



Dear Applicant

### Communications Support Administrator

Yearly Meeting of the  
Religious Society of  
Friends in Britain

Thank you for your interest in the above post. The job information pack is available to download from BYM's website, it contains the following information:

- Guidance for applicants
- Job description and person specification
- Working for Quakers in Britain
- Application form
- Equality monitoring form

To apply for the post, please download, complete and return the application form. You **must** ensure that you address, giving examples from your previous employment, voluntary work or other experience, how you meet each of the selection criteria set out in the person specification.

You should email your completed application form to [quakeremploy@quaker.org.uk](mailto:quakeremploy@quaker.org.uk). CVs are not accepted as an application for posts, but you can attach one to the application form if you wish. The **closing date** for receipt of application forms is **Monday 27 June 2016 at 9am**. Interviews will take place on **Tuesday 5 July 2016**.

We would appreciate if you could also complete the equality monitoring form. The principles of equality are important to the Religious Society of Friends. The information you provide will help us to refine our employment practices and respond to the needs of the diverse range of people that our organisation comes into contact with. The details that you provide will be kept in strict confidence and will not be viewed by any member of the selection panel.

If you are an applicant with a disability and have any specific needs or queries you would like to discuss before making your application, please contact me by phone on 020 7663 1110 or by email at [Clairec@quaker.org.uk](mailto:Clairec@quaker.org.uk)

We do not acknowledge receipt of applications due to the high volume that we receive. Only candidates who have been shortlisted for interview receive an acknowledgement. If you do not hear from us within two weeks of the closing date your application has been unsuccessful on this occasion.

Thank you for your interest in the post. I look forward to receiving your application.

Yours faithfully

Claire Common  
**HR Advisor**

## Job Description & Person Specification



### BRITAIN YEARLY MEETING (BYM) JOB DESCRIPTIONS

|                      |                                                      |
|----------------------|------------------------------------------------------|
| <b>JOB TITLE:</b>    | <b>Communications Support Administrator</b>          |
| <b>REPORTING TO:</b> | <b>Communications &amp; Services Leadership Team</b> |
| <b>DEPARTMENT:</b>   | <b>Communication &amp; Services Department</b>       |
| <b>DATE:</b>         | <b>June 2016</b>                                     |

#### **Job purpose**

To provide high quality administrative and office management support within the Communication & Services Department. The department contributes to the smooth running, support, and development of Quaker faith and practice in Britain. The job is based in one of three teams, but will work across the department. The teams are: (1) developing member and donor relationships, encouraging financial contributions and voluntary service; (2) working to increase the public awareness and political impact of Quaker work through political, media, publications and digital engagement, and (3) supporting our governing committees and several large events they commission each year.

Our administrators work to a common job description, outlining key skills and offering flexibility with the department. In practice, they normally specialise in specific areas of the work outlined in the attached task list.

#### **1. Key accountabilities and main tasks**

- Communicating with a range of audiences by telephone, by email and often face to face, and taking appropriate action in accordance with agreed process.
- Recording information on our membership database, as well as searching and retrieving information from it and running interrogation reports.
- Setting up internal meetings, including collating agenda items, notetaking and following up action points.
- Managing Outlook calendar appointments for other staff.
- Analysing information on a range of subjects, as specified by the line manager and preparing succinct reports and recommendations for managers.
- Using a range of software programmes.
- Arranging hospitality, welcoming visitors and committee members.
- Filing and archiving paper and electronic records according to protocols.
- Booking travel, meeting rooms, hotels and other venues, and processing expense claims according to agreed guidelines and policies.

- Writing for and uploading to the website in accordance with website policies and procedures.
- Preparing correspondence, papers and mailings in consultation with committee secretaries.
- Undertaking skills training necessary for effective performance of the role.
- Working in accordance with BYM policies, procedures and guidance, and supporting others to do the same.

## **2. Intellectual demands**

The post-holder needs strong organisational abilities; a close attention to detail; excellent spoken and written English; the ability to convey messages clearly and concisely; numeric skills; and the ability to work quickly, creatively and accurately under pressure. The role also demands the ability to plan, maintain and improve administrative systems and work flexibly as part of a team. The post-holder should be familiar with developments in new technology and able, if necessary, to suggest creative improvements to working practices.

## **3. Judgement**

While the post is guided by defined organisational policies, procedures and codes of conduct, the post-holder will effectively prioritise and plan their own workload. They will be self-directed within a work plan and make operational decisions using their judgement and knowledge of organisational systems and procedures. They should know when to check understanding before acting and have an instinctively 'customer-focused' and problem-solving approach in working with external contacts and Quakers.

## **4. Use of resources**

The post-holder has no budget or staff responsibilities. They may on occasion coordinate volunteers, and they will use the usual office equipment, including computers, printers, photocopiers, telephones, laminators.

## **5. Communications**

**Internal – 80%:** Primary contacts will be with managers and other staff in the organisation.

**External – 20%:** With the support of the line manager. External contacts will mainly be Quakers, including those who are members of BYM governing committees, but could also include other contacts in donor organisations, campaigning partners, media professionals, companies providing a service to BYM, and the wider public.

## **6. Physical demands and coordination**

Use of a computer workstation throughout most days. Occasional physical lifting of paper or other equipment as is reasonable given the post-holder's training and health.

## **7. Working conditions and emotional demands**

The post is primarily office-based and involves working to tight deadlines. Occasional weekend and evening work is required, for which time off in lieu (TOIL) is given. Travel outside of London may occasionally be required.

## **OTHER RESPONSIBILITIES**

- Responsible for ensuring that BYM's Equal Opportunities and Health & Safety Policies and its commitment to sustainability are adhered to in all aspects of the role
- To undertake other duties and responsibilities commensurate with the post from time to time

## **BRITAIN YEARLY MEETING (BYM) PERSON SPECIFICATION**

**Job title:** Communications Support Administrator

**Department:** Communication & Services

**Date:** June 2016

## **ESSENTIAL KNOWLEDGE**

- Knowledge of and sympathy with Quaker values and ethos
- Educated to degree level or equivalent administrative experience

## **ESSENTIAL EXPERIENCE**

- Experience of using Microsoft Outlook, Excel, Word and other relevant software
- Experience of uploading to websites
- Experience of providing customer service
- Experience of providing administrative support
- Experience of diary management

## **ESSENTIAL SKILLS**

- Strong computer skills
- Excellent organisational skills
- Good verbal communication including a pleasant and friendly telephone manner
- People/customer service skills
- Ability to express oneself clearly and accurately in written English
- Ability to interpret instructions and issues arising
- Ability to analyse data, work flows and situations to generate and report conclusions
- Willingness and ability to learn new skills

## **Additional Information**

### **Communication & Services Department administrator vacancy**

Our administrators work to a common job description outlining key skills and offering flexibility within the Department. In practice, they specialise in a specific area of work. Currently we are looking for an administrator to support the Department's leadership team.

#### **C&S leadership support administrator**

The administrator will arrange regular meetings on behalf of team leaders, note take and follow up on action points, schedule operational, budget and departmental planning, upload to the website, and carry out general administrative tasks to further the goals of the Department.

Specific tasks will include:

Supporting the leadership team by:

- Attending leadership, team and department meetings as appropriate, taking notes and completing the log of follow up actions
- Ensuring action points from a range of meetings are timetabled
- Tracking departmental deliverables against the operational plan
- Managing the calendars of the leadership team where appropriate
- Working with confidential information in a sensitive manner

Supporting the Review of the Department by:

- Organising working group meetings and follow up
- Organising other tasks relating to the implementation of the Review

Supporting departmental work by:

- Uploading and editing webpages
- Proof reading documents for publication
- Enewsletter mailings
- Involvement with mailings

## Britain Yearly Meeting – Guidance Notes for Job Applicants

These notes have been designed to assist you by providing information about BYM's recruitment process.

### **PLEASE READ THESE NOTES BEFORE COMPLETING THE APPLICATION FORM.**

#### **Preparation**

You should spend time reviewing your skills, achievements and experience, identifying those that are relevant to the job.

#### **Making your Application**

##### **Job Details**

You should read the job description, person specification, advert and background information so you know what the job involves. Think about why you are interested working for the Religious Society of Friends (Quakers), the post and how your knowledge, skills and experience (paid or non-paid) would enable you to be effective in the role.

#### **Completion of Application Form**

The application form is used both for shortlisting and reference during the interview process.

When completing the application form:

- you should read the job description, person specification, advertisement and background information etc. before completing the application form. Use the information supplied to make your application relevant to the post.
- it is important that you use the application form to explain how your skills, abilities, experience and qualifications compare with those set out in the supporting information
- It is important that you give reasons for any gaps in your employment history
- **Please note that we do not accept CVs as an application for posts** however, you can attach one, but you must fully complete the application form. If there is insufficient space to complete your details, please continue on a separate sheet.

The information that you provide on the application form and supporting statement is the only information we use in deciding whether or not to shortlist you for interview.

You must ensure that the information you provide is well organised and relevant to the post that you are applying for.

### **Supporting Statement**

You should write a supporting statement setting out the reasons why you think you are suitable for the post. **You must address each item on the person specification.** You should highlight the experience, skills, achievements that you would bring to the post including, those that you have gained through previous employment, voluntary work or any other relevant experience.

### **Accuracy of Information**

The information that you provide to the Religious Society of Friends, both on your application form and at interview must be accurate. If we discover that any information provided is inaccurate, an offer of employment may be withdrawn. Where an appointment has been made we may take disciplinary action up to and including dismissal.

### **Data Protection**

You should be aware that information contained in or derived from your application may be retained in both manual and computerised form for the purpose of recruitment administration, the production of depersonalised statistical data relevant to recruitment or equality issues and on appointment, personnel, payroll and pensions administration.

If your application is unsuccessful your application form will be retained for a maximum period of six-months.

We will not share your information with any other organisation unless required to do so by law.

### **Completed applications**

Completed applications should be emailed by the stated closing date to:  
[quakeremploy@quaker.org.uk](mailto:quakeremploy@quaker.org.uk)

## **Equality**

### **QUAKER FAITH & PRACTICE 23.36**

'At the Centre of Friends' religious experience is the repeatedly and consistently expressed belief in the fundamental equality of all members of the human race. Our common humanity transcends our differences...We aspire not to say or to do anything or condone any statements or actions which imply lack of respect for the humanity of any person.' (Meeting for Sufferings, 1988)

The Religious Society of Friends (Quakers) is committed to equality. In order to monitor our commitment to equality we ask applicants for posts to complete our equality monitoring form. The information provided is treated in the strictest confidence and is detached prior to shortlisting. The forms are retained by HR and the panel do not have sight of them.

## **Appointment Process**

After the closing date is passed, the recruiting manager and the interview panel shortlist applicants who demonstrated that they meet the essential criteria set out in the person specification. Only candidates shortlisted are invited for interview. If you do not hear from us within two weeks of the closing date your application has been unsuccessful.

Normally applications received after the closing date are not considered

## **Interview**

If you are shortlisted for interview you will be invited to a selection process. All interviews are conducted by a panel of two or more including the recruiting manager. If there are any special arrangements associated with the selection process e.g. tests or presentations, you will be informed accordingly.

## **Disability**

If you are an applicant with a disability and have any specific needs, adjustments that you would like us to make or queries please contact HR on 020 7663 1111/1110.

## **Interview Outcome**

If you are invited to attend an interview/and or selection process you will be informed either verbally or in writing of the outcome. The successful candidate will have the decision confirmed in writing as an offer of employment. The unsuccessful candidate is offered the opportunity for feedback.

## **References**

On the application form you are asked to provide us with the details of three referees, one of which must be from your most recent employer. If you were a student one of your referees should be from a tutor. We only contact referees with your permission after an offer of employment has been made.



All offers of employment are conditional upon the receipt of references that are satisfactory to BYM, verification of right to work in the UK, medical health clearance, and where applicable verification of qualifications and Criminal Record Bureau checks

### **Asylum & Immigration Act 1996**

Under Section 8 of the Asylum and Immigration Act 1996, employers must ensure that any prospective employee is legally entitled to live and work in the UK. If you are offered employment by the Religious Society of Friends (Quakers) you will be required to produce an official document confirming that you are entitled to live and work in the UK, e.g. passport; full birth certificate and official document confirming your name and national insurance number; or a passport/travel document/letter from the Home Office.

### **Queries**

If you require further information or wish to raise any matters with regard the appointment process, please contact HR on 020 7663 1111/1110.

### **Complaints**

Applicants for posts within the Religious Society of Friends (Quakers) have the right to complain if they feel they have been unfairly treated or discriminated against during the recruitment process. If you feel that this is the case you should contact Ric Moore, HR & Training Manager, on 020 7663 1111 (direct line) or by email: [ricm@quaker.org.uk](mailto:ricm@quaker.org.uk)

**Thank you for your interest in employment at the Religious Society of Friends (Quakers). Good luck with your application.**

## Working for Quakers in Britain

Britain Yearly Meeting, is a national charity employing about 150 people. Its purpose is to work for, with and on behalf of Quakers in Britain.

Quakers – sometimes known as The Religious Society of Friends (Quakers) in Britain is a faith group. We are rooted in the Christian tradition but open to different ways of being guided by God.

### About our organisation

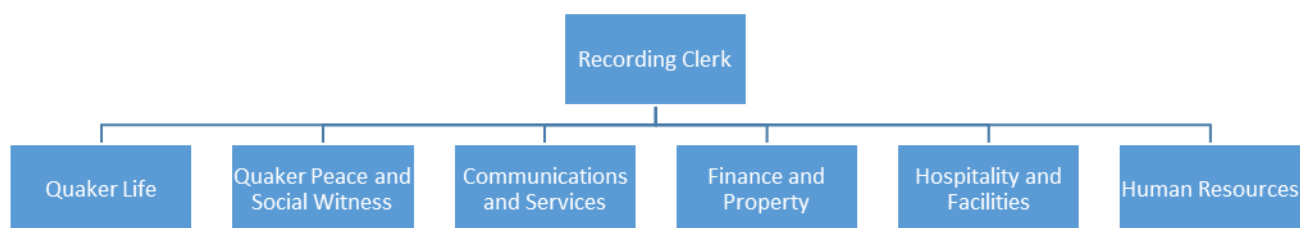
In Britain there are about 20,000 Quakers. We have 500 local Quaker Meetings, grouped into 72 'area meeting' charities. All these charities are affiliated to Britain Yearly Meeting (BYM).

Britain Yearly Meeting (BYM) is a charity, formally known as 'Britain Yearly Meeting of the Religious Society of Friends'. The trustees are appointed by and accountable to British Quakers; and because this work is done for and on behalf of Quakers from the whole of Britain, the work we do is known as 'centrally-managed work'.

The charity's objectives are:

1. Sustaining the Quaker church and faith
2. Supporting Quaker Meetings
3. Promoting Quakerism
4. Witness through action

BYM is structured into 6 departments:



The Recording Clerk's Office is a small, central co-ordinating department. The Recording Clerk is the senior member of staff.

Quaker Life supports Quakers' spiritual lives; and helps local Quaker Meetings to grow as communities.

Quaker Peace and Social Witness works with and on behalf of Quakers in Britain to translate faith into action. This includes peace work in Britain and globally, and social justice work mainly in Britain.

Communications and Services works to:

- increase public awareness of Quakerism and Quaker work (media, advocacy and publications)

- help Quakers throughout Britain to be involved with and fund centrally-managed work
- support the committees that guide our work

Friends House Hospitality and Facilities manages Friends House building and facilities.

Finance and Property manages our organisation's assets.

Human Resources helps BYM carry out its responsibilities as an effective employer through policies and practices that are based on Quaker principles. This includes looking after the terms and conditions, training, welfare and recruitment of staff both in Friends House and beyond.

### **A Quaker workplace**

We aim for our workplace to be consistent with Quaker values - broadly the same as most well-run progressive organisations. For example:

- We expect staff to respect each person regardless of age, race, religion, gender, transgender status, sex, sexual orientation, disability, marital or civil partnership status
- We avoid unjustifiable and unlawful discrimination in our employment practices
- We follow good employment practice, with clear and supportive line management
- We have a 1:4 ratio between the lowest and highest salaries
- We aim to be open and honest in all our work
- We avoid titles such as 'Mrs.' or 'Mr'.

Very few jobs with BYM are restricted to Quakers, although about 1/3 of the staff are Quakers or linked to Quakers in some way.

### **About Quakers**

The Quaker way is based on silent worship, as a way to help people connect directly to God. Quakerism began in Britain in the 17th Century. Its roots are in radical Christianity, although today not all Quakers call themselves Christian.

Quakers share a way of life rather than a set of beliefs. We seek to experience God directly, within ourselves and in our relationships with others and the world around us.

Quakers are ordinary people, who try to live their values they can. This leads many Quakers to work for a better world. Values that are important to us include truth and integrity; simplicity; equality; peace; and sustainability.

You do not need to be a Quaker to worship with us at one of our meetings.

You can find out more:

- From our website - [www.quaker.org.uk](http://www.quaker.org.uk)
- By reading 'Advice and Queries' which is an introduction to Quaker belief (<http://qfp.quaker.org.uk/>)

- By visiting the Quaker Centre at Friends House, which has leaflets and books, and volunteers who can answer questions
- Or ask for a free information pack – [www.quaker.org.uk/more-information](http://www.quaker.org.uk/more-information)