



Dear Applicant

Head of Member Engagement

Yearly Meeting of the
Religious Society of
Friends in Britain

Thank you for your interest in the above post. Below is the job information pack which 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. 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 **Friday 8 July 2016 at 5pm**. Interviews will take place on **Friday 22 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

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



JOB TITLE:	Head of Member Engagement
REPORTING TO:	Member of Management Meeting
RESPONSIBLE FOR:	Meeting & Donor Relationships team – 8 staff including Grants & Contributions Manager; Communications Officer
DEPARTMENT:	Communication and Services
DATE:	June 2016

Job purpose

- To develop and deliver strategies to strengthen member and donor engagement with the centrally managed work to increase financial giving, offers of service, and reported levels of member/meeting satisfaction with the central work.
- To ensure the support services delivered by Britain Yearly Meeting to local and area Quaker meetings are relevant and well-co-ordinated.
- To provide a strategic lead for the organisation on internal and staff communications.
- As a member of the Communication and Services leadership team, to contribute to the strategic leadership of the department and facilitate close collaborative working across its three teams.

Key accountabilities and main tasks

- To lead the development and delivery of strategies to increase the reach of BYM's member communication and engagement activities, improving coordination of messages and the quality and accessibility of channels used.
- To co-ordinate the development and delivery of effective support services for Quaker meetings and the role-holders in them, including the co-ordination of services provided by staff in other teams and departments and the maintenance of a directory of services available. To maintain relationships with other delivery partners, such as Woodbrooke Quaker Study Centre, where these provide support services for meetings.
- To develop and deliver effective systems to monitor the impact of member communication and engagement strategies on financial contributions, legacy commitments, volunteering for service and expressions of satisfaction for the centrally managed work.
- To provide executive reporting and advice for Trustees, Quaker Life Central Committee and other governance bodies in this area of BYM's work.
- To oversee the delivery of effective staff communications so that staff are empowered as champions for all of the centrally managed work, and to monitor the effectiveness of this.
- To oversee the delivery of internal communication channels with Quakers including the supporters' magazine Quaker News and the monthly mailing to clerks of Quaker meetings.

- To ensure effective communications between grants officers and service-delivery managers, to maximise the success of applications, and that well-presented and targeted grants applications are submitted to funding bodies.
- To develop and deliver strategies to collate feedback from members and meetings on the quality and relevance of the centrally managed work and communications, in order to effect improvement.
- To play an active part in the leadership team of the Communication & Services Department and Extended Management Meeting as required.

Intellectual demands

- A solid understanding of Quaker faith and practice and current trends and issues in the life of Quaker meetings.
- Excellent organisational and planning skills, attention to detail, ability to seek evidence to provide well-informed reports and inspire others to do so, enabling good governance decisions to be taken.
- Writing skills need to be flexible, so as to inspire, inform, enthuse and/or persuade a wide variety of audiences.

Judgements

- Will be influential over Britain Yearly Meeting's reputation amongst members and donors.
- Responsible for strategies which are expected to deliver fundraising income in excess of £3m and increase engagement levels from a community of some 25,000 members.
- Application of discretion and maintenance of confidentiality when appropriate, including advising others in this area.

Use of resources

- Budget holder for about £75k of expenditure.
- Line manages up to ten staff through two/three unit leaders.
- Shares responsibility for departmental resources to support peak workloads and perform shared administrative tasks.

Communications

The internal/external split is around 30/70%. Responsibility for coordinating staff communications means a high-level strategic responsibility for improved staff communications. Externally will link with members of the Society at all levels, including local and area meeting clerks, trustees and other officer holders; committee members and Britain Yearly Meeting Trustees; as well as funding organisations such as trusts and foundations.

Physical demands and coordination - No unusual demands

Working conditions and emotional demands

Will need to resolve competing demands to meet team deadlines and show resilience when dealing with stressful issues. Occasional evening and weekend work to manage peak loads and to support residential events will be managed by using time off in lieu.

OTHER RESPONSIBILITIES

- Responsible for ensuring that all Britain Yearly Meeting's policies and commitments are adhered to in all aspects of work, paying special attention to:
 - Equality Policy Health & Safety Policy
- Commitment to sustainability
- Undertakes other duties and responsibilities commensurate with the post.

PERSON SPECIFICATION

Essential knowledge

1. Knowledge of Quaker structures and sympathy with Quaker values.
2. Keen sense of the mood and current issues in local meetings.
3. Understanding of the key principles for effective internal communications, stakeholder engagement and fundraising.

Essential skills

1. Collaborative and inclusive leadership style.
2. Able to exercise discretion on sensitive issues and respond positively to challenges.
3. Sound judgement.
4. Attention to detail.
5. Excellent written, oral and interpersonal communications skills in English.
6. Good active listening and coaching skills.
7. Ability to analyse problems, identify root causes and foster a positive acceptance of change towards organisational goals.
8. Good IT skills and experience of relevant software packages.
9. Time-management and prioritising skills enabling high quality work within tight deadlines.

Essential experience

1. Developing fundraising and relationship building strategies.
2. Managing people (directly or indirectly) to deliver challenging targets.
3. Experience of developing internal communication strategies and plans.

Desirables

1. Membership of or regular attendance at a Quaker meeting.
2. Relevant professional qualifications in any of the areas of the team's responsibility.
3. Knowledge of volunteer support development.
4. Experience of maintaining and growing community relationships.
5. A sense of humour

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

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

Thank you for your interest in employment at Quakers in Britain. 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

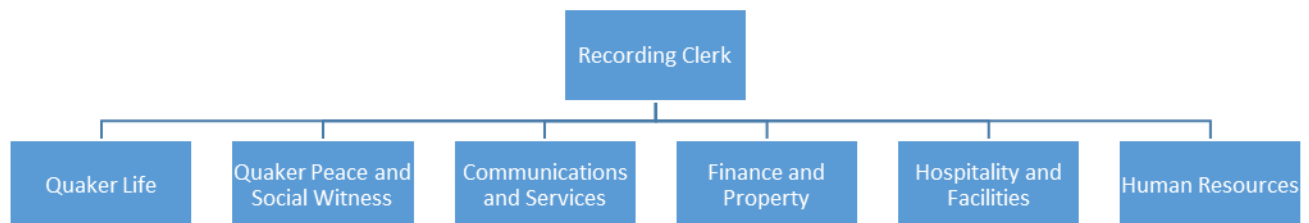
In Britain there are about 20,000 Quakers. We have 500 local Quaker Meetings, grouped into 72 'area meeting' charities. All these charities are affiliated to Britain Yearly Meeting (BYM).

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
- 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