



# Application Pack

## Maintenance Team Leader





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# Introduction



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

Quiet Company is the fully owned trading subsidiary 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.

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, which appears 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

All staff, including Quiet Company staff are employed by BYM. 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.







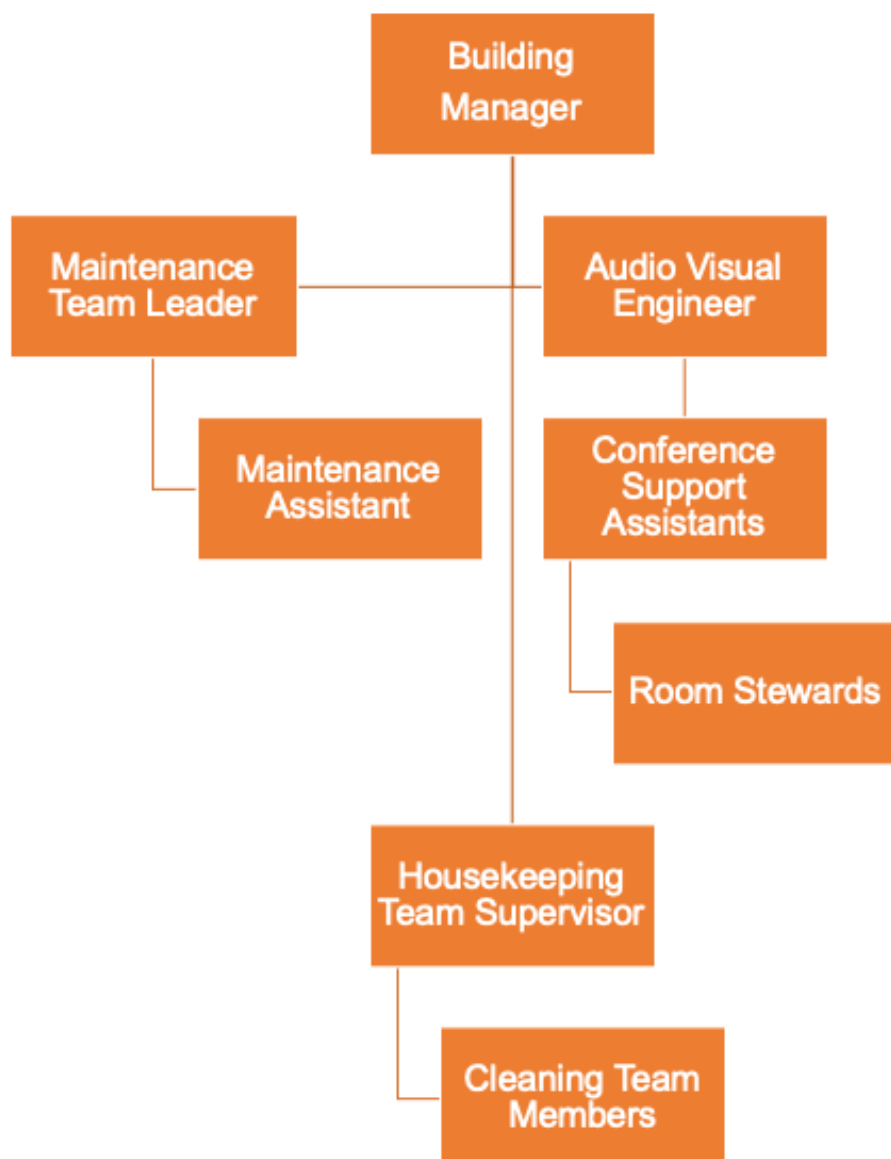
# About the team



## Facilities Services

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

Provide day-to-day support to the Building Manager who has responsibility for the maintenance, upkeep and improvement of Friends House, Drayton House and Swarthmoor Hall.

The post holder will oversee the planning, scheduling and delivery of day-to-day building maintenance activities primarily at Friends House and shall ensure that the facilities are compliant, safe, secure, clean and presented to a high standard.

Overseeing and working closely with the Maintenance Assistant, deploying technical solutions where required to ensure that any immediate operational and safety issues are dealt with at the earliest opportunity. Also working closely with the Housekeeping and Conference Support Supervisors to provide a welcoming and safe environment for all.

The department and its governance is overseen by the Quiet Company on behalf of BYM as part of its managed services.



## Team/General

- Assist the Building Manager in ensuring internal and external areas are maintained in a clean, orderly and good decorative / operational order as set out in the facilitates strategy.
- Plan, manage and monitor the delivery of a high standard of work as defined in the stander operating procedures.
- Supervision of Maintenance Assistant other departmental team members as required, including overseeing completion of allocated tasks in a timely manner and to a satisfactory level.
- Provide duty management cover to suit business levels and operations.
- Continually develop knowledge of the services within the buildings, ie. Boilers, heating, drainage, air conditioning and electrical infrastructure etc. to enhance resolution of minor issues in a timely manner.

## Compliance

- Carry out regular safety and operational compliance checks for items such as panic alarms, fire doors, water hygiene management and for plant areas.
- Ensure day-to-day waste disposal and recycling is in line with BYM Sustainability Strategy and supplier requirements. Regularly monitor and manage waste areas. Providing feedback to the BM as required.
- Support the site security processes, including checking regularly that internal and external doors are secure and that access control systems are functional.

## Health and Safety

- Assist and comply with Health, Safety and Environmental policies and procedures, including adherence to safe systems of work, use of PPE requirements and compliance with all relevant legislation.
- Assist with the Fire Safety Management strategy for the site, including undertaking Duty Fire Officer role, weekly fire alarm testing and checks on fire doors. Additionally, oversee emergency light testing by appointed contractors and assist with fire evacuation drills.
- To meet our compliance with HSE Guidance (ACOP L8), to carry out weekly flushing of water outlets and month water temperature checks.
- For all the above, ensure accurate and legible records are maintained and uploaded to our electronic maintenance management system.
- Assist with evacuation of disabled persons in event of emergency.
- Undertake all compliance training necessary to perform the Maintenance Team leader role.
- Ensure all tools and equipment are maintained in good order, and are used safely and in line with manufacturer's instructions.

# About this post



## Planned preventative maintenance

- Oversee and undertake where necessary, general maintenance and decorative tasks, first-fix repairs to fixtures/fittings and building services.
- Oversee and where necessary utilise the organisations' electronic maintenance management software, including logging and generally processing planned and reactive tasks in line with SLA's.
- Carry out monthly utility meter readings and enter onto a central database.

## Procurement and contract management

- Assist in procurement of goods and services as required.
- Place orders for goods as required within delegated authority.

## Control of contractors on site

- Assist with supervision of contractors on site. This includes site induction, toolbox talks, ensuring work is managed effectively, completed to a high standard and that work areas are safe and protected prior to commencement and clean upon completion.
- Liaise with service contractors, eg. general maintenance, lifts, fire, security etc regarding completion of work activities. Ensure that works do not disrupt day-to-day operations and that contractors' guidelines are adhered to.

## Finance and operational planning

- Work within budget provision. Report any differences to line manager.
- Assist the Building Manager in budget preparation, forecasting and reporting.

## Staff and departmental leadership

- Help the building manager to support the staff wellbeing and development needs.
- Help the BYM & Quiet Company realise its aspiration to be an exemplary employer, including by upholding the Department Commitments and the values of the organisation in your supervision of staff.
- Together with other team leaders/ managers within in the department, take joint responsibility for leading that department by helping develop departmental goals that contribute to companies objectives, and by motivating and guiding staff towards achieving those goals.



## 1. Intellectual Demands

- The post holder is required to provide a high level of attention to detail, working swiftly, efficiently and accurately under pressure, with the ability to plan ahead.
- The ability to investigate, identify and where possible rectify minor technical faults. The post holder is expected to make decisions on a daily basis, including the provision of advice and decisions to the team and to external contacts.
- A good level of reading, writing and numeracy.
- Excellent IT skills including knowledge of maintenance management software.
- Familiar with building engineering services, including specialist systems such as BMS, fire detection, security systems and building fabric and construction.
- Familiar with the operation of mechanical and electrical plant.

## 2. Judgements

- Makes operational decisions that can affect the quality of service delivered to customers, potentially affecting profitability, through refunds and poor return custom through negative experiences.
- Report and address health and safety matters where required.
- The post-holder will be expected to prioritise work activities to minimise disruption to the organisation.
- The post is defined by policies, procedures and codes of conduct.
- Sensitive meetings and literature require a level of confidentiality.

## 3. Use of Resources

- The post holder supervises and allocates day to day tasks to the Maintenance Assistant and contractors as required.
- Use of tools, equipment, maintenance management and security software as provided by the organisation.

## 4. Communications

The post requires regular and frequent communication with staff, contractors and suppliers, including assisting with queries from customers. The post holder is expected to communicate well and demonstrate a pleasant, polite, efficient, caring and friendly service to colleagues, contractors and visitors.

### **Internal: 60%**

Direct contact with staff at all levels of the organisation, the majority of which is with other members of the hospitality and facilities team. This role involves a great deal of teamwork and coordination between different divisions of the Hospitality operation.

### **External: 40%**

This role involves contact with contractors, suppliers, tradesmen and visitors through one to one meeting and telephone discussions, including discussion specific and / or technical issues with customers or specialist tradesmen.

## 5. Physical Demands & Co-ordination

At times it will be necessary for the post holder to work at height indoors and outdoors, eg. inspection of engineering plant at roof level. The role will also involve prolonged periods of standing, moving of equipment / furniture, manual handling of chair stacks and packages, working with PC's and other electrical appliances. As duty supervisor the role will also involve the duties of Fire Officer.

## 6. Working Conditions and Emotional Demands

The building has multiple uses in order to meet the needs of BYM, tenants, and building users for facilities such conference rooms, restaurant, Quaker centre and library. The post holder will interact with a high volume of people from a variety of backgrounds within short periods of time. The needs of visitors will vary as such there will often be difficult situations where problems need to be resolved during events and in the presence of the customer, some of whom can be very demanding.

Work may involve morning and late evening shifts, as well as weekends and at times there may not be specialist knowledge at hand from other colleagues. In addition, the role may at times require lone working, without supervision. The nature of the hospitality operation means differing shift patterns may occur between the hours of 06.30 and 23.00 Monday to Sunday, totalling the contracted working hours, as directed by the weekly rota, including BYM event/ weekend. The post holder will at times act as key holder and will be an out of hours contact for security.

## 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.



## Essential Skills & Knowledge

- Maintenance and upkeep of buildings.
- Supervision of team, though enabling, motivation and constant development.
- Oversight, supervision and monitoring of contractors and other trades.
- Strong IT skills that include working with BMS, maintenance management software or similar applications.
- Self-motivated, team player that's able to work unsupervised and under own initiative at times.
- Planning work for self and others.
- Ability to problem solve and work well under pressure whilst remaining calm.
- Development and monitoring of service operating procedures that sets and maintain standards for maintenance and presentation of the buildings.
- Knowledge of Health & Safety regulations and safe working procedures.

## Essential Qualifications

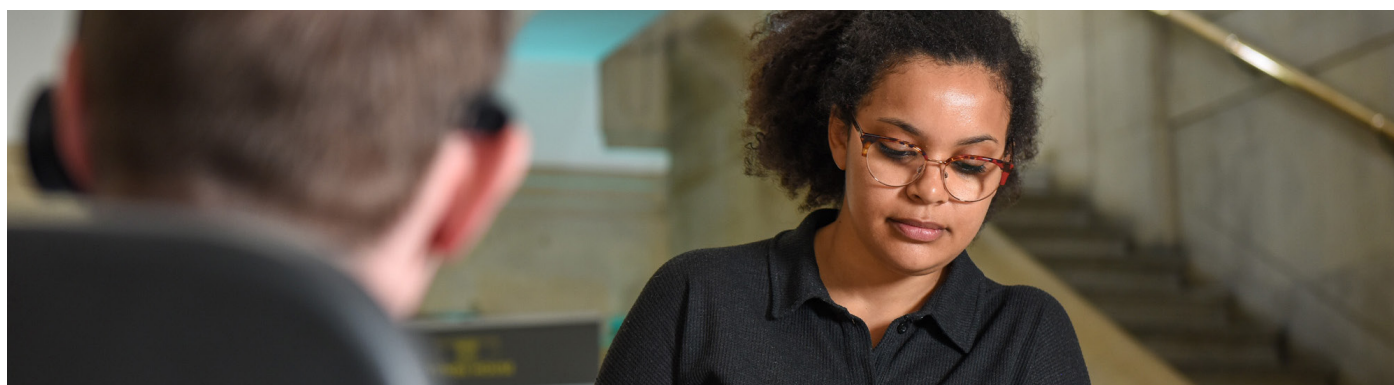
- A qualification in an engineering / construction related subject or BIFM Certificate, level 3 / diploma in facilities management.
- IOSH Managing Safely qualification.

## Essential experience

- Technical background in excess of 3 years, encompassing experience in maintenance of buildings and mechanical and electrical engineering services.
- Undertaking or overseeing planned preventive maintenance works
- Proven inter-personal skills, attention to detail and the ability to communicate well with a wide range of stakeholders from a variety of different backgrounds.
- Demonstrable ability to adapt to an ever-changing environment.
- Leading a small team of staff.

## Desirables

- Knowledge of and sympathy with Quaker values
- Technical skill /qualification as heating engineer, plumber or electrician.
- Experience working in a conference and meeting room environment in a comparable sized venue with similar service standards (e.g. Hotel, school, commercial offices)
- Passion for environmental issues and making a difference.
- Oversight of waste management contractors.
- Working in a heritage building environment.



# Salary & benefits



## Salary

£34,748 per annum

## Location

Friends House, Euston Road, London NW1

## Hours of work

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

## 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

## 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://quietcompany.co.uk/careers/> for the application form.

Closing date for application is **16 July 2021**.

Interviews will be held on **28 July 2021**.

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.

