

## Recruitment Pack: Administrator

Manchester and Warrington Area Quaker Meeting (a registered charity) and our trading subsidiary, Quaker Trading (Manchester and Warrington) Ltd are recruiting for admin support. We are offering a full-time role with the option for this to be split into two separate part-time roles.

**Salary:** £23,500 - £25,066 for full time hours. Pro-rata for part time.

### Working hours:

- Our full-time working hours are 37.5 hours a week, worked Monday to Friday.
- We are open to reduced working hours so that someone taking on the full set of responsibilities described might work a four-day week of at least 30 hours per week.
- If two separate appointments are made, we anticipate these staff members each working between 15 and 19 hours per week over two or more days but we are flexible. If you have particular needs in terms of your working days or hours, please apply and, if you meet all of our other requirements, we will be pleased to discuss this with you.

### Location:

- Our preference is for the person or people appointed to work in the office at Friends Meeting House on Mount Street in Manchester city centre, with the option for occasional home working.
- We are open to discussing regular remote working with candidates who meet all of our requirements but some time in the office will be essential.

### Benefits:

- 25 days holiday per year, plus bank holidays and additional time off between Christmas and New Year. All pro-rata for those working part time.
- 7% employer pension contribution (subject to a minimum 1% employee contribution).
- Optional annual leave purchase scheme.
- Generous sick pay, dependency and parental leave arrangements.

## **More about the team**

We are a staff team of 16 employees (10 full time equivalent). Recruitment to this role or roles will take the team up to 17 or 18. Most of us work at Friends Meeting House in central Manchester, but four caretakers work at our other Meeting Houses and one team member works mostly from home with one day a week in the office.

Our most senior staff member is our Executive Officer, Liz O'Neill, who answers to Trustees of the charity and the Board of Directors of the trading company. All staff members are dual employed by both the charity and the trading company, though some of us do almost all of our work for the trading company, which focuses on raising income through conferencing and room bookings.

## **Working for a Quaker organisation**

You do not have to be a Quaker to work with us and our staff team includes people with several different faiths and none. However, our work is guided by Quaker beliefs and all team members must uphold our commitment to:

- Equality: respecting people, valuing diversity, treating everyone equally.
- Truth: always working openly & honestly.
- Sustainability: striving to reduce our negative impact on the environment & encouraging everyone to make more sustainable choices.
- Peace: working co-operatively & contributing to a culture of nonviolence.

We are committed to safeguarding children and adults at risk and expect all our staff to share and uphold this commitment.

You can find out more about our ethically-focused conferencing and room bookings business at <https://meetinghousemanchester.co.uk/>

You can find out more about our faith community and the work of our charity at <https://www.manchesterquakers.org.uk/>

You can find out more about the Religious Society of Friends (Quakers) in Britain at <https://www.quaker.org.uk/>

## Recruitment process

- Applications will only be accepted on our official application form, which can be found on our website at [www.manchesterquakers.org.uk/join-the-staff-team/](http://www.manchesterquakers.org.uk/join-the-staff-team/). If you have any difficulty downloading or opening the form, you can also request a copy by emailing [kim@manchesterquakers.org.uk](mailto:kim@manchesterquakers.org.uk) but please bear in mind that Kim only works with us two days a week, usually between Monday and Wednesday.
- Application forms will be split so that your personal information is stored separately to the details you provide of how you meet the requirements for the role. This is to help minimise the impact of unconscious bias on our selection procedure. The selection panel will be provided with the candidates' personal details after shortlisting.
- The equalities monitoring section of the application form will be separated as soon as your form is received. It will never be reconnected with the rest of your application and will only be analysed to help us understand how well we are doing at reaching a diverse range of potential employees.
- **Completed application forms must be submitted, in an editable word document format, to Kim Nightingale on [kim@manchesterquakers.org.uk](mailto:kim@manchesterquakers.org.uk) by 5pm on Monday 15 April 2024.** We will acknowledge receipt of all applications so if you do not receive an acknowledgement email by the morning of Tuesday 16 April, please call us on 0161 834 5797.
- Interviews are scheduled for Monday 22 April 2024 and will take place at Friends Meeting House in central Manchester.
- We will let ALL candidates know the outcome of their application.

If you would like to have an informal chat about the role, about your experience or about what it is like to work for Friends Meeting House, you can talk to Liz O'Neill (Executive Officer) or Clare McCann (Facilities Manager) by calling 0161 834 5797. Liz and Clare will be involved in shortlisting for this job. They will not have your personal details when they consider your application, but they will not be able to completely forget anything that you say if you choose to call them. Your choice to call or not call will not be a factor in shortlisting.

## Duties and responsibilities

### Facilities Administration

15 – 19 hours a week (0.4-0.5 Full Time Equivalent)

Reporting to: Facilities Manager

**Purpose:** to support the Facilities Manager in the maintenance and development of all properties and grounds owned by Manchester and Warrington Area Quaker Meeting. In addition, to secure and maintain the income-generating capacity of the properties that we rent out to tenants.

### Duties include:

- Liaising with contractors, the events team and Quakers to organise quotations, make appointments and schedule work. This may include contributing to decisions about the awarding and timing of contracts, but the appointment of contractors remains the responsibility of the Facilities Manager.
- Supporting the senior staff team across the organisation to deliver a high standard of health and safety. This includes liaising with staff across the organisation to maintain schedules and record keeping, monitor health and safety training, and maintain all relevant record-keeping.
- Maintaining records of both routine and occasional work required, planned and completed across our full estate. This includes effectively recording details of guarantees, warranties, certification and compliance requirements as appropriate.
- Delivering day to day administration relating to our tenanted properties. This includes liaising with car parking, office, commercial and residential tenants and/or estate agents over matters relating to leases and other contracts, invoicing, utilities, inspections, maintenance and other services.
- Acting on behalf of the Facilities Manager by responding to property related queries and attending Quaker business meetings on request. This involves occasional evening and weekend work, sometimes in person at one of our five Meeting Houses, sometimes remotely either from the office or from home if preferred.
- Purchasing a range of goods and materials for use in our properties and their grounds. This includes agreeing requirements and budget, researching options to ensure value for money and following payment approval procedures.

## **Area Meeting Administration**

15 – 19 hours a week (0.4-0.5 Full Time Equivalent)

Reporting to: Executive Officer

**Purpose:** to support Quaker work within Manchester and Warrington Area Meeting.

### **Duties include:**

- Liaising between the staff team and Quaker committees, groups and voluntary role holders to ensure that the needs of Quakers are appropriately considered in the use of our buildings, grounds and other resources. This includes ensuring the events and hospitality teams are fully aware of the needs of all Quaker room bookings.
- Maintaining accurate records of personal data relating to Quakers across the Area Meeting and ensuring that this is processed in accordance with our data protection policy and our obligations under relevant legislation. This includes working with Quakers to see through the production of the annual List of Members and Attenders as well as preparing data for submission to Britain Yearly Meeting (the national organisation for Quakers in Britain).
- Communicating with Members and Attenders of our five Local Meetings and supporting others to do the same. This includes maintaining and operating distribution lists for emails and other forms of communication as well as occasional work to update the Area Meeting website.
- Maintaining processes and record-keeping for Safeguarding across the Area Meeting, in compliance with our Safeguarding Policy. This work includes processing Disclosure and Barring Service checks; recording and securely storing sensitive personal data; and liaising with Quakers serving in Safeguarding or nominations roles.
- Maintaining accurate records of meeting minutes, nominations and roles undertaken by Quakers across the Area Meeting and making these available to staff members and Quakers as appropriate.
- Liaising with the Executive Officer and other staff members to monitor budgets falling under the responsibility of Quaker groups and role-holders, and advising Quakers appropriately in response.
- Supporting the Area Meeting's Quaker business meetings, approximately six to eight times a year. This includes assisting the Area Meeting clerk in advance of and after each meeting as well as attending the meetings themselves. This responsibility requires occasional evening and weekend work, sometimes in person at one of our five Meeting Houses, sometimes remotely either from the office or from home if preferred.
- Supporting a range of Quaker role holders, workgroups and committees working on a variety of projects and other activities on an ad-hoc basis.

### **General Duties for all staff members**

These will apply equally whether the duties above are covered by one employee or two in separate roles.

- To actively participate in training and development, working with your line manager to identify your own training and learning needs.
- To attend team and staff meetings as required.
- To follow all internal policies and procedures, as described in the Staff Handbook or issued in an equivalent format.
- To assist with practical arrangements for room bookings when extra help is needed, for example by setting up or clearing and cleaning rooms and equipment; preparing refreshments; and other hands-on duties to support the service provided to our customers.
- Responding to visitors enquiring about Quakers: giving them basic information; introducing them to others who might speak with more knowledge or depth; and giving them appropriate literature or websites to visit.
- Opening and locking up our buildings, checking on and ensuring the tidiness of the building and grounds.
- Any other tasks reasonably requested by your line manager or the Executive Officer.

## Candidate requirements

Description of what we are looking for	Requirement for Facilities Administration	Requirement for Quaker Administration	How we will assess for this requirement
<b>Basic skills</b>			
Numeracy to a standard that supports analysing costs and monitoring budgets.	Essential	Essential	You can provide evidence of these skills with a formal qualification (eg GCSE or Functional Skills Maths and English) if you have one. If not, we may ask you to complete a practical exercise as part of the recruitment process.
Written and spoken English to the standard required to communicate effectively with native English speakers and those who may be using English as an additional language.	Essential	Essential	
<b>Specific skills and abilities</b>			
Communication skills, including the ability to effectively get across what you mean in face to face, telephone, email and other written communications, including with people you are contacting for the first time.	Essential	Essential	These skills will be assessed through your written application so please make sure you tell us about how you meet the requirements. We may want to explore these skills further at interview.
Planning skills, to the level where you can think ahead and identify the steps necessary to complete a task well and on time.	Essential	Essential	
Organisation and time management skills, so that you can manage your own time and identify which tasks to do when, considering both your own needs and preferences and those of other people who are impacted by your work.	Essential	Essential	
Information and Communication Technology skills, to the level where you can manage your own work using our Microsoft Office systems.	Essential	Essential	
<b>Personal Qualities</b>			
Warm & friendly approach.	Essential	Essential	These qualities will be assessed at interview.
Ability to remain calm under pressure including when dealing with people whose behaviour may be unreasonable.	Essential	Essential	
Enthusiasm for the role.	Essential	Essential	
Willingness to undertake training as needed.	Essential	Essential	

<b>Description of what we are looking for</b>	<b>Requirement for Facilities Administration</b>	<b>Requirement for Quaker Administration</b>	<b>How we will assess for this requirement</b>
<b>Experience</b>			
Experience of working on a variety of administrative tasks at the same time.	Essential	Essential	Your experience will be assessed through your written application so please make sure you tell us about how you meet the requirements. We will also explore candidates' experience at interview.
Experience of dealing with contractors.	Desirable	No requirement	
Experience of working on projects and monitoring progress.	Essential	Desirable	
Experience of focusing on Health and Safety, including monitoring compliance across an organisation.	Desirable	No requirement	
Experience of working with volunteers and understanding the complexities of their roles within committees.	Helpful but will not be assessed	Desirable	
Experience of working in a faith-based organisation	Helpful but will not be assessed	Desirable	
<b>Values</b>			
Willingness to uphold the Quaker values of peace, equality, truth and sustainability in your work.	Essential	Essential	Your ability to meet the values requirements of the role will be assessed through your written application and discussion at interview.
Understanding of the structures and approach of Quakers in the UK.	Helpful but will not be assessed	Desirable	

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