

# The Diocese of Southwark

## London Gatwick Airport: Lead Airport Chaplain

### Ministry Specification

#### **Background:**

Gatwick Airport is the UK's second largest airport, and the busiest single-runway airport in the world. The airport is 28 miles south of London with excellent public transport links, including the award-winning Gatwick Express. It is privately owned and in 2019, a new long-term partnership was formed with VINCI Airports which purchased a 50.01% stake in the airport, with Global Infrastructure Partners managing a consortium of investors for the remaining stake.

In 2019 Gatwick served more than 240 destinations in 90 countries for around 46 million passengers a year, on short and long-haul point-to-point services and is expected to return to these levels by 2024, with further plans for long term sustainable growth. The airport is a major economic driver for the South-East region. There are over 250 companies based at the airport currently generating over 19,000 on-airport jobs, with this number set to grow as the airport recovers.

The COVID-19 pandemic led to sweeping changes at the airport, hugely reduced passenger numbers, job losses and uncertainty. This led to significant restructuring and resizing across all companies based at Gatwick, however during 2022 passenger numbers have been very positive and recruitment is continuing in response to the recovery in demand. The role of the chaplaincy team over the next few years will support the airport as it rebuilds and grows.

#### **Introduction**

As with other airports in the UK, the increasing complexity of relationships in the multi-ethnic, multi faith business environment of the airport, has led to the need for chaplains, both paid and volunteer, to assist with the pressures that come from working at and travelling through a high-pressured environment, such as an airport. There is a special need to attend to issues of equality, diversity and inclusion and the Chaplaincy team assists in the quality of care that is delivered to all that use the airport and the services offered to passengers.

There are two chapels at London Gatwick Airport, one in each of the passenger terminals. The chapels are designed as 'multi-faith' and are available to people of all faiths, and none. They are available to passengers and airport staff and are provided by Gatwick Airport Limited. The Chaplains' offices are supported within the airport boundaries.

Regular acts of worship are offered by a variety of faiths and denominations. Worship is the central feature of the airport chapels. At present, there is an Anglican celebration of Holy Communion in the airport nearly every day, and once in each terminal on Sundays. The Roman Catholic and Free Church, Buddhist, and Muslim chaplains, conduct regular services and assist in providing worship for most days of the week.

## **The Chaplaincy Team at Gatwick Airport**

There has been a chaplaincy presence at Gatwick airport for almost 50 years. The team has grown from one lead Airport chaplain to now include 7 part time Chaplains, who typically do anything from a few hours to five days a week. The chaplains encompass Christian (Anglican Roman Catholic and free Church), Buddhist and Muslim faith traditions. There is one paid Lead Chaplain, and the responsibilities of the Lead Chaplain are divided between the Diocese of Southwark and Gatwick airport.

The chaplains work in a fully ecumenical and multifaith team dedicated to promoting dialogue, inclusion, social justice, and equal opportunities and developing closer understanding and relationships with those employed at the airport and supporting the travelling and transient or public. The chaplains seek new ways of engaging with employees, passengers, and other airport users and with the structures and processes of the constituent businesses and participate in organisations. The chaplains do not set out to be advocates of any one denomination or faith and respect the religious freedom of all individuals. They need to be able to empathise with a wide range of different faiths traditions along with people of no faith, numerous ethnicities, varying lifestyles, objectives, ambitions and needs (both personal and corporate).

The chaplains, paid and volunteer, work in all areas of the airport (including public and commercial areas) with the objectives of:

1. supporting people outside the scope of their normal support structures
2. caring for staff both as individuals and as members of the airport organisations, including contributing to wellbeing programmes
3. offering practical, religious, spiritual, and pastoral care to all members of the airport community regardless of belief or non-belief.
4. Being a bridge between the airport community and local churches and other faith communities
5. Exploring the relationship between life and faith and faith and God.

The Chaplaincy team works alongside the airport in the CAA, (Civil Aviation Authority) Relicensing Exercise, once every year or eighteen months, liaising with the airport Incident Operations Manager (IOM) and the Senior Police Chaplain for that Exercise.

Good global assistance for travellers to airports around the world is provided by formal links with other airport chaplaincies through the International Association of Civil Aviation chaplains. Airport chaplaincy is present in nearly 40 countries, and provision is found at 29 UK airports.

### **Lead Chaplain – Overall role**

To provide for the spiritual support of all airport personnel and travellers; and to serve the development of mission and ministry in relation to airport and aviation life; in partnership with the members of the ecumenical and multifaith chaplaincy team.

The Lead Airport Chaplain is the sole link between the Chaplaincy and GAL management. The primary contact between the Lead Chaplain and GAL is the Head of External Engagement & Policy, in the Corporate Affairs team. This includes management of the annual Chaplaincy budget, which is reviewed

through the Chaplaincy Memorandum of Understanding, held between Gatwick Airport Limited and the postholder, and signed by both parties.

This is a permanent role.

The Chaplain will be licensed by the Bishop of Southwark to work at London Gatwick Airport.

#### Main Responsibilities

1. work in cooperation with London Gatwick Airport to enable the chaplaincy team to fulfil its purpose in the life of the airport
2. being a visible presence around the airport for passengers and staff
3. be regularly available for all faiths and those of no faith for all employees at the airport and for those who use it
4. identify with other members of the Chaplaincy team areas and aspects of the life of the airport to which chaplains can make a particular contribution
5. be an integrated presence in the daily operations of the airport and maintain close working relationships with the airport management team. This also involves working closely with the Airport police, including counter terrorism, the Sussex, and Surrey Police Lead Chaplain, as well as the Airport Fire Service. The Chaplain is part of the Emergency Disaster Response Management (Bronze) team. To enable this ministry the post holder will need to be able to access the entire airfield and beyond and will need to hold an airside (red) pass.
6. ensure that all chaplains undertake all mandatory training linked to their Airport ID passholder status, as required by GAL.
7. visit terminals work and rest areas shops, cafes, both landside and airside offering pastoral care and support as required.
8. lead worship Bible study teaching and prayer as appropriate in the chapels multifaith prayer rooms and other areas of the airport
9. conduct services when requested as appropriate,
10. share the running of the chapels in collaboration with others, including monitoring and managing health and safety risks; ensuring appropriate policies are in place (e.g., safeguarding);
11. establish links with and to support ecumenical and multifaith fellowships within the workforce of the airport.
12. establish relationships of respect with chaplains of other faith communities and contribute to the building of harmonious relationships across the multi faith and multicultural airport community and liaise with local interfaith networks.
13. be a bridge between the airport community and local churches and Christian groups particularly Anglican churches.
14. Take advantage of in-service training as identified by the chaplaincy team.

15. Help the wider diocese to explore ways in which it can best develop its contribution to chaplaincy at the airport in the future.
16. Be part of the airport emergency response and contribute to the on-call rota for sudden deaths.
17. contribute to the safe, secure, and efficient operation of the airport
18. The postholder may be required to undertake any other duties that are commensurate with the role.

Near to Gatwick Airport is Tinsley House, a privately managed HMI Detention centre for those seeking asylum and others waiting decisions about their status in this country. There is also Brook House, a 450+ bedded HMI Deportation Centre and both establishments are run with their own Chaplaincy team. There is a Religious Affairs Manager for G4S, who manages the Chaplaincy team for both institutions. The Airport Chaplain has in the past been a welcome and regular visitor to the centre. The current RC chaplain works there on a Wednesday.

This may form part of the wider work of the chaplaincy but is not integral to it.

The Chaplain relates to other industrial and airport chaplains in Great Britain by attending the British Isles and Ireland Airport Chaplains Network's twice-yearly meetings, and overseas by attending the 'International Association of Civil Aviation Chaplains' annual Conference.

The Chaplain will abide by the Lead Chaplain agreement outlining the expectations of the Chaplain, and what the Chaplain may expect in return. [See Appendix One].

## **The Ideal Candidate**

1. will have good interpersonal skills with particular attention to being a good listener, respecting and honouring boundaries of confidentiality.
2. be self-motivated, able to initiate conversation and build relationships with a diversity of people.
3. be an effective team player.
4. be sympathetic of a wide variety of staff such as those in operational, technical and managerial roles.
5. be rooted in a spirituality which can relate faith to the world of work.
6. have an ability to articulate their own Faith and Faith Journeys honestly with integrity.
7. be able to accept the rights of different faith groups to hold their own values, traditions, beliefs, and practices.
8. be able to act with integrity and with due respect for differences and diversity, including religion, spirituality, ethnicity, gender, sexual orientation, age, and disability.
9. be able to know their limitations and seek support when necessary
10. be flexible, organised, able to comply with sometimes complex requirements while maintaining a calm and reassuring approach even in a stressful situation.
11. have basic IT skills and be able to use Microsoft Word Excel and be willing to learn simple airport systems.
12. have a continuous service record and enhanced DBS

## **The Diocese of Southwark.**

Priest in Charge of Charlwood and Sidlow Bridge.

The post is one of mixed ecclesiology, combining parish and sector ministry.

Alongside the prime responsibility at Gatwick airport, the post holder will also hold the post of Priest in Charge of the parishes of Charlwood and Sidlow Bridge on a House for Duty basis, in the diocese of Southwark.

The duties as Priest in Charge are held in conjunction with the duties as Lead Chaplain at Gatwick Airport and can only be held jointly. Should either post be terminated, there is no right to hold either post as a single appointment.

Primary responsibility will be to the airport and hours will be managed flexibly.

This post will include offering Holy Communion and other services in the parishes on Sundays and at major festivals. Providing pastoral care in these small villages including:

- visiting parishioners of the benefice, particularly those who are sick
- providing spiritual counsel and advice

- consulting with the Parochial Church Council on matters of general concern and importance to the benefice
- bringing the needs of the world before God in intercession
- preparing people for their death
- discerning and fostering the gifts of all God's people

The postholder will be expected to enter into the life of the Diocese of Southwark and to play a part in the Reigate Deanery Chapter.

The Diocese of Southwark is one of the largest Dioceses in the Church of England, serving the people of South London and East Surrey. Its parishes stretch from the banks of the river Thames in central London to the Surrey hills. There are churches diverse and vibrant, large, and small, that offer welcome, care and dignity in Christ's name to their parishes; and chaplains walking alongside those in education, hospitals, prisons, and airport; as well as pioneering communities seeking to reach out and serve in new ways.

Our Southwark Vision is founded on mutual commitment, speaking well of one another, and walking together in the pilgrimage of faith.

Conditions of service:

1. The terms of service will be those of an employee of the Diocese, paid directly by the Diocese. The salary is equivalent to a stand stipend of an incumbent in parish in the Diocese of Southwark.
2. Housing will be provided for the better performance of the postholder's duties at the Vicarage, Charlwood.
3. The postholder must hold an appropriate licence from the Bishop of Southwark
4. The lead Chaplain's post will be four days a week at the Airport with flexible arrangements to enable the Chaplain to undertake parish duties in Charlwood and Sidlow Bridge. As with other clergy office holders, a six-day week is the norm and a flexible commitment by both the Airport and the Diocese lies at the heart of this important role. As Priest in Charge, at Charlwood, St. Nicholas and Sidlow Bridge, there will be duties on Sundays and at other times, as agreed with the Archdeacon.
5. Six weeks annual leave per year
6. The chaplain will report to the Archdeacon of Reigate, with day-to-day liaison with the Head of External Engagement and Policy at Gatwick Airport.

# Lead Chaplain Agreement 2023

Full name: .....

**This document describes the customary arrangement between  
Gatwick Airport limited and the Lead Chaplain.**

The aim of this document is to clarify the reasonable expectations of both the Airport and you, and to ensure your safety and wellbeing is protected along with the reputation of Gatwick and The Chaplaincy Team at the Airport. We appreciate your time with us, and we will do the best we can to make your experience a positive one.

This document sets out a customary body of standards for you and the volunteer chaplaincy team to operate within. However, it is recognised that you have a contract of employment with a the Diocese of Southwark whose support and contribution is valued.

The document is not intended to create legal obligations on either side, as those are set out in your ministry specification, contract of employment, statement of particulars, and the terms of service, policies and procedures associated with them.

This agreement will be reviewed on regular basis.

Your role as a Gatwick Chaplain is to assist in making every journey better by offering bespoke emotional, spiritual and practical assistance to people of all faiths and those of none.

## Part 1: What you can expect from The Airport

### 1. Induction and training

- To provide training on your role and on our standards and policies.
- To provide you with regular updates and notices both on shift and via email throughout the year.
- To keep you up to date with all relevant health and safety requirements and operational changes.

### 2. Supervision, support and flexibility

- To provide a named person who will support you during your deployments.
- To provide you with the opportunity for personal development for this role.

### 3. Parking & uniform

- To provide car parking at the airport on days when you are at work. You will not be reimbursed if you park in any car park other than the designated car park. Parking at such designated areas is permitted only for the purpose of Chaplaincy business. You will need to travel to work at your own expense.
- To provide you with any uniform or safety clothing necessary for the performance of your chaplaincy duties.

### 4. Health and safety

- To provide training and feedback in support of our health and safety policy. You will be provided with details of who to contact in the case of an accident.

### 5. Insurance

- To provide adequate public liability insurance to cover you whilst you are carrying out your chaplaincy role.

### 6. Equal opportunities

- To deal with you in a non-discriminatory manner.
- To try to resolve fairly any complaints and difficulties you may have whilst you are with us.

### Part 2: Using your ID pass.

Everyone undertaking chaplaincy business must visibly display an airport ID pass while at Gatwick.

The following applies to those with Airside access:

- ID passes must be worn at chest height either with an approved lanyard or arm band. They must always be clearly visible when in the airside security restricted area.
- Whenever entering or leaving the airside security restricted area you must show your pass to the airport security officer on duty. It will be checked visually and by electronic verification system. You must also show your pass on demand to any police officer, UK Border Agency officer or any other official of Gatwick who may need it to check that you are allowed to be within that area.
- You must only use your pass to access areas to which you have been authorised to enter.

Access rights can be established by looking at the colour and numbering on the pass. Further details can be obtained from the ID Centre.

- When using your pass, you must not allow access to someone else.
- Passes must not be used to access the security restricted area for personal reasons. You must only enter when on Chaplaincy business.



- Passes must be used at least once every 60 days to prevent it becoming “parked”; your ID will not be valid to access airside again until such time that it has been “un-parked” by the Head of Multi Faith Chaplaincy.

1. You must notify us within 14 days if you have been charged with, or convicted of, a criminal offence.
2. If your pass is cancelled for any reason you must return it to us immediately for destruction.

Passes of any kind may be withdrawn without notice. Your pass remains the property of Gatwick Airport and must be returned to Gatwick if this arrangement is terminated.

### Part 3: What we expect from our Chaplaincy volunteers

- To be reliable and honest.
- To wear your uniform (hi vis) as directed.
- To complete all mandatory training and to make the most of the optional training offered.
- To carry out tasks and perform your role in a way that reflects the values and purpose of Gatwick
- To follow the standards and procedures of The Chaplaincy and where appropriate that of Gatwick in relation to its staff, volunteers and stakeholders. This specifically includes being committed to the chaplaincy safeguarding policy (as circulated and available on the shared document facilities) and upholding high standards in keeping with its intent. If there is uncertainty about whether to follow The Chaplaincy policy or that of your employing organisation, please speak to the appropriate safeguarding official in both organisations for advice.
- To maintain the confidential information of the organisation and of its stakeholders. In the course of your work, you may have access to confidential information relating to The Chaplaincy, Gatwick or our clients. You should not use or disclose this information to any person either during your secondment with us or at any time afterwards.
- To respect decisions made by airport staff.
- To meet the time commitments and standards which have been mutually agreed and to give reasonable notice so other arrangements can be made when this is not possible.
- If requested, to provide referees who may be contacted, and to agree to a DBS check being carried out or providing proof that one has already been undertaken.
- To comply with all applicable laws, the Airport byelaws and any relevant instructions issued by or on behalf of Gatwick.

Please acknowledge that you understand the contents of this document by signing, dating and returning the enclosed copy.

Name: .....

Signature: .....

Date: .....

END OF DOCUMENT