



Quakers in Britain • Commercial & Estates Director

Job Description

Job purpose:

Overall leadership of [Quakers in Britain](#) (QiB)'s commercial and estates functions, operating as part of the senior leadership team.

Commercial activities at [Friends House](#) - opposite Euston Station - include significant conferencing and events facilities, a busy café and a small retail offer.

The role also includes remote strategic management of accommodation, conferencing, retail and catering at [Swarthmoor Hall in Cumbria](#), as well as wider commercial opportunities.

In addition to the Friends House site, the post is responsible for the management of other land and buildings in the QiB portfolio. The post has a budget of £10M across Commercial & Estates plus CapEx projects, and last year raised £1.4M for QiB charitable activities.

Reporting Lines:

The post reports to the Deputy Recording Clerk, Strategy & Effectiveness (Deputy CEO of the parent charity).

All commercial activities are overseen by the trading board, a dedicated Commercial Board made up of charity trustees and industry experts; the Committee meets quarterly with this post reporting to the Clerk.

Staff team:

Reporting to this post is a strong team of senior staff with operational and strategic responsibilities:

- Head of Operations (*conferencing, retail, café and catering*)
- Head of Events (*sales, events management and marketing*)
- Head of Estates & Facilities (*estates portfolio and facilities at Friends House*)
- General Manager of Swarthmoor Hall (*accommodation, visitor attraction, cafe, retail, conferencing*)

Key accountabilities:

Commercial

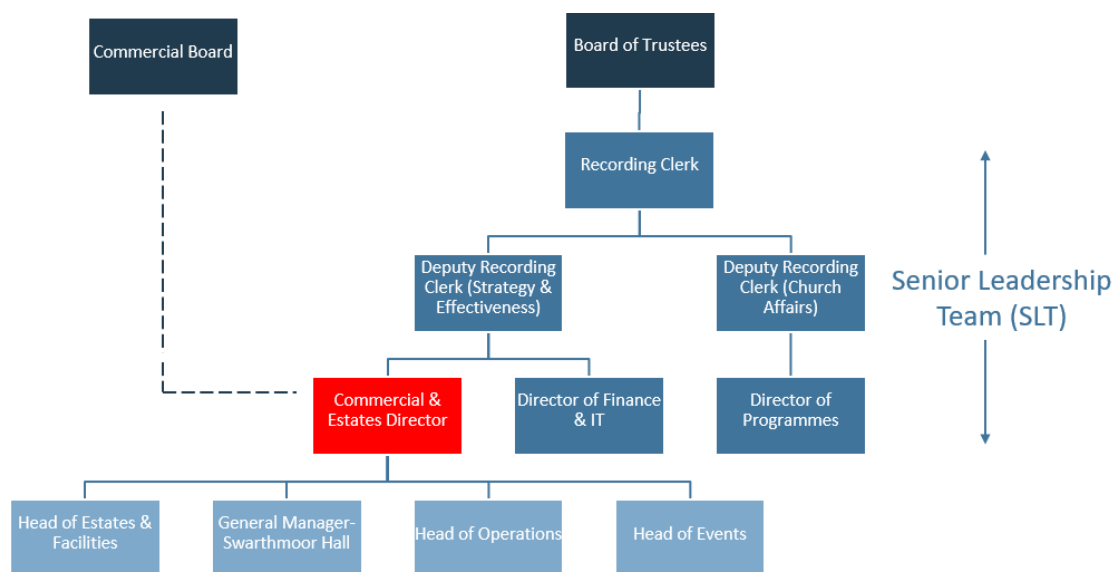
- Develop and implement the strategic direction of the QiB trading subsidiary, advising and reporting to the Board as the representative of the Leadership team.
- Ensure that financial contributions to QiB grow year-on-year, while maintaining the core values of QiB
- Oversee marketing strategy and activity (including PR, digital and social media) across all trading entities
- Represent Quakers in Britain's commercial subsidiary to Quakers, the public and other partners.
- Coordinate and approve the annual budgets and operational plans for Commercial and Estates & Facilities
- Position commercial activity as a positive introduction to the values and faith of the Quakers.
- Lead projects and programmes to continually develop the business through diversification, new product and service development and/or new markets.
- Lead on projects and programmes to continually improve client and customer experiences, business performance and sustainability.
- Ensure excellent financial management of all departments, working with the Finance Team to ensure month end procedures are completed accurately and to agreed timescales
- Ensure there is a culture of equity, diversity and inclusion, promoting well-being, health and safety and safeguarding functions

Estates

- Oversee the safe, secure and sustainable management of our buildings and land, ensuring the wellbeing of our staff, visitors and tenants
- Provide strategic leadership and vision for estates and facilities management, ensuring alignment with QiB's organisational strategy and Quaker values.
- Advise the organisation on the sustainability and environmental performance of our properties and commercial activities
- Oversee the delivery of major capital building projects and property developments (up to £10m), ensuring value for money and environmental impact is considered at all times
- Oversee commercial negotiations and agreements for leases, tenants, contractors and suppliers to maximise income and secure sustainable partnerships.
- Ensure estates and facilities policies and plans are legally compliant, financially robust, and support organisational priorities.
- Oversee health & safety at Friends House, ensuring the building is fully compliant, H&S meetings are held, and accident/incident reporting is in place, and ensure support is provided to our other locations
- Ensure the implementation of and living use of a robust Business Continuity Plan for the organisation, in conjunction with the Director of Finance
- Provide organisational facilities including, but not limited to, cleaning, post, security, printing and maintenance

Organisational management and planning

- As a member of the Senior Leadership Team, which is collectively responsible to trustees, work as part of the team to oversee the strategy, operational plan, budget and policies of Quakers in Britain within the priorities of Trustees, their subcommittees and the Central Committees.



Management of staff

- Help QiB realise its aspiration to be an exemplary employer, including by upholding the Quakers in Britain Leadership Framework and the values of the organisation.

Other responsibilities

- Champion equity, diversity and inclusion in our workplace community
- Champion QiB's commitment to sustainability
- Contribute to departmental and organisational reporting on impact, monitoring & evaluation as required
- Support the QiB Leadership Framework
- Understand and follow QiB's policies and procedures at all times
- Undertake duties and responsibilities in keeping with the post
- Understand and follow QiB's Staff Handbook at all times

Essential Experience

- A record of achievement in leadership and management of a multidisciplinary team in the attractions or conferencing sector, with knowledge of buildings and facility management, either in the private sector or as part of a complex commercial arm in the public or voluntary sectors.
- A track record of creating and implementing long-term commercial strategies
- Significant experience of managing large budgets (£3m upwards) and teams (20 upwards) in a commercial context
- A record of achievement in innovative and creative business development.
- A record of achievement in planning and delivering high standards of service.
- Successful experience in developing marketing Strategies with a strong ROI
- Strong experience in leading and applying values, including equality and sustainability, within the workplace
- A track record of exceeding income targets
- Excellent experience of improving processes
- A track record of improving net profitability

Essential Knowledge and Qualifications

- Strong understanding of commercial activity in the cultural, attractions or faith sector
- Broad knowledge of event management systems, epos, AV and other tech
- Excellent knowledge of managing contracts and third-party providers
- A good understanding of how to communicate effectively with colleagues from diverse backgrounds.
- Sympathy for Quaker values and ways of working

Essential Skills

- Able to communicate clearly to stakeholders orally, in writing, and by using spreadsheets, graphics and charts.
- Able to understand, interpret and evaluate financial, as well as other quantitative and qualitative data and information (including environmental data) to make planning and operational decisions.
- Ability to analyse complex information and present to stakeholders
- Ability to work with colleagues constructively as a member of a senior management team, contributing to the team's mission and supporting and holding others accountable when needed.
- Ability to work constructively cross-organisationally in support of the department's commercial goals.
- Able to prepare and manage revenue and expenditure budgets.
- Committed to sustainability and strong ethical practice in commerce

Desirable

- Knowledge of IT systems and accounting packages.
- Experience of working in a public-facing venue
- Experience of working in a cultural or visitor attraction venue
- Experience of running a multi-site operation
- An MBA or other further business qualifications
- Level 4 qualification in Managing Food Safety.
- Experience of managing large CapEx projects
- Experience of buildings or facilities management
- Experience of working in a unionised organisation
- Experience of working and leadership in a values-led organisation