

Quakers in  
Britain



# Application Pack

## Estates and Facilities Manager



# Introduction



**This is an exciting time to join us and make a real impact.**

At Quakers in Britain we are working to bring Quaker values of peace and sustainability to the world, and support the Quaker community.

The Estates & Facilities Manager ensures that Quakers in Britain (QiB) sites are **safe**, compliant, well-maintained, sustainable, and welcoming. The role leads facilities and housekeeping functions, oversees statutory and operational compliance, manages contractors, and ensures a high-quality environment for staff, committees, tenants, customers, and visitors. The post also supports the Head of Estates & Facilities in maintaining and developing property records to inform long-term estate planning and strategic decision-making.

We hope the information in this pack will fire your interest. Quakers are inspired by faith to work for a just, peaceful, and sustainable world. Our staff team share those values and support that work as we seek to increase our impact.

This application pack background contains information about Quakers, the salary and benefits of working for us along with the job description/ person specification for the post.

If you want to join our friendly, collaborative team we look forward to receiving your application.

You will find in this application pack background information about the Quakers, salary and benefits of working for us along with the job description/ person specification for the post.

Regards,

**Kirsty Baker**  
Head Of Estates and Facilities

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If you would like an informal chat about the role before applying, please email Kirsty Baker at [Kirsty@quaker.org.uk](mailto:Kirsty@quaker.org.uk).



## • 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/faith](http://www.quaker.org.uk/faith).

## • About Quakers in Britain

We are the charity that works with and on behalf of all Quakers in Britain. Our staff and committees provide support and events for around 18,000 Quakers, who worship in 456 local meetings across Britain.

Supporting Quaker communities is a key part of what we do. We have staff working within reach of every Quaker meeting in Britain. They work closely with local Quakers to identify their spiritual and practical needs and help them become stronger and more connected. We are on hand to help Quaker communities thrive.

We organise Yearly Meeting, the annual assembly of the Quaker church in Britain. It's when Quakers gather in worship to connect, explore current concerns and discern the way ahead. This Spirit-led decision-making guides our work.

Quakers are inspired by faith to build a better world. We take forward this work for peace and social justice and raise public awareness of Quaker faith and values.

We are a registered charity with an annual turnover of around £10m. Responsibility for the charity lies with the fifteen trustees of Quakers in Britain, appointed from among the Quaker community.

The work of Quakers in Britain is carried out through six departments:

- **Quaker Life** supports Quaker communities in their life and worship, oversees Quaker outreach, provides training and organises events for children and young.
- **Quaker Peace & Social Witness** runs programmes supporting peace, economic justice, sustainability and criminal justice, through campaigning, training, placements, community empowerment and by supporting Quakers in local activity.
- **Quaker Church Affairs** manages the governance, events, and the shared identity and discernment of Quakers. It is underpinned by work on equity and justice in these structures.
- **Quaker Communications & Fundraising** promotes public awareness of Quakerism, provides advocacy, media, web and publications services to the organisation, and oversees fundraising from Quakers, Quaker meetings and Trusts.
- **Quaker Finance & Property** oversees the budget and finances of BYM, the work of our commercial trading subsidiary and our ethical investment portfolio and properties.
- **Quiet Company** is our wholly-owned trading subsidiary. It operates Friends House as a major conference venue and runs the building facilities. It also runs our Yorkshire office and Swarthmoor Hall, the historic home of Quakerism located in Cumbria. Each year, the Company gift-aids any profits or surplus to the charity to support and enable Quaker work [www.quietcompany.co.uk](http://www.quietcompany.co.uk).

You can read more about the governance structures of the Quaker organisation in Britain here [www.quaker.org.uk/structure](http://www.quaker.org.uk/structure).

You can download our Trustees annual report and financial statements here: [www.quaker.org.uk/annualreport](http://www.quaker.org.uk/annualreport).



- **Our Values**

Quakers live by core values that flow from our faith. They are central to our relationships with other people and with the earth:

### **Peace**

Quakers are best known for their deep commitment to peace. But we don't simply oppose war. We tackle the root causes of violence and challenge the systems that lead to war.

### **Equality and justice**

Quakers believe everyone is equal. This leads us to challenge injustice and work with people who suffer injustice. We oppose all forms of discrimination and champion diversity.

### **Truth and integrity**

Quakers strive to speak the truth with love. Treating others as we would want to be treated means being both honest and respectful in our words and actions.

### **Simplicity and sustainability**

Quakers try to live simply and focus on the things that really matter: the people around us and the natural world. We call for a sustainable way of life that puts people and planet first.

The process of living out our faith is often called Quaker Witness – you can find out more about Quaker work by listening to our podcast: [www.quaker.org.uk/podcast](http://www.quaker.org.uk/podcast).



# Working for Quakers in Britain



Quakers in Britain is a national charity employing 150 people. Our staff work remotely and from offices in London, Leeds and Cumbria. Its purpose is to work for, with and on behalf of Quakers across Britain.

## • About our organisation

Quakers is the name most commonly 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 18,000 Quakers. We have 456 local Quaker Meetings, grouped into 72 'area meeting' charities. All these charities are affiliated to Britain Yearly Meeting.

Quakers in Britain 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 work to avoid unjustifiable and unlawful discrimination in our employment practices
- We strive to 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.

## • The Quaker way of life

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. Read it online at <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 by requesting a free information pack from [www.quaker.org.uk/more-information](http://www.quaker.org.uk/more-information).

# About the team

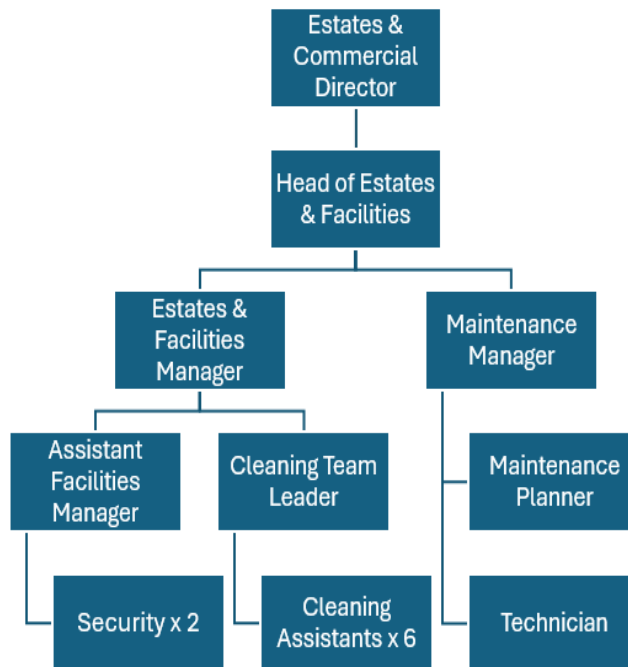


## Estates & Facilities

The Estates and Facilities Manager is part of Facilities and Estates Team. The objectives of the department are to be responsible for ensuring our buildings are safe, compliant, well-maintained, sustainable, and welcoming,

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Proposed Structure



# About this post



- **Job purpose**

The Estates & Facilities Manager ensures that Quakers in Britain (QiB) sites are safe, compliant, well-maintained, sustainable, and welcoming. The role leads facilities and housekeeping functions, oversees statutory and operational compliance, manages contractors, and ensures a high-quality environment for staff, committees, tenants, customers, and visitors. The post also supports the Head of Estates & Facilities in maintaining and developing property records to inform long-term estate planning and strategic decision-making.

refurbishments, ensuring value for money.

- Support environmental sustainability initiatives including energy efficiency, waste reduction, and recycling.
- Manage operational budgets, monitor expenditure, and forecast costs to ensure effective resource allocation.
- Maintain strong communication with staff, tenants, contractors, and consultants to ensure excellent customer service.
- Contribute to operational planning, long-term estate strategies, business continuity planning, and project delivery.

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

- Support the operational management of BYM estate, ensuring buildings and services are safe, compliant, efficiently run, and maintained to a high standard.
- Oversee statutory and regulatory compliance including building, fire, health & safety, heritage, accessibility, and environmental responsibilities.
- Act as Chief Fire Officer, leading with robust risk management.
- Plan and manage preventative, reactive, and lifecycle maintenance, including contractor management and asset care.
- Provide leadership to Assistant Facilities Manager, Cleaning, and Security teams, ensuring effective supervision, rotas, performance management, and high-quality service delivery.
- Ensure appropriate security procedures, staffing levels, and incident responses are in place.
- Maintain accurate property and facilities records, including document control and liaising with external consultants.
- Procure and manage contracts for facilities, cleaning, engineering services, building maintenance, and

## Reporting

- Reports to: Head of Estates & Facilities
- Direct reports: Assistant Facilities Manager; Cleaning Team Leader
- Indirect reports: Cleaning Assistants, Security Team

## Management of work

- Lead and supervise multi-site facilities operations, ensuring compliance with health, safety, and operational standards.
  - Make day-to-day operational decisions regarding maintenance, security, and Cleaning.
  - Plan and prioritise maintenance schedules, projects, contractor work, and resource allocation.
- **2. Intellectual demands**
    - Ability to interpret technical and regulatory information and apply it to estates management.
    - Planning, decision-making, and problem-solving across multiple sites.
    - Strong IT literacy, including facilities management systems, reporting, and data management.
  - **3. Judgements**
    - Determine appropriate responses to operational or safety incidents.
  - Make procurement, budget, and staffing decisions to ensure effective service delivery.
  - Balance competing priorities, including maintenance, compliance, sustainability, and user needs.
- **4. Use of resources**
    - Responsible for buildings, equipment, and systems across multiple BYM sites.
    - Manage budgets, contracts, and operational resources efficiently and responsibly.
  - **5. Working conditions**
    - Primarily on-site at Friends House, with occasional travel to other BYM properties.
    - Participation in duty manager rotas including early mornings, evenings, weekends, and bank holidays.
    - Some on-call responsibility for emergency response, building access, and health & safety.





- Physical activity may include site inspections, manual handling, and accessing roof plant areas.

### **Other responsibilities**

- To undertake duties and responsibilities commensurate with the post
- Support the Quaker Leadership Framework and Quaker Values.
- Take personal responsibility for Health and Safety at all times.
- Responsible for ensuring that QiB's Safeguarding Policy is followed
- Responsible for ensuring that QiB's Equal Opportunities Policy is followed
- Responsible for ensuring that QiB's commitment to sustainability is followed
- Responsible for ensuring that QiB's Staff handbook is followed
- A commitment to championing equity, diversity and inclusion in our workplace community



This is list of the attributes that a legacy fundraiser could have. We know that no-one will match up perfectly to the whole list. We are looking for the best mix of skills and experience that fits these needs.

- **Essential knowledge**

- Expertise in building and facilities management across multi-site operations.
- Knowledge of statutory compliance including health & safety, fire, and building regulations.
- Understanding of standard operating procedures, planning, and problem-solving.
- Strong IT skills, including booking and facilities management systems.

- **Essential experience**

- Managing estates, facilities services, or multi-site building operations.
- Coordinating maintenance teams, contractors, and external service providers.
- Implementing health & safety, compliance, and regulatory standards.
- Budget management, procurement, and operational resource allocation.
- Project management for refurbishments, improvements, or facilities upgrades

- **Essential skills**

- Leadership and team management, motivating staff to deliver high standards.
- Strong interpersonal, communication, and stakeholder management skills.
- Ability to adapt to changing environments and operational challenges.
- Commitment to equality, diversity, and inclusion in the workplace.

- **Desirables**

- Experience with environmental sustainability and carbon reduction initiatives.
- Technical background in building services or engineering.
- Experience in appointing and monitoring consultants or building agents

# Salary & benefits



## Salary

£51,075-£57,653 (inc. London Weighting)

## Contract

Full time, permanent

## Location

Based at our offices in London (NW1)

## Hours of work

35 hours per week,

## Flexible working options

While the role is London-office based, we are open to discussions about flexible working patterns such as working from home

## Holiday

27 days a year plus bank holidays and three days for Christmas closure.

## Subsidised café

We have an on-site café which provides subsidised meals as well as a bookshop selling ethically sourced goods.

## Cycle to work scheme

We offer a cycle to work scheme which helps you save money on a new work bike and spread the cost of the bike over monthly tax-free instalments.

## Annual Season Ticket Loan

We will provide with a loan of up to £7,500 to cover the cost of your season ticket repayable in 11 monthly instalments.

## Sabbatical scheme

Staff are able to take a nine-month unpaid sabbatical leave after five years' continuous service.

## Pension scheme

Quakers have a generous pension scheme where we contribute 8% of your salary and you contribute 3% of your salary. You have the option to increase your contributions should you wish and to pay your contributions via salary sacrifice.

## Sick pay scheme

We have a very generous sick pay scheme: If you have less than 12 months service, you are entitled to full sick pay for 3 weeks followed by three weeks at half pay. After 1 years' service, you are entitled to full sick pay for 3 months followed by 3 months at half pay, subject to a maximum of six months since the start of your service. After 4 years' service you are entitled to full sick pay for six months followed by six months at half pay, subject to a maximum of 12 months.

## Private Health Insurance

If you are off work due to sickness for more than 52 continuous weeks you will be eligible, subject to requirements of the scheme, to sick pay.

## Employee Assistance

Quakers offers access to an independent, confidential employee assistance programme, which is available 24 hours a day.

## Family Friendly Policies

Our family friendly policies give enhanced maternity and adoption leave. After one year's service by the 15th week before your baby is born or you adopt, you will be entitled to six weeks at full pay, 20 weeks at half pay and 13 weeks at SMP. Parents expecting multiple births will receive an additional two weeks of parental leave. Staff undergoing IVF treatment will receive 10 days paid leave to attend their appointments and up to 5 days paid leave for staff who wish to accompany their partner to appointments who are receiving IVF treatment in any 12-month period.

# How to apply



Quakers have a faith commitment to equality and encourage and welcome applications for posts from people of all identities and backgrounds. As a result of our recruitment practices, individuals will be selected only based on their relevant skills, experience, qualifications and abilities. We work hard to ensure that a candidate's age, belief, disability, ethnicity, gender, gender reassignment, marital status, nationality, neurodivergence, race, religion, sex, sexual orientation or social class will not be a barrier to working for Quakers in Britain. As a Quaker organisation we expect all applicants and employees to uphold our values.

We aim to operate an equitable and user-friendly application process for all candidates. If you need any reasonable adjustments during the application process, please contact our People Team.

Quakers in Britain is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share and uphold this commitment. Our recruitment and selection process reflects our commitment to safeguarding, and the suitability of all candidates will be assessed during recruitment in line with our Safer Recruitment guidelines. Successful candidates will be subject to pre-employment checks in line with these guidelines.

The successful candidate will be required to undergo Safer Recruitment pre-employment checks, including:

- Right to work check
- References, including your current line manager

Apply online at [www.quaker.org.uk/jobs](http://www.quaker.org.uk/jobs).

The closing date for applications is:

**8am, Friday 1 May**

We will consider your application immediately after the closing date and get in touch with you as soon as possible.

Interviews will be conducted by Head of Estates and Facilities and Head of IT on **Thursday 7 May 2026**, in person at Friends House.