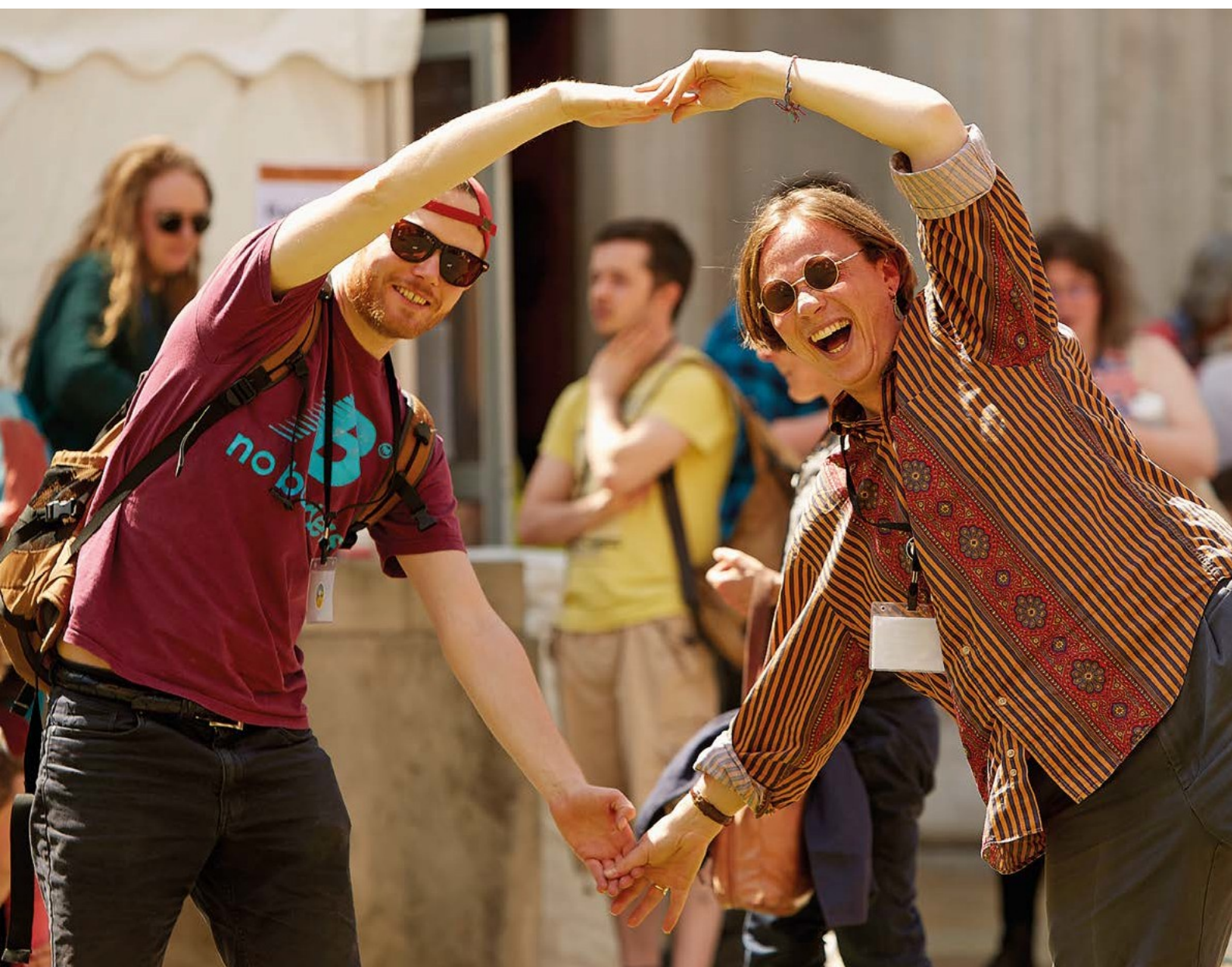


Quakers in  
Britain



# Application Pack

Technical Engineer



# Introduction



**Angela Walters**  
**Head of IT**

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

Thank you for your interest in joining the IT Team at Quakers in Britain. We look after approximately 140 staff working in both our Charity and our hospitality business.

The new Digital & ICT strategy will help to drive digital transformation as we embrace new ways of working.

We are a small supportive team of three who are looking to add a Technical Engineer to our numbers to help deliver the Digital & ICT Strategy. It's a busy environment but a lovely values-based organisation to belong to.

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.

We look forward to reading your application.

Regards,

**Angela Walters**  
Head of IT

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If you would like an informal chat about the role before applying, please email [angelaw@quaker.org.uk](mailto:angelaw@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/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. Responsibility for the charity lies with the fifteen Trustees of Britain Yearly Meeting, appointed from among the Quaker community. We are based at Friends House (opposite Euston station in central London), which houses our central offices accommodating 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, and organizes events for children & 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 Communication & Services 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, including our ethical investment portfolio and properties.

Our wholly-owned trading subsidiary, Quiet Company, operates Friends House as a major conference venue and runs the building facilities. The 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/structure](http://www.quaker.org.uk/structure).



# Our values



## Our Values

How we act as Quakers goes together with what we believe.

Quakers don't have a fixed creed because we have found that the search for truth can lead us to new expressions of values as well as confirming existing ones. We call these values 'testimonies'. Today we focus on equality, peace, truth, justice and simplicity, and how they relate to one another.

Our testimonies encourage us to work for a more just, peaceful and sustainable world. It's not always easy to live this way, but as Quakers we encourage each other to keep trying.

## Equality and justice

Quakers believe everyone is equal. This inspires us to try to change the systems that cause injustice and that stop us being genuine communities. It also means working with people who suffer injustice, such as prisoners of conscience and asylum seekers. We were campaigning for independent juries in the 17th-century, for marriage equality in the 21st, and for a range of things in between.

## Peace

Quakers are perhaps best known for our peace testimony. It comes from our belief that love is at the centre of existence and

that all human life is of equal worth. It has led Quakers to refuse military service and work creatively for peace. This has ranged from practical work in areas affected by violent conflict to developing alternatives to violence at all levels. This could be personal or international.

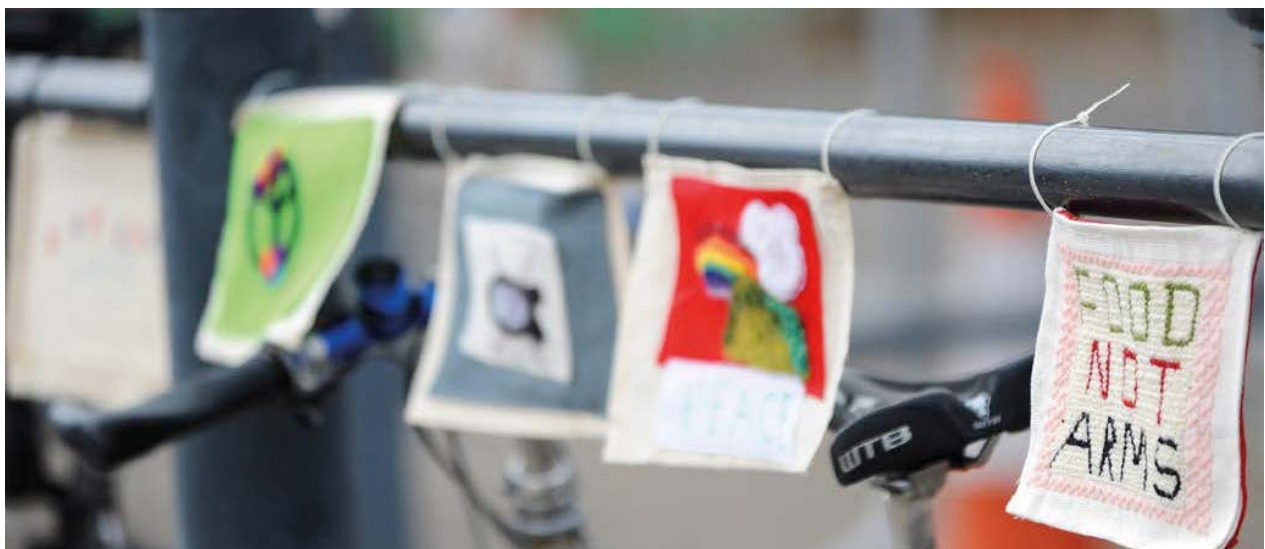
## Truth and integrity

Quakers try to live according to the deepest truth we know, and we connect most deeply to this in the stillness of worship. This means speaking the truth at all times, including to people in positions of power. As we are guided by integrity, so we expect to see it in public life.

## Simplicity and sustainability

Quakers are concerned about excess and waste in our society. We want to make sure our use of natural resources is sustainable. We try to live simply and to find space for the things that really matter: the people around us, the natural world, and our experience of stillness.

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/our-work/podcast](http://www.quaker.org.uk/our-work/podcast).



# Working for Britain Yearly Meeting



Britain Yearly Meeting is a national charity employing around 200 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.

## 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

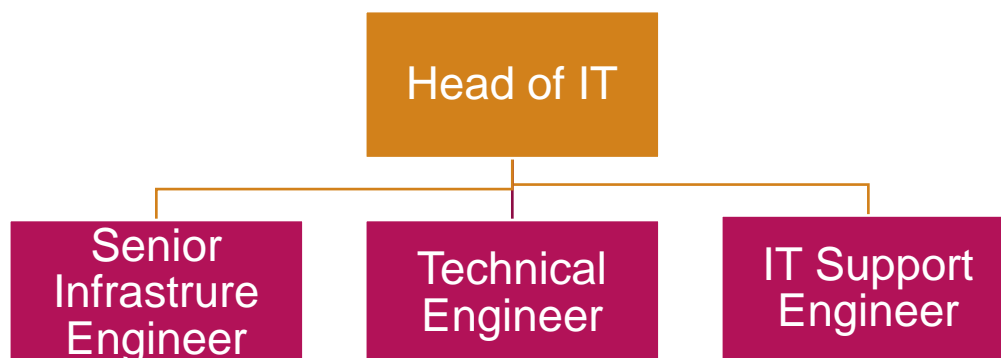


## IT

The IT team is responsible for supporting and maintaining BYM's IT infrastructure, telephony, and networks. This includes resolving any IT-related requests quickly and efficiently, including a broad range of queries from how to reset passwords to system diagnostics, utilising the service desk solutions. You'll work amongst an experienced and motivated group of technicians.

Some of the key duties IT team conduit on a day-to-day basis

- Daily backup checks
- IT service and incident request
- Project deliverable s
- Documentation updates
- User management
- Service Management and Planning
- Security & Risk Management
- End user training



# About this post



## Job purpose

The position is within the IT team as our Technical Engineer. This role supports, infrastructure, telephony, networks, service planning and management, strategy & governance, security and risk management, application portfolio management, project deliverables, operational management, training and development.

## 1. Key accountabilities and main tasks

### **Service Planning and management:**

1. To provide 1st, 2nd, and 3rd line technical support queries professionally and efficiently, maintaining a high degree of customer service utilising the service desk solution within SLA.
2. Document relevant technical information, including services and incident requests, system problems, problem resolution and knowledge base content

### **Infrastructure, telephony, networks:**

1. Setting up, configuring and maintaining Windows/Mac based PCs, Servers (physical and virtual), laptops mobile devices and network.
2. Management and support of the telephony system via a third-party provider.

### **Operational management:**

1. Responsible for managing backups onsite and in the cloud
2. Support installation, configuration, and support of Microsoft Office 365 on various platforms
3. Mobile Device Management – InTune policy management of Phones and Desktop central for Laptops

### **Application portfolio management:**

1. Assist with Cloud Collaboration related projects, including but not limited to the deployment of future applications in Digital Asset registers such as Office 365 technologies.

### **Project deliverables:**

1. Participate in procurement, product testing, tool building and pilot new projects.
2. Partner with IT project teams to design, build, and deploy O365 / Azure solutions.
3. Designing data architecture with Microsoft and cloud technologies that meet technical, security, and organisational needs working with the records management team.

### **Training and Development:**

1. Identify training needs and opportunities to ensure the organisation can effectively manage and utilise technologies.
2. Provide technical training to customers - systems administration and end-user

### **Security & Risk Management:**

1. Responsible for completing the Cyber Essential Plus accreditation
2. Makes recommendations to improve security and participates in investigations as needed.
3. Identify requests that compromise security and escalate them to the Head of IT as appropriate.

### **Strategy & Governance:**

1. Supporting the vision and transformation of the Information Communication Technology environment and Service Delivery



2. Contributes and ensures compliance with policies, procedures and standards.
3. Deliver data governance for various digital applications, including Office 365, data retention, data loss prevention, and content search.
4. Responsible for implementation and oversight of the organisation's data management goals, standards, practices, processes and technologies.

**Other:**

1. Additional responsibilities as requested by the Head of IT

## 2. Intellectual demands

The post holder must have:

- Strong knowledge and experience in maintaining and configuring IT systems to resolve technical problems methodically and logically, using a process of elimination.
- Project management skills and handling multi-dimensional projects simultaneously and effectively, even under severe time constraints.
- Research skills and initiative to troubleshoot technical solutions on the internet and other sources.
- Attention to detail and the ability to plan ahead and maintain a methodical and accurate record of faults and solutions are essential so that lessons are learned, and forthcoming tasks and risks are carefully anticipated.
- The ability to communicate technical issues to non-technical staff both orally and in writing is essential, as is a calm and reassuring manner with colleagues.







### 3. Judgements

- The post-holder will often make decisions, sometimes mission-critical, in the absence of the Head of IT & Senior Infrastructure Engineer.
- The post-holder will be expected to prioritise jobs to minimise disruption to the organisation.
- The post-holder will be expected to be an excellent problem solver and demonstrate good judgement in balancing quality versus risk when implementing changes and configuring systems.

- 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.

### 4. Use of resources

- The post holder is authorised to purchase software/hardware under £3000.

### 5. Working conditions

- The post is office-based and involves working under pressure in terms of both responding to telephone calls and emails throughout the working day and handling complaints.
- The post holder would be expected to respond, if needed, by phone or email to occasional out of hours issues such as system failures.
- Ability to be flexible in working hours, including availability to work some evenings and weekends by arrangement.

### 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

# Person specification



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

- Knowledge of and sympathy with Quaker values.
- Experience with ITIL methodologies and best practices
- Knowledge of GDPR / data protection
- Knowledge of Office 365 Security, Compliance and Protection and Office 365 Groups / Teams using automation/scripting with PowerShell, Flow, PowerApps
- Significant knowledge of following Release, Change, Configuration and Project management processes.

## Essential experience

- Previous experience in IT support and projects at 1st/2nd/3rd line level.
- Experience with desktop administration
- Experience with remote desktop support
- Experience with Microsoft Windows operating system environment
- Experience with server & network administration
- Experience in leading, managing & delivering projects.
- Experience in the support and administration of Microsoft Azure Active Directory, including AD synchronisation (AD connect)

- Experience in training and supporting end users

## Essential skills

- Project management skills
- People management skills
- Good written and verbal communication skills
- Good organisational skills, with an ability to take the initiative, manage priorities and work independently without direct supervision, and work as part of a team.
- Ability to meet deadlines and manage stress effectively in high-pressure situations.
- Knowledge of deploying and troubleshooting/maintenance of hardware (PCs, Laptops, Servers, printers etc.).
- Ability to adapt to an ever-changing environment.
- Ability to negotiate the best deal from suppliers.
- A strong sense of discretion and confidentiality is required.
- Knowledge of supporting Windows 10 in a Microsoft domain environment
- Experience of Microsoft Servers (2016, 2019, SQL 2008)
- Office 365 integration and application (Teams, Groups, Security & Compliance, Admin, Exchange, SharePoint, One Drive, Planner, Stream, forms etc.
- Office 365 Security, Compliance and Protection (DLP, e-discovery, Encryption, Labels, Sensitivity Policies, Azure etc.)
- Able to use Word, Excel and PowerPoint to an advanced level.
- Knowledge of maintaining and supporting Microsoft Teams telephony.



- Demonstrated professionalism in resolving customer issues
- Demonstrated problem-solving skills, including identification of issues, obstacles and opportunities and development and implementation of effective solutions
- Understanding of O365 capabilities, environment plans, service descriptions and features
- Work collaboratively with support teams/colleagues and suppliers to deliver technical solutions per BYM requirements.

### Desirables

- Scripting and automating tasks with Powershell, Flow, PowerApps, etc
- Manage Office 365 Groups/Teams using automation/Scripting
- Advanced Security including Intune, Conditional Access, AIP, ATP

# Salary & benefits



## Salary

£43,088 – London

£36,625 – regional

## Location

Friends House, NW1 or Quakers in Britain Yorkshire Centre, LS2. Staff can work at home some of the time by agreement.

## Hours of work

35 hours per week. We recognise that balancing the pressures of work and home life is often an important factor in taking a part time role. We can be flexible in agreeing how the hours are arranged across the 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 or compressed working patterns.

## 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. Once you have 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.



# How to apply



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

The closing date for applications is:

6pm on 25 September 2022.

The principles of equality and diversity are important to Quakers in Britain in all aspects of its work. 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.

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 IT and Senior Infrastructure Engineer on 30th September 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.

