

Quakers in  
Britain



# Application Pack

## Governance Projects Support Officer





**Jane-Eve Straughton**  
**Governance Manager – Team Lead**

**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.

Being well governed is a key priority for Quakers in Britain. In 2024 we are considering changes to church and charity structures that reflect our values to be simple, more inclusive and sustainable.

Together with our small permanent staff team, this new Governance Projects Support Officer role, and the Governance Development Co-ordinator role we are recruiting alongside it, will help us to achieve the changes needed over the next 2-3 years.

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 contains background 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.

Regards,

**Jane-Eve Straughton**  
**Governance Manager – Team Lead**

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If you would like an informal chat about the role before applying please email [jane-eves@quaker.org.uk](mailto:jane-eves@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).





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 Advices 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

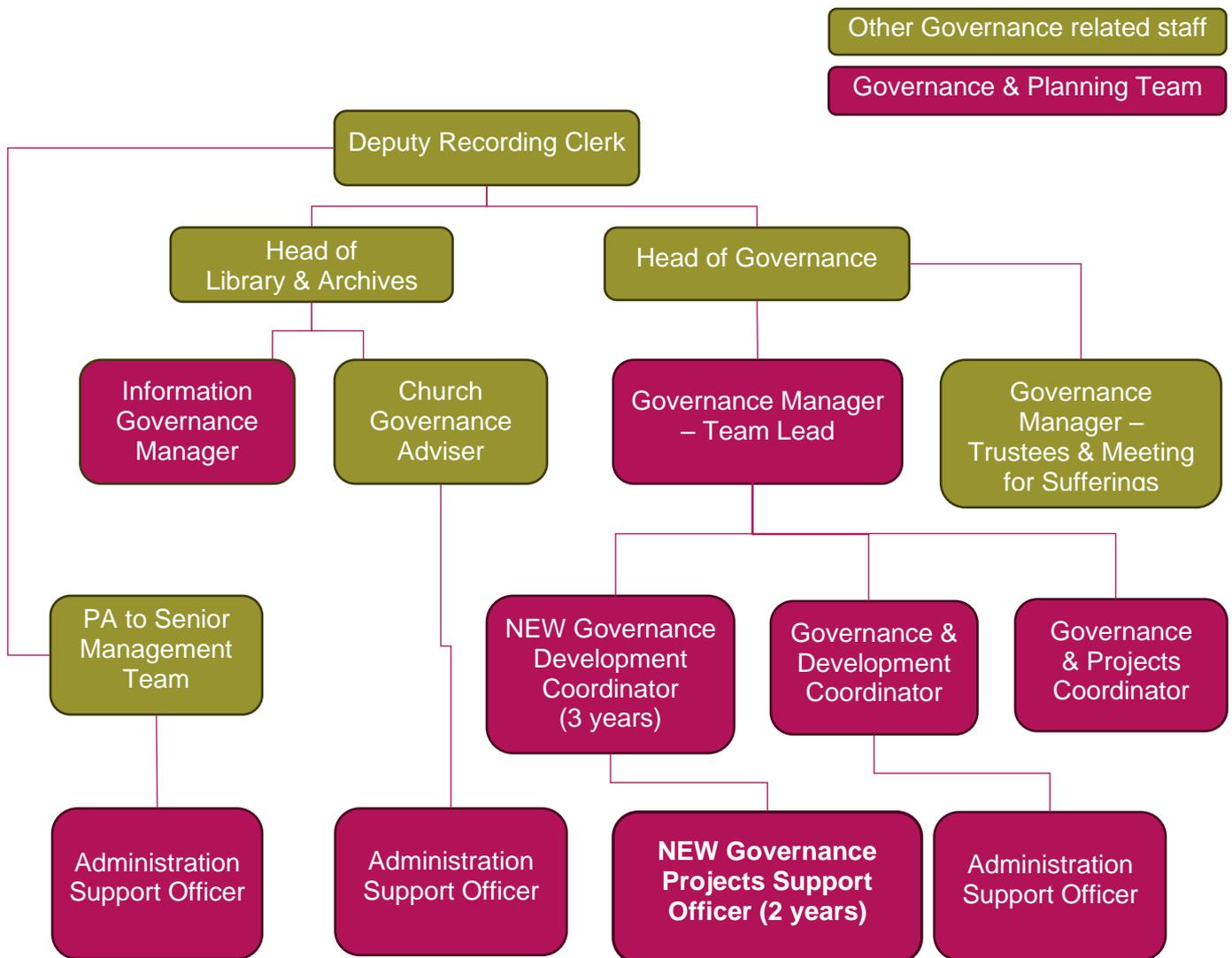


## Governance and Planning Team

The Governance and Planning team is part of the Quaker Church Affairs department.

The objective of the Quaker Church Affairs department is to enable Quakers in Britain, as a national community, to thrive. It achieves this through:

- Stewardship of the story of Quakers (in Britain), supporting a shared identity for our national Quaker community
- Enabling Quakers to gather and meet in inclusive, safe environments
- An effective, inclusive governance committee structure which is fit for the future
- Good governance of the national charity which supports the church.





## Job purpose

To provide high-level administrative support to ensure the smooth delivery of a range of projects over the next two years which form part of our Governance Development Plan. These include, but are not limited to:

- Developing and implementing a policy register, tracking and monitoring system;
- Developing and implementing new processes to support our committees, including online training resources, document templates, and guidance;
- Developing and implementing a new committee portal for board and committee members to access their papers and resources and support collaboration;
- Removing barriers to committee service and supporting a more inclusive and diverse governance structure;
- Rationalising and transferring electronic governance files between IT platforms.

## 1. Key accountabilities and main tasks

### a) Provide high-level administration for project meetings, supporting good decision making and successful project delivery

This includes scheduling meetings appropriately, formatting agendas and papers, printing, photocopying, liaising with participants and ensuring they have accurate information in a timely manner, taking clear and accurate notes, and recording actions arising to support the tracking of decisions and progress.

### b) Ensure project documentation is accurate, up to date, filed and shared appropriately according to BYM policy

This includes liaising with stakeholders to check how actions are progressing, gathering financial information, updating project documents.

### c) Follow plans to deliver changes in electronic filing structures (in Teams and other IT platforms) in line with organisation policy and procedures to ensure appropriate accessibility and retention of departmental records

This includes working with the Information Governance Manager and colleagues across the organisation to identify, transfer and archive departmental electronic records between different platforms.

### d) Support purchasing and procurement of resources in line with QIB policy and procedures to deliver the desired outcomes of each project

This includes preparing purchasing and procurement materials as directed by the project team, processing invoices within QIB guidelines, ensuring all are accurate and prepared in a timely manner.

### e) Research and present findings to the relevant staff or project-group to enable effective decision making

This may include sourcing relevant data, basic analysis, finding a range of suitable suppliers or options that best supports the desired outcomes and successful completion of the projects and presenting findings in a way that is easily understood and accessible for a range of different stakeholders.

### f) Be a central point of contact for projects, answering queries, and supporting the timely flow of information between stakeholders and suppliers

This will require monitoring a range of channels including MS Teams, email accounts, receiving phone calls, and responding effectively in a helpful and timely manner.

### g) Collaborate with a range of stakeholders and support team members



**to find effective solutions and deliver the work of Quakers in Britain successfully**

This requires a team approach to working with various colleagues within the department and across the wider organisation.

## **2. Intellectual demands**

- Interest and expertise in implementing administrative processes and systems.
- Curiosity about new administrative approaches.
- A high level of proficiency with MS Teams and confidence in engaging with new IT platforms and tools.
- Meticulous attention to detail and the ability to work quickly and accurately under pressure.

## **3. Judgement**

The post holder will be supported and supervised in their work. However, they need to work on their own initiative and make sound judgments in the following areas:

- Discretion and confidentiality.
- Identifying opportunities to improve and barriers to efficiency.
- Considering different potential solutions and presenting well-informed suggestions.
- Successfully prioritising a varied workload, bearing in mind how decisions will affect the wider work.
- Being self-directed within the framework of the teams' plan and the agreed work for the post.

## **4. Use of resources**

- Handling confidential information according to QIB policies.
- Using a range of established and new IT resources to gather and record information and provide timely, accurate and meaningful reports for colleagues and stakeholders.

## **5. Communications**

80% of communication to paid staff

- Communicate effectively within the Quaker Church Affairs team and across the organisation to foster a culture of collaboration and openness to change.
- Communicate effectively with the Governance Development Co-ordinator, ensuring they are kept abreast of progress, risks and challenges.

20% of communication to external stakeholders and suppliers

- The post-holder will engage with external partners and suppliers supporting our projects.

## **6. Physical Demands and Co-ordination**

- The post makes no unusual physical demands.
- Occasional travelling and weekend working is required.

## **7. Working conditions**

35 hours per week, spread over 5 days to include Tuesdays (core team day). Some work out of normal office hours, including evenings and occasional weekends may be necessary to enable collaboration with external stakeholders. Time off in lieu is available.

## **Other responsibilities**

- Responsible for adhering to QIB's employee policies at all times
- Responsible for ensuring that QIB's fundraising activities are in line with the Fundraising Regulator's Code of Conduct.
- To undertake other duties and responsibilities commensurate with the post.

# Person specification



This is list of the attributes that a Governance Projects Support Officer 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

- Awareness of data protection guidelines
- Knowledge of good administrative practice
- High-level practical knowledge of IT systems including Teams, Word, Excel and databases

## Essential experience

- Experience of working successfully as part of a team
- Experience of renewing and maintaining office systems and processes
- Experience of being customer focused

## Essential skills

- Problem-solving skills and a positive approach to challenge and change
- Strong administrative and organisational skills

- Excellent verbal and written communication in English, including the ability to handle sensitive matters with tact and diplomacy
- Highly developed people/customer service skills, with excellent attention to detail
- Strong Microsoft Teams, Office 365, Outlook, Excel, Word and internet skills
- Willingness to learn
- Ability to work flexibly as part of a team and on own initiative.

## Desirables

- Knowledge of and sympathy with Quaker values.
- Experience of supporting successful, time-limited project delivery
- Experience of supporting organisational change
- Experience of supporting the implementation of digital resources
- A vocational, technical or other higher/further qualification
- Audio and video editing skills
- Experience using video conferencing, preferably MS Teams and Zoom





## **Salary**

£32,975 per annum (London)

£28,030 per annum (Regional)

## **Contract**

Fixed term – 2 years

## **Location**

Based at our offices in London (NW1) or Leeds (LS2) or at home if you live outside London. London-based staff can work at home some of the time by agreement.

## **Hours of work**

35 hours per week.

## **Flexible working options**

We are open to discussions about flexible working patterns such as working from home or compressed working hours.

## **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



The principles of equality and diversity are important to Quakers in Britain in all aspects of its work. You do not have to be a Quaker to apply for this post, but we expect you to uphold the values of Quakers.

We strive to be an inclusive employer and welcome applications from people of all educational, racial and socio-economic backgrounds. We encourage you to fill in our diversity monitoring form when applying. 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 the organisation comes in to contact with.

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

The closing date for applications is:

**8am on Monday 29 April 2024**

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

Interviews will be conducted in London (at Friends House) on Tuesday 7 or Wednesday 8 May 2024.

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.

