for five days at Christmas.
Hours of Work	Full time 37.5 hours, over five days in a seven-day working week, with a paid 20 minute break. Some weekend working and availability outside of normal working hours will be required although working patterns are designed to permit substantial involvement in a local church. You will be expected to fulfil the majority of your hours on-site.
Pension Scheme	Auto-enrolment pension scheme. Our current contribution rates are 4% for the employee and 7.8% from the employer.
Additional Benefits	Meals and refreshments are provided while you are working. Staff also benefit from a discount in the Beehive cafe and bookshop, free use of the swimming pool, sauna and other sports facilities, and a discount for staff family members at Capernwray Bible school, Night School and on Capernwray holidays and guest accommodation. There is a generous sabbatical policy for every staff member who complete seven years continuous service.

Please complete your application on our website: capernwray.org/application-for-employment

If you wish to speak to someone informally about this position before applying, please contact Brian Wickens, Managing Director, +44(0) 1524 738006, brian.wickens@capernwray.org.

Closing date: 20 October 2026

Starting date: As soon as possible

STATEMENT OF FAITH

1. The Bible is, in its entirety, the revelation of God for mankind, inspired by the Holy Spirit.
2. God is the triune God: Father, Son and Holy Spirit.
3. The Lord Jesus Christ is God's Son being one with the Father. All things are created by Him and for Him.
4. Through the action of the Holy Spirit, and born of the Virgin Mary, He became man.
5. He was without sin and of His free will, and by His sacrificial death upon the Cross, He brought about salvation for this fallen world.
6. He is the only mediator between God and man, and by accepting His salvation through faith, man is justified from his sins and receives forgiveness and eternal life.
7. Jesus Christ is risen bodily from the dead.
8. Jesus Christ will return to deliver just judgement and to bring all things to completion.
9. The Holy Spirit is God in unity with the Father and the Son.
10. Through the outpouring of the Holy Spirit, Jesus Christ comes to dwell within those who accept Him through faith.
11. Through the presence of the Holy Spirit, a person becomes a new creature, and is being transformed into the likeness of Jesus Christ.
12. Jesus Christ adds those who believe in Him to his Body. This is His church on earth, of which He is the Head.

