**EYAQ Project Support Officer**

Dear Applicant

Thank you for your interest in the above post. The job information pack contains the following information:

* Job description and person specification
* Background information
* Guidance notes
* Working for Quakers in Britain

You must ensure that you address all the criteria set out in the person specification for the post.

The personal information that you have supplied will only be used for recruitment and selection purposes. You should refer to the Privacy Notice on our website, which sets out how BYM will deal with the personal and sensitive data you have provided in your application form and supporting information.

We would be grateful if you could also complete the Equality and Diversity Monitoring Form. The principles of equality and diversity are important to Quakers in Britain in all aspects of its work. The information you provide will help us to monitor and refine our employment practice and respond to the needs of the diverse range of people that our organisation comes in to contact with. The personal data provided will be kept securely by HR and will not be shared with any member of the selection panel.

Please ensure that we receive your completed application in our office by the closing date. We do not accept CVs as an application for posts, but you can attach your CV to the application form if you wish. The **closing date** for receipt of application forms is **Thursday 28 February 2019**. Interviews will be held **at Friends House** on **Friday 8 March 2019.**

Due to the high volume of applications we receive, we do not send individual acknowledgement of applications. We will only contact candidates who have been shortlisted for an interview. If you do not hear from us within two to three weeks of the closing date, your application has not been successful on this occasion. Your application form and supporting details will be kept as legally required for six months in case of a dispute, and thereafter will be destroyed.

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

**Job Description**

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| **JOB TITLE:** EYAQ Project Support Officer  **REPORTING TO**: Engaging Young Adult Quakers Project Officer  **RESPONSIBLE FOR**: N/A  **DEPARTMENT**: Quaker Life (Ministry & Outreach Team)  **DATE**: February 2019 |

**Job purpose:**

To carry out administrative support and contribute to the work of the Engaging Young Adult Quakers Project. This is a fixed term opportunity.

1. **Key accountabilities**

* Supporting the project’s workstreams including:
* Helping to maintain links with the network of young adult Quakers
  + updating the contact database and assisting with communications with young adult Quakers, both individuals and groups
  + helping to ensure that the project is well connected to Young Friends General Meeting (YFGM), working with the YFGM intern where appropriate
  + distributing documents to other members of the Society of Friends
  + responding to enquiries
* Steering Group
  + preparing papers for Steering Group meetings
  + formatting and distributing minutes after each Steering Group meeting
* Events planning
  + helping with events planning including for Britain Yearly Meeting and a festival presence in 2019
* Project communications
  + updating the EYAQ webpage with information
  + posting content produced by the team to social media
  + assisting with the production and dissemination of the EYAQ newsletter
* Evaluation
  + Supporting with data collection and collation of responses
  + Support with compiling project reports

1. **Intellectual Demands**

This post holder needs a high level of attention to detail, numeric skills, and the ability to work quickly, creatively and accurately under pressure. They should have the ability to work independently and flexibly as part of a team. The post also demands the ability to plan, maintain and improve administrative systems. They should also be confident in the use of social media.

1. **Judgements**

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

**4. Use of Resources**

The post holder has no budget or staff responsibilities. They will use the usual office equipment including computers, printers, photocopiers, telephones, laminators.

**5. Communications**

**Internal**: 70% Primary contacts will be with managers and staff.

**External**: 30% With the guidance of the line manager. External contacts will mainly be young adult Quakers and members of the Steering Group, Woodbrooke Study Centre.

**6. Physical Demands & Co-ordination**

Use of a computer workstation throughout most days. Occasional physical lifting of paper or other equipment.

**7. Working Conditions and Emotional Demands**

This post is primarily office based but could work around an existing work arrangement. It involves working to tight deadlines.

**OTHER RESPONSIBILITIES:**

* Responsible for ensuring that Britain Yearly Meeting’s Equal Opportunities Policy is adhered to in all aspects of the role
* Responsible for ensuring that Britain Yearly Meeting’s Health & Safety Policy is adhered to at all times
* Responsible for ensuring that Britain Yearly Meeting’s commitment to sustainability is adhered to in all aspects of the role
* To undertake duties and responsibilities commensurate with the post

**BRITAIN YEARLY MEETING**

**PERSON SPECIFICATION**

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| --- |
| **Job Title:** EYAQ Project Support Officer  **Department:** Quaker Life  **Date:** February 2019 |

**ESSENTIAL KNOWLEDGE**

* Knowledge of and sympathy with Quaker values and ethos
* Knowledge of administrative processes and digital media

**ESSENTIAL QUALIFICATIONS**

* A good general level of education supplemented by relevant life experience

**ESSENTIAL EXPERIENCE**

* Experience of using Microsoft Outlook, Excel, Word and internet facilities
* Experience of providing customer service
* Experience of providing administrative support
* Database experience (recording to and analysing data from)

**ESSENTIAL SKILLS**

* Strong Microsoft Outlook, Excel, Word and internet usage skills
* Good organisational skills
* Good verbal communication including a pleasant and friendly telephone manner
* People/customer service skills
* Ability to express oneself clearly in written English
* Ability to interpret instructions and issues arising
* Willingness to learn new skills

**DESIRABLES**

* Awareness, understanding and knowledge of young adults
* Use of social media and communication technology
* Working collaboratively with others to achieve common goals

**Background Information**

### About Quakers

The Religious Society of Friends (Quakers) is a radical faith group with its roots in Christianity. It emerged in the mid-17th century as a group with no separate priesthood, and with a form of worship based in silence. Quakers have been committed to peace, equality, simplicity and integrity throughout history and are known for work to bring about social change over the years, such as on the abolition of the slave trade, the relief of suffering in wartime, improving living conditions for factory workers and the introduction of same-sex marriage. You can read more about the story of Quakers at [www.quaker.org.uk/intro-quakers](http://www.quaker.org.uk/intro-quakers).

### About Britain Yearly Meeting

Britain Yearly Meeting (BYM) is the national umbrella organisation for Quaker meetings in Britain. We provide events and support services to nearly 500 local Quaker meetings across Britain, carry out peace, sustainability & social justice work on their behalf, and work to raise public awareness of Quakerism.

All Quakers in Britain are invited to come together at Yearly Meeting (the annual sessions of Britain Yearly Meeting), which meets to explore, through worship, the issues of concern to British Quakers, and to guide the work of the national charity.

We are a registered charity with an annual turnover of around £10m, and assets of over £60m. Responsibility for the charity lies with the fifteen Trustees of Britain Yearly Meeting, appointed from among the Quaker community. BYM is based at Friends House (opposite Euston station in central London), which houses our central offices accommodating our 150 staff. You can download our Trustees Annual Report & Financial Statements here: [www.quaker.org.uk/annualreport](http://www.quaker.org.uk/annualreport)

The work of Britain Yearly Meeting is carried out through five departments:

* Quaker Life supports Quaker meetings in their life and worship, oversees Quaker outreach, provides training, organises events for children & young people and runs the Library of the Society of Friends.
* Quaker Peace & Social Witness works on behalf of Quakers in the areas of peace, economic justice, sustainability and criminal justice, through campaigning, training, placements, community empowerment and by supporting Quakers in local meetings with their activities and concerns.
* Quaker Communication & Services works to promote public awareness of Quakerism, provides advocacy, media, web and publications services to the organisation, and oversees fundraising from Quakers, Quaker meetings and trusts. It also provides a secretariat for the Quaker governance structures.
* Quaker Finance & Property oversees the budget and finances of BYM, including our ethical investment portfolio, various properties and legacies.
* Our wholly-owned trading subsidiary, Friends House (London) Hospitality Ltd, operates Friends House as a major conference venue and runs the building facilities. We have recently completed a major refurbishment of our main 1000-seat auditorium, which has been relaunched under the name The Light (see [www.friendshouse.org.uk](http://www.friendshouse.org.uk) and [www.thelightateuston.org.uk](http://www.thelightateuston.org.uk) for more information). The Hospitality Company also runs Swarthmoor Hall, a historic house with accommodation in Ulverston, Cumbria ([www.swarthmoorhall.co.uk](http://www.swarthmoorhall.co.uk)).

You can read more about the governance structures of the Quaker organisation in Britain here [www.quaker.org.uk/documents/quakers-in-britain---a-short-guide-to-our-structures](http://www.quaker.org.uk/documents/quakers-in-britain---a-short-guide-to-our-structures)

### About Quaker Life

The department consists of three teams: Children & Young People’s Work, the Library of the Religious Society of Friends and Ministry & Outreach. These teams are headed, along with Quaker Peace and Social Witness department, by the Head of Worship and Witness.

The Ministry & Outreach team, where the post will be based, consists of the Head of Ministry & Outreach supported by a team of five who provide support to Quaker meetings in areas such as: eldership and oversight, safeguarding, outreach, Quaker chaplaincy, diversity and inclusion, all based at Friends House.

The department works closely with other parts of the organisation, and particularly the Communication & Services department, whose teams offer support to other areas of Quaker work and witness.

The work of the department is overseen by Quaker Life Central Committee (QLCC).

### About the Engaging Young Adult Quaker project

Over the past few decades, the demographics of Britain Yearly Meeting (BYM) have become older, with fewer young adults visible in our meetings and our central structures. Young adults are experiencing barriers to attending and committing to a local or area meeting and attendance at [Young Friends General Meeting](http://yfgm.quaker.org.uk) has declined.

As a result, BYM undertook initial research (between February and April 2016) into the experiences young adults have with the Society and what promotes or precludes their involvement. This consultation revealed a number of obstacles that young adults encounter in their engagement with Quakerism, reducing their involvement despite their strong Quaker identity and commitment to the testimonies. The project works with young adults, national and local young adult groups, local meetings and central structures to explore and deliver possible solutions to these.

The work of the project is overseen and guided by the Engaging Young Adults Quakers Steering Group, which is a sub-group of Quaker Life Central Committee.

**About this post**

This post will provide administrative support to the project, and will help to maintain links with the network of young adult Quakers. This will include working closely with the Project Officer on communications, planning and delivery of events and the evaluation of the project’s impact.

**Guidance Notes**

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

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

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

**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**

The personal information that you have supplied will only be used for recruitment and selection purposes. You should refer to the Privacy Notice on our website, which sets out how BYM will deal with the personal and sensitive data you have provided in your application form and supporting information.

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.

**Equality & Diversity**

'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 Disclosure and Barring Service.

**Right to Work in the UK**

Under Immigration Act 2014, 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, Head of HR & Training, on 020 7663 1111 (direct line) or by email: [ricm@quaker.org.uk](mailto:ricm@quaker.org.uk)

**Working for Quakers in Britain**

Britain Yearly Meeting, is a national charity employing around 180 people. Its purpose is to work for, with and on behalf of Quakers in Britain.

**About our organisation**

Quakers is the name often used for the Religious Society of Friends. Although we have our roots in Christianity, we also find meaning and value in the teachings and insights of other faiths and traditions.

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’.

**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](http://www.quaker.org.uk/more-information)