



# Application Pack

## Maintenance Technician





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# Introduction



**I am delighted that you have expressed an interest in the post of Maintenance Technician.**

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). Both sites are listed buildings, dating respectively from 1926 and the early 17th Century.

In London and Cumbria, we offer a wide range of services including:

- Conferencing, events and retail.
- Facilities and property services.
- Bake The Difference.

As a value led company, we believe in the triple bottom line approach (3Ps: people, planet and profit).

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.

I hope that after considering all the information in this application pack, you will be excited by this post and will apply.

Kind regards,

A handwritten signature in black ink, appearing to read "Paul Grey".

**Paul Henderson-Grey,  
CEO of Quiet Company**

# About us



## About Quiet Company

Quiet Company was formed in 2007 to raise income for the charity of Quakers in Britain: Britain Yearly Meeting. Each year, the company gift-aids any profits or surplus to the charity so that Quaker work in the United Kingdom and around the world can carry on.

The company operates as an ethical and sustainable business, in line with Quaker values.

You can read more about our purpose at [www.quietcompany.co.uk/our-purpose/](http://www.quietcompany.co.uk/our-purpose/).

## People - planet - profit

We believe in the 3Ps (people – planet – profit): our activity should not impact negatively on people or the planet.

We seek to minimise our impact on the environment and maximise our positive contribution to the communities in which we operate.

## Our values

As an ethical and sustainable business, our company relies on core values to deliver services and ensure everyone gets a great experience in London and Ulverston, Cumbria.

We are:

- **Welcoming:** We welcome everyone in our venues in London and Cumbria. Whether you want to meet, enjoy our cafes, stay the night or just relax in our gardens, our doors are open.
- **Pioneering:** We follow the tradition of ethical Quaker businesses. We are always striving to improve the welfare of our employees, our environmental practices, while making a positive contribution in the communities in which we operate.
- **Responsible:** We are committed to having the least possible impact on the environment. We have fully integrated the UN Sustainable Development Goals in our decision making and processes.



## 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.

## About Britain Yearly Meeting

Quakers in Britain is a national charity that supports the work of Quakers across England, Scotland and Wales. It is formally known as Britain Yearly Meeting of the Religious Society of Friends (BYM).

It employs around 135 people, who are accountable to the charity trustees, who in turn are appointed by and accountable to British Quakers.

As well as supporting Quaker meetings to be well-run faith communities, BYM works to translate Quaker faith into action in a wide variety of ways in the United Kingdom and abroad.

## 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 a third of the staff are Quakers or linked to Quakers in some way.

All Quiet Company staff are employed by BYM.





SWARTHMOOR HALL

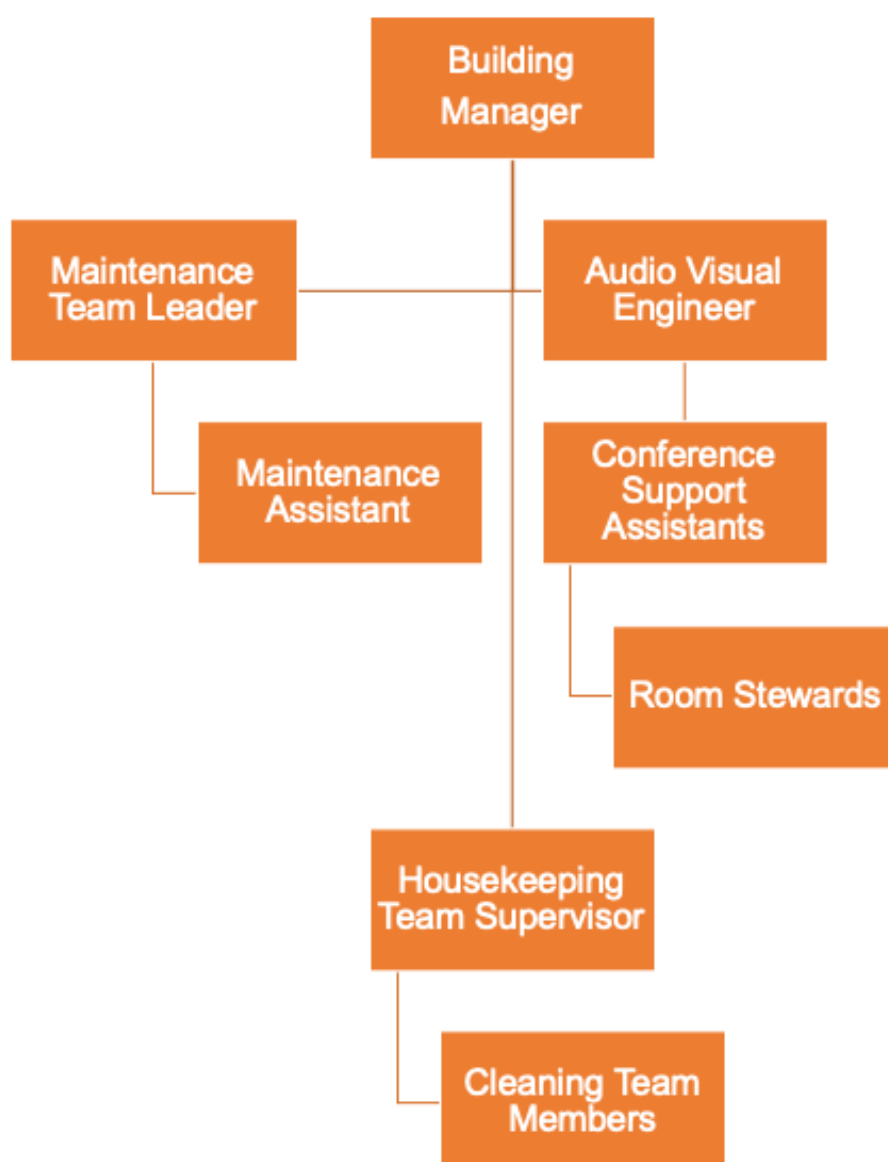


# About the team



The Quiet Company Facilities Services team are in charge of maintaining Friends House, Swarthmoor Hall, and a few Quaker properties across the country. Many of the sites are listed buildings, which is a real challenge for our team, who have to preserve their historic character while making sure they are safe for everyone to enjoy.

## Team structure





## Job purpose

To undertake, maintain and make repairs to the building, grounds, fixtures and fittings at Friends House to ensure safe operational conditions, by completing tasks other than those requiring professional certification. To plan, manage and undertake ongoing work on the preventative maintenance programme.

To resolve any immediate operational and / or safety concerns by managing tasks reported to the maintenance team by email, verbally or by any other method and contribute to promotion of a welcoming and safe environment for staff and visitors to the building.



## Key Accountabilities & Main Tasks

- To undertake varied maintenance tasks such as plumbing, carpentry, decorating and mechanical engineering tasks not requiring professional certification
- Prioritise daily tasks, ensure all tasks recorded are completed efficiently, in a timely manner and to the required standards
- Identify and record any maintenance issues and repair faults found in the course of duties that cannot be attended to at the time
- To oversee and assist contactors when on site
- Inform your line manager of low levels of maintenance consumables, such as lamps, fuses and filters so that new supplies can be re-ordered
- Have full working knowledge of all equipment, tools, materials and agents, use equipment as directed by your line manager and in accordance manufacturers' instructions
- Ensure all maintenance equipment is kept clean, maintained in safe working order and stored safely when not in use
- Report faulty equipment that cannot be fixed to the Maintenance Team Leader, ensure that it is clearly labelled as faulty and not used
- Complete any planned preventative maintenance, deep cleaning tasks or small maintenance projects scheduled for completion as directed
- To oversee and maintain the external bin store, basement store areas and other plant / utility areas
- Respond to emergency situations for the purpose of resolving immediate safety concerns
- Assist in promoting and supporting ethical and sustainable business issues through our services to include the promotion of:
  - Initiatives that improve the organisations' ability to recycle materials
  - Working methods that reduce the amount of chemicals and consumables used and other resources that could impact the environment
  - Initiatives that reduce the buildings energy consumption
- Cover the Maintenance Team Leader during holiday and absence periods to contact and oversee contractors working on site and assist with queries associated with recycling any other contract services
- During off peak periods or when maintenance support is not required, be prepared to take on other duties within the department as necessary



## Essential Skills & Knowledge

- General competence in plumbing, carpentry, and decorating
- Able to perform multiple and varied maintenance tasks such as plumbing, carpentry, decorating and mechanical engineering not requiring professional certification
- Able to follow written and verbal instructions / directions for work tasks
- Good organisational skills, able to show initiative, manage priorities and work independently, without direct supervision, also able to work as part of a team
- Ability to learn new skills in order to meet changing job conditions
- Be able to propose necessary remedial action to be carried out either by the post holder or by specialist contractors
- Able to operate/handle equipment, tools and hazardous materials used in skilled trades safely and correctly once trained (e.g. power / hand tools, etc)
- Knowledge of manual handling – ability to lift and carry a variety of trade tools and building materials. (Approx. 90% of the work involves carrying and moving equipment and materials in performing the role)
- Able to safely climb ladders and work at heights
- Commitment to maintaining high standards of presentation and cleanliness and customer care
- Good inter-personal skills, articulate and able to communicate both verbally and in writing with people from a variety of different backgrounds
- Able to adapt to an ever-changing environment with changing work priorities
- Enthusiastic with an attention to detail
- Use of Microsoft outlook
- Knowledge of and sympathy with Quaker values

## Essential experience

- Previous experience of working in a general maintenance or tradesperson role in a similar sized building / environment and have previously acquired the knowledge required to satisfactorily perform the functions of the job including: knowledge of working methods and practices, tools and materials used in building maintenance and repair work
- Evidence of success in completing maintenance assistant / handyperson tasks
- Awareness of the main requirements of health and safety legislation and good practice relevant to the duties of the post

## Essential qualifications

NVQ Level 3 in Maintenance Operations or life experience within the maintenance trade





# Competencies



The postholder is expected to demonstrate Quaker Values, Hospitality Commitments and the following Hospitality & Facilities competencies:

## **Team Work: *Works effectively with others and builds positive relationships***

- Readily shares knowledge and information
- Actively contributes to discussions and in meetings
- Understands others peoples perspectives
- Proactively seeks feedback to improve ways of working
- Gets to know colleagues to understand their viewpoints and how they like to work.

## **Planning & Organising: *Organises and delivers tasks in a decisive and timely manner***

- Adapts positively to change- deals with the unexpected
- Is pro-active and uses initiative
- Overcomes obstacles to ensure work gets done
- Works with minimal supervision
- Contributes ideas to improve ways of working

## **Working responsibly: *Uses resources (people, technology, finance, supplies and equipment) responsibly ethically, delivering to internal processes and standards***

- Looks for ways to reduce wastage and work in cost effective way
- Supports and encourages others to conserve and manage resources
- Understands the wider statutory and legal regulations that impact on the department
- Supports others to deal with uncertainty, difficulty or changes to resources
- Enters information is kept up to date and maintained effectively

## **Customer focus: *Understands customer needs and builds effective customer relationships***

- Takes ownership for resolving problems
- Shows a good understanding of customer's needs
- Find different solutions to address customers' needs
- Delivers what's says will deliver – is true to word
- Goes the extra mile.



# Salary & benefits



## **Salary**

£27,227 per annum

## **Location**

Friends House, Euston Road, London NW1

## **Hours of work**

35 hours per week with some weekend and evening work. There is some flexibility over the daily start and finish times.

## **Holiday**

27 days a year plus bank holidays and three days for Christmas closure

## **Sabbatical scheme**

Staff are able to take a nine-month unpaid sabbatical leave after five years' continuous service.

## **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.

## **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 Programme:**

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



To apply for this role, please visit <https://quaker.org.uk/our-organisation/jobs/jobs> for the full job description and application form.

Closing date for applications is **4 February 2022**.

Interviews will be held on **21 February 2022**.

Quakers have a faith commitment to equality and encourage and welcome applications for posts from all sections of society. You do not have to be a Quaker to apply for this post, but we expect you to uphold the values of our organisation.

The principles of equality and diversity are important to Quiet Company and Britain Yearly Meeting in all aspects of their 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 the company comes in to contact with.

Quiet Company and Britain Yearly Meeting are committed to safeguarding children and adults at risk and expect all our staff and volunteers to share and uphold this commitment.

Quiet Company and Britain Yearly Meeting are committed to equality in all of their employment practices.

