



Dear Applicant

## Receptionist

Yearly Meeting of the  
Religious Society of  
Friends in Britain

Thank you for your interest in the above post. The job information pack is available to download from BYM's website, it contains the following information:

- Job description and person specification
- Guidance for applicants
- Working for Quakers in Britain
- Application form
- Equality monitoring form

To apply for the post, please download, complete and return the application form. You **must** ensure that you address, giving examples from your previous employment, voluntary work or other experience, how you meet each of the selection criteria set out in the person specification.

You should email your completed application form to [quakeremploy@quaker.org.uk](mailto:quakeremploy@quaker.org.uk). CVs are not accepted as an application for posts, but you can attach one to the application form if you wish. The closing date for receipt of application forms is **Tuesday 29 September 2015**. Interviews will take place on **Thursday 8 October 2015**.

We would appreciate if you could also complete the equality monitoring form. The principles of equality are of importance to the Religious Society of Friends. The information you provide will help us to refine our employment practices and respond to the needs of the diverse range of people that our organisation comes in to contact with. The details that you provide will be kept in strict confidence and will not be viewed by any member of the selection panel.

**If you are an applicant with a disability and have any specific needs or queries you would like to discuss before making your application, please contact me by phone on 020 7663 1110 or by email at [Clairec@quaker.org.uk](mailto:Clairec@quaker.org.uk)**

We do not acknowledge receipt of applications due to the high volume that we receive. Only candidates who have been shortlisted for interview receive an acknowledgement. If you do not hear from us within two weeks of the closing date your application has been unsuccessful on this occasion.

Thank you for your interest in the post. I look forward to receiving your application.

Yours faithfully

Claire Common  
**HR Advisor**

Friends House, 173 Euston Road, London NW1 2BJ  
Registered charity number 1127633

**Ric Moore**, HR & Training Manager  
Tel: **020 7663 1111** Email: [RicM@quaker.org.uk](mailto:RicM@quaker.org.uk)

**Claire Common**, HR Advisor  
Tel: **020 7663 1110** Email: [ClaireC@quaker.org.uk](mailto:ClaireC@quaker.org.uk)

## BRITAIN YEARLY MEETING JOB DESCRIPTION

<b>JOB TITLE:</b>	Receptionist
<b>REPORTING TO:</b>	Reception Team Leader
<b>RESPONSIBLE FOR:</b>	No responsibility for staff
<b>DEPARTMENT:</b>	Hospitality and Facilities Department
<b>DATE:</b>	June 2014

### Job Purpose

To provide a warm and inviting welcome. Delivering a friendly and efficient customer service to all external customers, staff and visitors to Friends House, whether in person or on the telephone.

To provide a first point of contact for all building users and the Hospitality Clientele, offering help, assistance or advice on where to go or seek the necessary information.

### Key Accountabilities & Main Tasks:

- Man the reception desk to ensure that all external customers, staff, and visitors arriving at Friends House are greeted and directed to the right person or correct area of the building.
- Deal with all general enquiries and requests for assistance in a professional and courteous manner, in person, on the telephone or via e-mail
- To be familiar with the internal RDZ system (conference booking system), inputting any extras as required by clients.
- Meet course organizers; go through the day's meeting requirements making changes if required to RDZ, direct clients to their meeting rooms ensuring that they are fully briefed in Friends House fire evacuation procedure and how to contact Reception if they required anything during their visit.
- Ensure that all requests from conference organizers are promptly dealt with, that the appropriate service delivery team member is informed of any additional service or changes (catering, AV and photocopying services) and that charges are correctly added to their function account.
- To receive and sort inbound mail and packages. If for a letting customer update RDZ with information of where the items are being stored.
- Print off each evening the meeting room and catering set up sheets for Hospitality.
- Responsible for the external mail being franked with the correct amount and the post made ready to be collected daily Responsible for ensuring sufficient funds are topped up for postage. Preparing monthly departmental postage cost statements to assist with budget requirements.
- Receive and record via the Maintenance email system any faults, repairs or damage reported.
- Record, handout and receive pc adaptors as per policy and procedure.

- Monitor the Security officer activities whilst on duty to ensure that all the daily tasks are carried out, as per service level agreement. Issue secure access passes to building users recording as per policy and procedure.
- Carry out general administrative duties including producing the daily menu, typing services, support sales team with chasing conference enquiries and booking details, filling brochure information stands, photocopying, faxing, lost property recording and signage printing.
- Check the Business centre to ensure sufficient paper / tonners do not run out and report any faults to the photocopying company.
- To keep the reception area clean and tidy at all times
- Report any shortage or damage of supplies and equipment.
- Comply with all company and statutory regulations relating to Health and Safety, safe working practices, hygiene, cleanliness, Fire and COSHH,
- Immediately cease using and report any faulty equipment to the Duty or Facilities Managers
- Provide high standards of personal hygiene, appearance and cleanliness at all times,
- Immediately report any incidents of accident, fire, theft, suspicious persons or belongings, loss, damage or other irregularities.
- Assist in helping to maintain a conscious approach to security and sustainability within the building.
- Support duty managers to ensure that all conference events and meetings run smoothly; that any incidents are dealt with and good customer service is provided to ensure customer satisfaction
- Attend training courses and meetings as is necessary to maintain standards in the operation and assist in carrying out the job role efficiently. Gaining background information on safety issues that have a bearing on the building i.e. safer neighbourhood team.
- Undertake any other relevant duties as reasonably required by the Housekeeper or Duty Manager (during off peak periods this could involve other duties in other departments),

## **2. Intellectual Demands**

- A strong level in reading, writing, numeracy and pc usage.

## **3. Judgements**

The post is defined by organisational policies, procedures and codes of conduct

Makes operational decisions that affect the service delivered to staff internal which can affect the operational efficiency of the organisation.

Make operational decisions that affect the quality of service delivered to external customers which can affect the profitability of the Hospitality Company (Negative experiences resulting in refunds and loss of returning custom).

## **4. Use of Resources**

The post holder has operational responsibility for the planning and delivery of the customer service function of the Reception desk

## **5. Communications**

### **Internal Communication –40%**

First point contact with staff at all levels of the organisation responding to initial questions and enquiries. Some communication is in the same context as with external conference customers as paid staff make use of the buildings conference facilities

### **External Communication – 60%**

This is a customer facing role involving contact with conference customers at any level of an organisation, liaising with conference contacts on the day of event, assisting with enquiries and complaints from conference attendees and other building users (visitors to BYM staff, cafe and restaurant customers, library users, visitors to tenants, tourists)

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

The role can involve standing on your feet for prolonged periods, manual handling of post bags, parcels and working with PC's and other electrical appliances.

## **7. Working Conditions and Emotional Demands**

Have interaction with a high volume of people from a variety of backgrounds within short periods of time and have varying needs. Some customers can have difficult requests and expect emotional direction making the role very demanding.

Certain tasks can be allocated to specific individuals or pairs as set out in the Work schedule, but remains interchangeable during any five working days out of seven from 0700 to 2300, as directed by the rota, including BYM event/weekend.

The nature of the hospitality operation means differing shift patterns may occur between the hours of 0700 and 2300 Monday to Sunday, totalling the contracted working hours. Overtime hours may be asked but not presumed.

Due to the nature of the hospitality operation the role sometimes requires lone working and without supervision.

## **OTHER RESPONSIBILITIES:**

- Responsible for ensuring that Britain Yearly Meeting's Equal Opportunities Policy is adhered to in all aspects of the role
- Responsible for ensuring that Britain Yearly Meeting's Health & Safety Policy is adhered to at all times
- Responsible for ensuring that Britain Yearly Meeting'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.
- To undertake duties and responsibilities commensurate with the post

## PERSON SPECIFICATION

**Job Title:** Receptionist  
**Department:** Hospitality and Facilities  
**Date:** June 2014

### ESSENTIAL KNOWLEDGE

Knowledge of and sympathy with Quaker values  
Knowledge of Microsoft Office

### ESSENTIAL QUALIFICATIONS

Recognised hospitality qualification. I.e. NVQ Customer Service level three or equivalent

### ESSENTIAL EXPERIENCE

Communicating with people face to face, by telephone and by written communication in a customer service environment

### ESSENTIAL SKILLS

Demonstrable ability to work as a team player  
Demonstrable ability to work unsupervised under own initiative  
Good written and spoken communications skills  
Strongly customer focused and confident dealing with senior people

### DESIRABLES

Formal customer service training including dealing with difficult customers

Job Description Agreement

Post holder:

Manager:

Date:

# THE RELIGIOUS SOCIETY OF FRIENDS (QUAKERS)

## GUIDANCE NOTES FOR JOB APPLICANTS

These notes have been designed to assist you by providing information about BYM's recruitment process.

**PLEASE READ THESE NOTES BEFORE COMPLETING THE APPLICATION FORM.**

### Preparation

You should spend 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 background information so you know what the job involves. Think about why you are interested working for the Religious Society of Friends (Quakers), the post and how your knowledge, skills and experience (paid or non-paid) would enable you to be effective in the role.

#### Completion of Application Form

The application form is used both for shortlisting and reference during the interview process.

When completing the application form:

- You should read the job description, person specification, advertisement and background information etc. before completing the application form. Use the information supplied to make your application relevant to the post.
- It is important that you use the application form to explain how your skills, abilities, experience and qualifications compare with those set out in the supporting information
- It is important that you give reasons for any gaps in your employment history
- **Please note that we do not accept CVs as an application for posts** however, you can attach one. You must fully complete the application form. If you there is insufficient space to complete your details please continue on a separate sheet.

The information that you provide on the application form and supporting statement is the only information we use in deciding whether or not to shortlist you for interview.

You must ensure that the information you provide is well organised and relevant to the post that you are applying for.

### 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.

### **Completed applications**

Completed applications should be emailed by the stated closing date to: [quakeremploy@quaker.org.uk](mailto:quakeremploy@quaker.org.uk)

### **Equality**

#### **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 is passed, the recruiting manager and the interview panel shortlist applicants who 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. All interviews are conducted by a panel of two or more including the recruiting manager. 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, adjustments that you would like us to make or queries please contact HR on 020 7663 1111/1110/ 1027.

## **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. The unsuccessful candidate is offered the opportunity for feedback.

## **References**

On the application form you are asked to provide us with the details of three referees, one of which must be from your most recent employer. If you were 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 Criminal Record Bureau checks

## **Asylum & Immigration Act 1996**

Under Section 8 of the Asylum and Immigration Act 1996, 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 HR on 020 7663 1111/1110/ 1027.

## **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 Ric Moore, HR & Training Manager, on 020 7663 1111 (direct line) or by email: [ricm@quaker.org.uk](mailto:ricm@quaker.org.uk)

**Thank you for your interest in employment at the Religious Society of Friends (Quakers). Good luck with your application.**



## Working for Quakers in Britain

Britain Yearly Meeting, is a national charity employing about 150 people. Its purpose is to work for, with and on behalf of Quakers in Britain.

Quakers – sometimes known as The Religious Society of Friends (Quakers) in Britain is a faith group. We are rooted in the Christian tradition but open to different ways of being guided by God.

### About our organisation

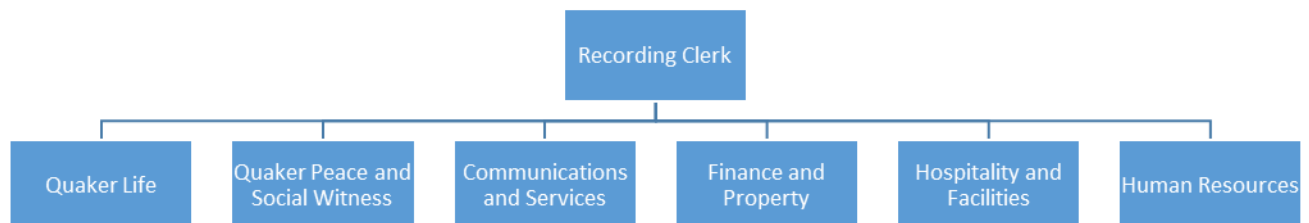
In Britain there are about 20,000 Quakers. We have 500 local Quaker Meetings, grouped into 72 'area meeting' charities. All these charities are affiliated to Britain Yearly Meeting (BYM).

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'.

The charity's objectives are:

1. Sustaining the Quaker church and faith
2. Supporting Quaker Meetings
3. Promoting Quakerism
4. Witness through action

BYM is structured into 6 departments:



The Recording Clerk's Office is a small, central co-ordinating department. The Recording Clerk is the senior member of staff.

Quaker Life supports Quakers' spiritual lives; and helps local Quaker Meetings to grow as communities.

Quaker Peace and Social Witness works with and on behalf of Quakers in Britain to translate faith into action. This includes peace work in Britain and globally, and social justice work mainly in Britain.

Communications and Services works to:

- increase public awareness of Quakerism and Quaker work (media, advocacy and publications)
- help Quakers throughout Britain to be involved with and fund centrally-managed work

- support the committees that guide our work

Friends House Hospitality and Facilities manages Friends House building and facilities.

Finance and Property manages our organisation's assets.

Human Resources helps BYM carry out its responsibilities as an effective employer through policies and practices that are based on Quaker principles. This includes looking after the terms and conditions, training, welfare and recruitment of staff both in Friends House and beyond.

### **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.

### **About Quakers**

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 (<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 ask for a free information pack – [www.quaker.org.uk/more-information](http://www.quaker.org.uk/more-information)