Dear Applicant

**Assistant Service Delivery Manager**

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

* Guidance notes
* Equality & Diversity information
* Information about working for Quakers in Britain

If you would like to apply for this post, please click on the link on the website to complete the online application form. You must ensure that you address all the criteria set out in the person specification for the post. Make sure you give evidence which shows how you meet the criteria, not just telling us that you did it.

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 you complete your application by the closing date. We do not accept CVs as an application for posts, but you can attach your CV to the online application form if you wish.

**Closing date**: 3 June 2022

**Interviews:** 13 June 2022

**We do not send individual acknowledgement of applications due to the high volume of applications we receive, and we only contact candidates who have been shortlisted for an interview. If you do not hear from us within two 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 & Person Specification**

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| **Job title:** AssistantService Delivery Manager  **Reporting to**: Service Delivery Manager  **Responsible for**: Hospitality Assistants; AV Conference Support Assistants; Receptionists; Welcome and Room Hosts; Hospitality Supervisors; Room Stewards; Kitchen porters; Food Preparation Assistants; Café staff; and Apprentices  **Department**: Service Delivery Department  **Date**: May 2022 |

**Job purpose**

* To oversee the effective day-to-day operation, organisation and planning of the Conference Hospitality Services, Front of House & Reception, and meeting room set-up, AV operation and conference and meeting services within Friend’s House.
* Manage the operation of the department to ensure that the team delivers and maintains the highest standards of customer service, service delivery in compliance with minimum quality standards and client expectations, while ensuring the best use of available resources and projecting a safe, organised and hygienic environment for all external customers, staff, and visitors to Friends House
* To oversee the day to day running, as required of the Restaurant and Cafe, including managing the day-to-day operations, ensuring both they, and the team, deliver and maintain the highest standards of customer service, quality and cleanliness and ensuring the best use of resources under their remit and effective cost control and H&S and legislative compliance.
* To implement, maintain and review Minimum Quality Standards across all areas and ensure completion of checklists and the pursuit of continuous improvement and best practice
* To ensure compliance with all financial practices and procedures including revenue, cost control, labour cost control and the cost effective management of all equipment and resources.
* To manage, direct, lead, motivate and organise staff in the delivery of services in compliance with Minimum Quality Standards.
* To be a ‘key-holder’ and take responsibility for the security of the premises as required including, when necessary, opening up and closing the premises in accordance with Quiet Company security checklists, procedures and MQS

**Key accountabilities and main tasks**

* Lead, motivate, manage and develop the conference and events, hospitality and front of house teams, including overseeing individual work schedules, rotas, minimum quality standards and checklists and provide the necessary direction, knowledge and skills to meet work objectives on an ongoing basis.
* Undertake duty management shifts as may be required (including the opening and closedown of the premises) to ensure that all conference events and meetings run smoothly; that any incidents are dealt with; and good customer service is provided
* Ensure rooms are set-up and operated in compliance with minimum quality standards, client requirements and function sheets together with the delivery and service of all hospitality within friend’s House and the front of house operation and the required standards, and that those standards are communicated to all staff.
* Liaise with the catering food suppliers on the planning and implementation of all food menus and beverage services ensuring compliance with all food policies for safety, H&S and food hygiene standards including allergens, and dietary requirements including food arrival, collection, storage and distribution.To ensure attendance at weekly operations and other management meetings as necessary
* To ensure that all service checklists and management inspections are completed as necessary and ensure any shortfalls are actioned and/or recorded and reported
* Conduct weekly team meetings with all staff as directed by the SDM and as necessary to ensure effective communication and delivery of operational information and training and ensure that all staff are briefed prior to every service period or event so that all staff are clear on their roles and responsibilities whilst at work
* Assist the SDM in planning and organising of staffing levels appropriate to meet the needs of the business and business levels and produce staff rotas in a timely fashion to ensure cost effective coverage of all services in compliance with the needs of the client and labour budgets.
* Ensure that all absence, holidays, sickness, training, additional hours, O/T, etc is recorded and reported through to HR each week in accordance with QC HR policy and procedures.
* Produce, print and distribute conference menus, ensuring all menu descriptions are correct and allergens are correctly identified.
* Develop and introduce food and beverage offers and products to reflect the business needs of the restaurant and cafe and ensure that these are appropriately marketed to maximise the sales opportunity of each area
* Assist, as necessary, in food and counter service to customers in the cafe and restaurant, (this includes F&B service, taking payment, and day to day operation)
* Follow Friends House cash handling and payment procedures, and, at the end of service, ensure the till is correctly cashed up and any monies are secured. If any errors occur, ensure these are resolved swiftly and reported to the SDM.
* Ensure effective recording and consolidation of all revenue in accordance with financial and accounting procedures and management reporting requirements.
* Meet with conference organisers and delegates, in advance of a function and on the day, to ensure the service team has the correct information to provide outstanding events and conference, hospitality and front of house services.
* Ensure that all kitchen, still room, back of house, storage areas and all catering areas are cleaned in a timely and effective manner in compliance with H&S cleaning standards and schedules, HACCPS, COSHH and food safety legislation.
* Participate in the weekly operations meeting to check forthcoming business requirements, including an awareness of all events and conference, hospitality, FoH and AV requirements. Ensure the team is appropriately briefed on any special requirements that may be outside the agreed service standards.
* Ensure that all conference, catering and AV equipment is obtained operated and maintained effectively and any breakages, breakdowns, faults, or damage are properly reported.
* Immediately report any incidents of accident, fire, theft, suspicious persons or belongings, loss, damage or other irregularities.
* Undertake staff induction, probationary reviews, appraisals, and JAR’s and produce PDP’s and learning and development recommendations for staff. Attend training courses and meetings as necessary to maintain standards in the operation, assist in carrying out the job role efficiently and for your own personal development and CPD.
* Coordinate, manage and control the ordering of all necessary food and beverage stock, cleaning materials, conference and meeting room ancillaries e.g. pads, pens, water bottle, crockery, cutlery, glassware, etc ensuring sufficient supplies and cost and quality of products in compliance with QC purchasing and procurement policies, MQS and purchase specifications.
* Carry out periodic stock checks of all areas as necessary ensuring effective recording and reporting and the production of necessary gross profit and kitchen stock percentages and management reports.
* Ensure the security of the property, stock and equipment and the safety of staff, customers, friends and stakeholders by complying with QC security and safety procedures, key handling and opening and closing procedures
* Ensure that the highest levels of customer service are delivered consistently all the time by all staff throughout the operation. Manage customer service in the workplace and ensure that all staff exceed customer expectations.
* Ensure that all customer feedback tools and systems are deployed effectively throughout the operation and coordinate the consolidation of customer feedback and action on customer service recovery.
* Ensure that all customer/client queries are addressed courteously and effectively and where they cannot be resolved, that these issues are reported to senior manager promptly and that the necessary action is taken for service recovery.
* To assist the Events Sales team with the set-up and undertaking of show-rounds as may be required
* To ensure that the correct uniform is worn properly at all times by all staff, and that you are well groomed and well-presented and always appear presentable and professional
* Ensure all accidents are accurately recorded as per the specifications in the accident book, including employees, friends and guests
* To cover and supervise film shoots in the premises as may be required
* To suggest and identify areas for (continuous) improvement and the employment of best practice
* To positively support and promote QC & BYM and actively sell the services
* To actively promote good working practices and good working relationships with all colleagues, clients, contractors and management and always act in a courteous, professional manner reflecting Quaker values
* Respond as quickly as possible to the needs of the business and of clients and positively seek to fulfil client requirements and be flexible and cooperative in meeting last minute requests and ad-hoc business requests ensuring effective communication for the fulfilment of such requirements
* To fulfil all the necessary compliance in respect of QC’s Quality Accreditation Standards - AIM, Venues of Excellence, Meetings Industry Assoc., London & Partners, Green Tourism, Sustainability, etc
* Undertake any other relevant duties as reasonably required by Friend’s House in support of QC, BYM and Friend’s House.

**Intellectual demands**

* The post holder is expected to make management and professional decisions on a daily basis, communicating advice and decisions to internal and external contacts as well as the team.
* Manage and appraise staff performance.

**Judgements**

* Makes operational decisions that affect the service delivered by staff.
* Makes operational decisions that affect the quality of service delivered to external customers, which can affect the profitability of the Quiet Company.

**Use of resources**

* The post holder has operational responsibility for the organisation and planning of conference and events, AV and hospitality and catering services within Friends House.
* The post holder manages supervisors and staff, including organising casual and agency staff when required.

**Communications**

* Internal (33%):Direct contact with staff at all levels of the organisation when service delivery standards are questioned or discussed. Some communication is in the same context as with external conference customers, since paid staff make use of the building’s conference facilities.
* External (66%): This is a customer-facing role involving contact with conference customers at any level of an organisation, including agreeing service requirements with conference bookers/organisers, liaising with conference contacts on the day of an event, and assisting with enquiries and complaints from conference attendees and other building users. Supplier communication involves building relationships and negotiating.
* To manage, lead and direct staff properly and effectively to deliver high performance across all areas of Friends House and communicate effectively at all times

**Physical demands and coordination**

* The role can involve standing for prolonged periods, the moving of equipment/furniture, trolleys, handling cleaning chemicals, and use of VDUs. As duty manager, the role also involves the duties of fire officer and appointed person (first aid) when required.

**Working conditions and emotional demands**

* The building has multiple uses in order to meet the needs of BYM, QC, tenants and users of our facilities (conference rooms, restaurant, Café, Quaker centre and library). When busy this can result in competing demands from different building users, with short periods to respond. There can be times when there are difficult customers to deal with or incidents (eg first aid, stolen/lost items) that need a response.
* Due to the requirements of the service delivery operation, the role sometimes requires lone working and working without supervision.
* The operation can mean that the building is open 7 days a week from 7am until 11pm, thus, work involves flexible working including evenings and weekends when there may not be specialist knowledge at hand from other colleagues.

**OTHER RESPONSIBILITIES:**

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

**PERSON SPECIFICATION**

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| **Job title:** Assistant Service delivery Manager  **Department** Service Delivery Department  **Date:** May 2022 |

**Essential knowledge**

* Knowledge of Quaker values.
* Knowledge of Microsoft Office
* Conference & meeting Venues and operation
* Catering and hospitality and restaurant services
* Staff management and supervision.

**Essential qualifications**

* **Recognised hospitality and management qualification (i.e. HCIMA, HND or NVQ level four) or equivalent.**
* A valid Food Hygiene qualification.

**Essential experience**

* Recruiting, managing and developing a team in a venue of comparable business size and standard (e.g. hotel or conference centre).
* Planning, implementing, maintaining and reviewing service standards.
* Communicating with people face-to-face, by telephone, and by written communication in a customer service environment.

**Essential skills**

* Excellent line management and team leadership skills.
* Able to use general AV and cleaning equipment safely and correctly.
* Able to communicate well both orally and in writing with people from a variety of different backgrounds.
* Able to adapt to an ever-changing environment.
* Attention to detail in delivering service standards.
* Good organisational skills, with an ability to take the initiative, manage priorities and work independently without direct supervision, and able to work as part of a team.

**Desirables**

* Experience in sustainability and food providence.
* **Recognised Health and Safety qualification.**
* Formal customer service training including dealing with difficult customers.

**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 some 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**

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.

**Equality & Diversity**

**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 has passed, the recruiting manager and the interview panel will shortlist applicants who have 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. A panel of two or more, including the recruiting manager conducts all interviews. 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 or adjustments that you would like us to make, please contact the People Team at [quakeremploy@quaker.org.uk](mailto:quakeremploy@quaker.org.uk).

**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. Unsuccessful candidates will be offered the opportunity for feedback.

**References**

When completing your application, you are asked to provide us with the details of three referees, one of which must be from your most recent employer. If you are 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 (where required).

**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 the People Team at [quakeremploy@quaker.org.uk](mailto:quakeremploy@quaker.org.uk).

**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 Patrick Goh, Head of People Operations by email: [patrickg@quaker.org.uk](mailto:patrickg@quaker.org.uk)

**Working for Quakers in Britain**

**Quiet Company**

Quiet Company is wholly owned by Britain Yearly Meeting of the Religious Society of Friends (Quakers). The company currently oversees two Quaker sites: Friends House, in London, and Swarthmoor Hall, in Ulverston (Cumbria). We run our ethical business along these principles and are committed to delivering quality services to our customers.

Our mission is to put faith back into business and to be the venues of choice for those looking for more sustainable alternatives.

**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 £12m, and assets of over £77m. Responsibility for the charity lies with the fifteen Trustees of Britain Yearly Meeting, appointed from among the Quaker community.

BYM has around 150 staff, many based at Friends House in Euston, with an increasing number working nearer their homes across the country. We are expanding our team of local development workers who work with groups of Quaker communities across Britain.