

# Recruitment and Information Pack

## Independent Director







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# Introduction



**Thank you for your interest in joining the board of the Quiet Company.**

We are looking for one new director to start in early summer, and I hope this pack helps you understand our work and consider whether directorship is right for you.

The Company has diverse responsibilities: Friends House and Swarthmoor Hall, the bookshop, café and Seed Kitchen, premises management, conservation, heritage, and a social justice programme 'Bake the Difference'. Our larger operation is located at Friends House where BYM runs centrally managed work, the Library, Archives, and Yearly Meeting. FWCC and the Friend are also housed there.

Managing this takes a mix of people with different backgrounds and strengths, as we have responsibility for all aspects of the Company's activities primarily in delivering conference, events and retail services.

We have a great staff and senior leadership who run the day-to-day operations, allowing the board to focus on strategy and performance. The triple bottom line - people, planet and profit - is our chosen measure for assessing what we do and how we do it.

The Quiet Company is one of the most visible Quaker businesses in the UK today and the money we make directly contributes to BYM's funds. For that reason, we do ask that applicants are in membership or in the process of becoming a member, and are familiar with Quaker governance. Beyond that, we look for people who have experience in one or more areas that relate to the Company's work, and who will enjoy the rewarding and - at times - demanding role of director.

If successful, you will join the board at an exciting time. The last two years have been unlike anything we have seen before, and we now have the opportunity to rebuild and renew. There is work underway to shape the company's future, and to fulfil our twin goals: trading profitably to support the work of Quakers in Britain, and being an exemplar of Quaker business in the twenty-first century. Our staff make this happen, but it all starts with the board.

I wish you all the best with your application.

A handwritten signature in black ink that reads 'Matt'.

**Matt Baker,  
Clerk to the Board of Directors**



# Our company



## About Quiet Company

Quiet Company was formed in 2007 to raise income for the charity of Quakers in Britain: Britain Yearly Meeting. Each year, the company gift-aids any profits or surplus to the charity so that Quaker work in the United Kingdom and around the world can carry on.

The company operates as an ethical and sustainable business, in line with Quaker values.

You can read more about our purpose at [www.quietcompany.co.uk/our-purpose/](http://www.quietcompany.co.uk/our-purpose/).

## People - planet - profit

We believe in the 3Ps (people – planet – profit): our activity should not impact negatively on people or the planet.

We seek to minimise our impact on the environment and maximise our positive contribution to the communities in which we operate.

## Our values

As an ethical and sustainable business, our company relies on core values to deliver services and ensure everyone gets a great experience in London and Ulverston, Cumbria.

We are:

- **Welcoming:** We welcome everyone in our venues in London and Cumbria. Whether you want to meet, enjoy our cafes, stay the night or just relax in our gardens, our doors are open.
- **Pioneering:** We follow the tradition of ethical Quaker businesses. We are always striving to improve the welfare of our employees, our environmental practices, while making a positive contribution in the communities in which we operate.
- **Responsible:** We are committed to having the least possible impact on the environment. We have fully integrated the UN Sustainable Development Goals in our decision making and processes.







SWARTHMOOR HALL



# About the team

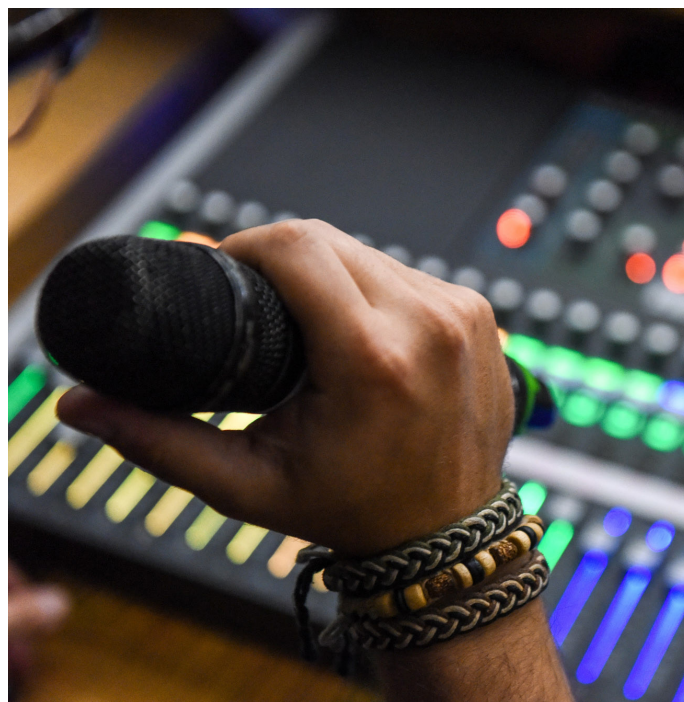


We have a diverse and talented team in Friends House and Swarthmoor Hall. They go the extra-mile to offer Quaker hospitality in a friendly environment to customers, visitors and Friends.

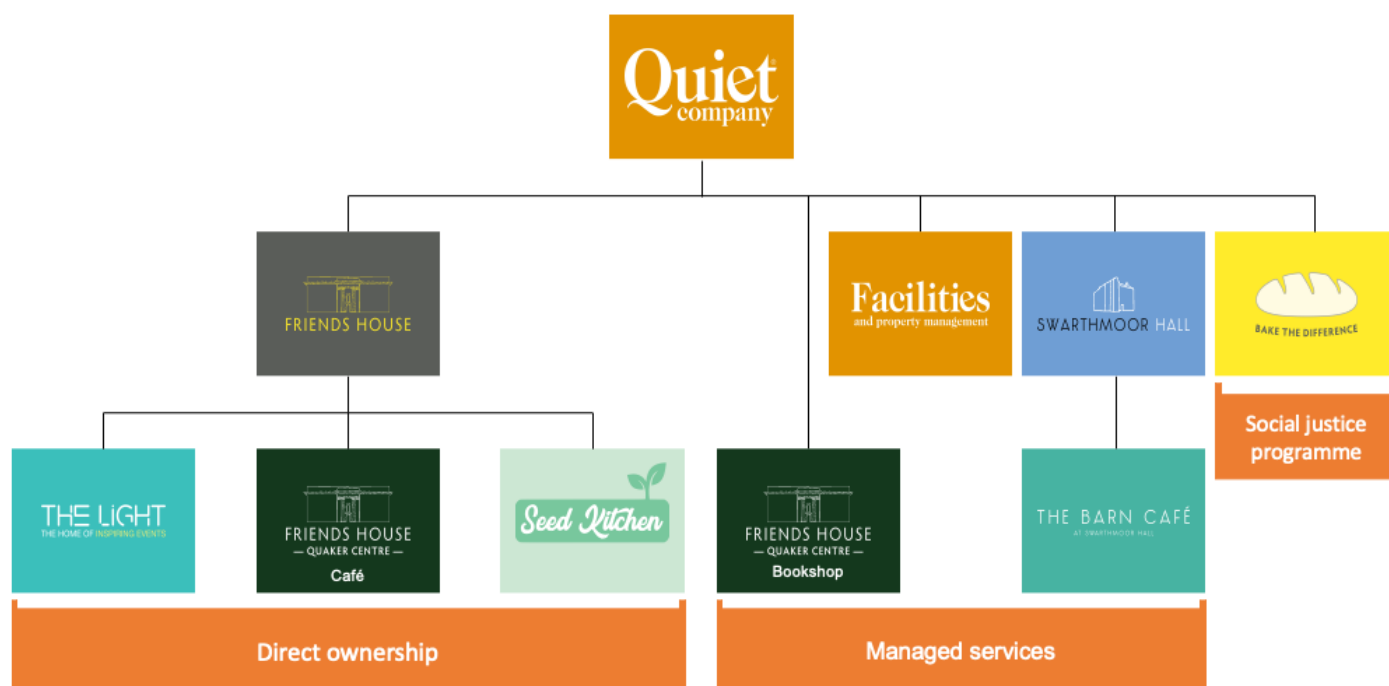
Our company has a set of commitments, which team members have to follow to ensure we provide the best service possible and maintain great relationships within our company and outside our walls.

These commitments cover

- Our customers
- Our staff
- Our community
- Our suppliers
- Ourselves



## Company structure



# Bake The Difference



Bake the Difference started in September 2018, when the first participants stepped into the Friends House kitchen. They all had a history of breaking the law or antisocial behaviour and a diagnosis of personality disorder.

People in circumstances like these can often find themselves excluded by society, finding it difficult to get a job or even secure accommodation due to their pasts. Too often a lack of stability in their lives can result in a return to prison.

For many participants, the workplace is a challenging place. Some have not worked for a long time or have never worked before. They also face many challenges in their lives outside Friends House.

The programme is here to provide them with some stability. For 6 months, they are mentored by an experienced chef and learn the basics of food and hygiene. On top of the baking course, they also learn front of house, barista and kitchen porter skills.

Participants spend nine hours a week (the maximum allowed without affecting their benefits) at Friends House and are paid over the London Living Wage.









# Person specification



The Company is currently facing the effects of the COVID-19 pandemic which has greatly affected its ability to trade, so it is looking for Friends with proven experience in strategic, commercial and business leadership and governance.

You should currently be in membership of the Society of Friends or in the process of joining; familiar with the Quaker business method; likely be in work and/or have relevant recent experience in running or being part of a company.



# Key skills and experience



Key skills and experience being sought include:

- Hospitality or events management
- Retailing or running a small public attraction
- Human resources
- Strategic business and planning

You will be seeking experience of being a Company director; pre-pandemic, we were approaching £5m turnover. You will have an interest in developing sustainable and ethical business and supporting peace and social justice causes, including work to expand the work opportunities of ex-offenders. There are opportunities to develop the Company further, but at the current time the board are looking at recovery from COVID-19 and developing new models and ways of working.

**Time commitment:** up to five half-day meetings per year (normally held in the afternoons and currently online), plus one full away day per year and one residential midweek meeting every two years at Swarthmoor Hall in Cumbria.

The board is seeking to diversify its membership further and is taking steps to make its arrangements more inclusive, including meeting face-to-face only twice a year.

We actively welcome interest from the BAME community and young Friends.









# How to apply



Thank you for your interest in serving.

If you are interested in being part of a vibrant company and helping it flourish after the pandemic, please email Sherry-Ann Mitchell for more information: [sherrym@quaker.org.uk](mailto:sherrym@quaker.org.uk).

Closing date: **Friday 11 February.**

