



## SENIOR AIRPORT CHAPLAIN JOB DESCRIPTION

### Introduction

The Senior Chaplain's role is an opportunity for a committed Christian with a gift for pastoral care and an interest in faith at work to lead and manage an ecumenical team of voluntary chaplains, liaising with associate chaplains of other faiths, providing pastoral and spiritual support to people of all faiths and none travelling through or working at a growing Airport.

### Existing Airport Chaplaincy Mission Statement:

"The Chaplaincy Team seeks to identify, understand, and share in the issues that affect staff, aircrew, passengers, and visitors at the Airport - to care for them, and to reflect the love of God and the concern of the Church through this involvement.

Wherever possible, the Chaplaincy seeks not only to confidentially listen to individuals, and to support and encourage the Airport's companies, but also to be a catalyst for constructive change through ministry and service. Our vision is to see the growth of the kingdom of God, and its values, worked out in the world of civil aviation."

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### Senior Chaplain Responsibilities

The Senior Chaplain is primarily responsible for the pastoral and spiritual welfare of people connected with London Luton Airport, whether as passengers, aircrew, employees, contractors, managers or others providing services to the Airport. Particular responsibilities arising from this are:

1. Lead and manage the Christian Chaplaincy Team to provide pastoral and spiritual care to people using and working at the Airport, co-ordinating with and supporting Associate Chaplains of other faiths, managing the Chaplaincy's annual budget and responding to changes in the scale of the Airport's operations. The Senior Chaplain will both manage and be involved personally in the work of the chaplaincy team in:
  - a. Independent and confidential support for aircrew, employees' and contractors' work-related needs
  - b. Pastoral and practical support for passengers and staff with particular needs, including personal difficulties, travel disruption, stranding and bereavement, with the Senior Chaplain or a duty chaplain being available at any time of day or night for urgent cases.
  - c. Systematic visits around the terminal buildings and to other workplaces on and related to the Airport which are willing to receive them
  - d. Arrangements for regular Christian worship in the Airport chapel, co-ordinating the chapel's use as necessary with the needs of other faiths
  - e. Being available for passengers on religious pilgrimages and in other special circumstances where a traveller or group of travellers has particular pastoral needs

2. Take responsibility for the care of the Airport Chapel (landside) and the Multifaith Prayer Room (airside) on behalf of the Airport and for the maintenance and storage of resources for all denominations and faiths using them.
3. Manage the Chaplaincy's emergency response to a major incident or aircraft accident through supervising or leading the Chaplaincy Emergency Response Team (CERT). Recruit, train and support the Response Team members and co-ordinate its planning and operations with the Airport's Emergency Planning Group.
4. Maintain a close relationship with the management of the Airport operator and good contacts with other major businesses operating at the Airport and the trades unions represented there.
5. Attend and participate in management, trades union and other meetings as invited.
6. Recruit additional voluntary chaplains to the team from a variety of denominations when appropriate to complement the existing team and to replace retiring chaplains. Provide pastoral oversight of chaplains and arrange training for new and continuing chaplains.
7. Take an active part in the work of sponsoring organisation "Workplace Matters" as one of its core team Senior Chaplains. Develop and promote an understanding of the relationship of faith to work and work to faith.
8. Ensure the Chaplaincy continues to look outward through its links with the wider world of Christian faith, including the local churches, other sector ministries within Luton, multi-faith networks and the local community. Participate in the wider world of Airport Chaplaincy through the International Association of Civil Aviation Chaplains (IACAC) and the British Isles and Ireland Network of Airport Chaplains.
9. Such other matters as might be agreed with WM and the Airport operator.

## **Reporting**

The Senior Chaplain reports to the Chief Executive Officer of Workplace Matters (WM) and through them to the Board of WM. The Senior Chaplain is also responsible to the Managing Director of the Airport's operator, reporting through its Operations Director, for matters relating to the Airport's operations, including emergency response.

**Remuneration** - To be agreed.

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## **Person Specification**

The Senior Chaplain's role is suited to a Christian clergyperson with an ecumenical outlook, strong pastoral and personal relationship skills, good organisational ability, and an interest in issues of faith and work. The Senior Chaplain will learn to understand the aviation industry and how its various parts work together to provide services to its customers. It will be a real advantage to feel, appreciate, and understand what aviation people and many passengers call the "buzz" of airport life - and share in it.

### **Qualifications**

An ordained minister in a mainstream Christian denomination. A degree or similar qualification would be an advantage.

Criminal Records Bureau clearance and security clearance for an airside pass will both be necessary before a probationary appointment can be confirmed.

### **Essential Attributes**

- To be able to listen actively and attentively, and learn quickly
- To have pastoral gifts and be able to gain people's confidence
- To have a genuine concern and care for the welfare of people at work and in travel
- To be able to interact easily with employees at all levels of an organization and with people from all walks of life
- To be keen to get to know people and support them in the issues of their workplace - and their home and personal relationships should these be shared with the Chaplain. This sometimes leads to conducting weddings or funerals.
- An ability to inspire, lead and make a contribution to the work of a diverse team of volunteers
- An awareness and acceptance of the variety of different Christian traditions represented in the UK and an ability to work with all of them
- An awareness of and sensitivity to the beliefs and cultures of other faiths and an ability to work constructively with members of other faiths for the common good
- An ability to relate Christian insights and values to commercial opportunities and problems
- Good organisational ability, both personally and as a team leader, supported by competence in basic office software (ideally especially MS Word, Excel and Powerpoint) and communications applications (particularly email)
- An ability to communicate effectively orally and in writing, both one-on-one and to groups of people
- An ability to work independently with limited supervision, but with the judgement to know when to seek advice or support
- Understanding of basic budgetary and financial management
- To be fit and healthy - and ready to walk!
- To be prepared for 24/7 callout - and thus for the mobile phone to be kept on at night

### **Desirable Attributes**

- An interest in aviation and the travel industry
- Flexibility to respond constructively and thoughtfully to change and unexpected developments

## **Experience**

The Senior Chaplain should have at least ten years' work experience, including periods as a Christian minister and in secular employment.

It would be an advantage for the Senior Chaplain to have had some chaplaincy experience; experience of working as a member or leader of a team; and exposure to the aviation industry.

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## **London Luton Airport**

London Luton Airport is one of the UK's largest airports and carried 9.6 million passengers in 2012. The Airport directly and indirectly employs over 500 and 8,000 staff respectively, is a key economic driver for the region and a major base for 'low cost' or 'no frills' air travel.

easyJet, Wizz Air, Ryanair, Monarch, Thomson, EL AL, Blue Air and Flybe operate from the airport, departing to 100 destinations including services to Europe, Africa, and Asia, with onward connections to Mumbai, Hong Kong, Johannesburg, Beijing and Bangkok via Tel Aviv.

London Luton Airport Operations Limited, through its parent company TBI Limited, is owned jointly by the leading international infrastructure provider abertis Infraestructuras S.A. (with a 90 per cent shareholding) and the international business arm of Aena, the Spanish national airport and air traffic control organisation, Aena Desarrollo Internacional S.A. (with a 10 per cent shareholding).

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*Chaplaincy sponsored by "Workplace Matters" and London Luton Airport Operations Ltd  
Member, International Association of Civil Aviation Chaplains (IACAC)*