



Application Pack

Business Development and Revenue Manager





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Introduction



I am delighted that you have expressed an interest in the post of Business Development and Revenue Manager.

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.

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 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/.

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.



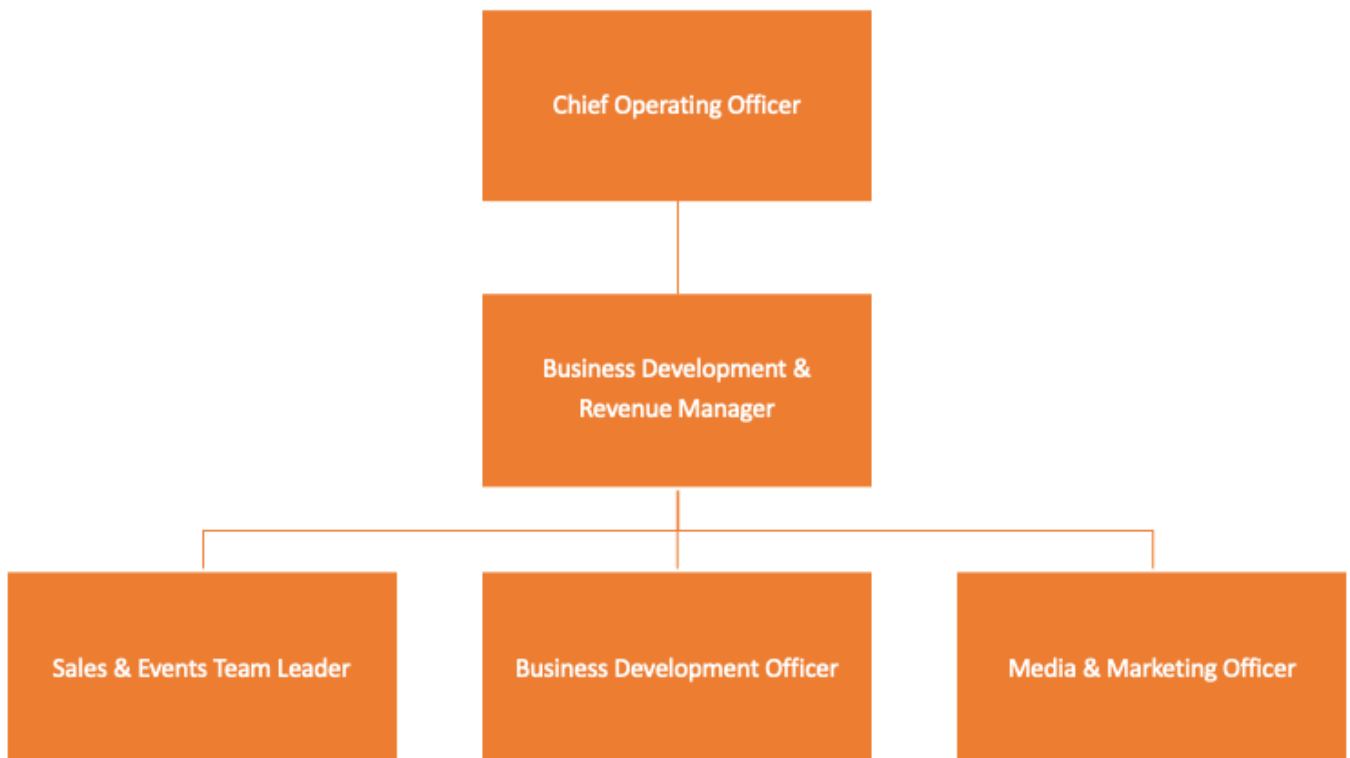
About the team



Sales and Marketing team

The Sales and Marketing team are in charge of selling and promoting the 32 meeting rooms and event spaces at Friends House. The team also promotes managed services, the bookshop and cafe at Friends House and the old house and accommodation at Swarthmoor Hall. There's also an element of corporate communications with Quiet Company.

Team structure



About this post



Job purpose

The Business Development and Revenue Manager is responsible for maximising sales revenue generation at Friends House in line with companies ethical values and for the marketing across the company brands (Swarthmoor Hall, Quaker Centre and Facilities) which it runs on behalf of BYM.

The role oversees the day to day departmental operations, ensuring all customers receive an exceptional customer experience from enquiry to billing and that team engage with the clients to build long and lasting relationships.

Accountabilities and tasks

Business Development and Sales

- Oversee business and revenue development for the entirety within the framework of the business plan including:
- the generation of sales through processing of conference enquiries and bookings within the Hospitality department and ensure correct & timely invoicing process.
- meeting relevant revenue targets.
- oversee the process of gathering and managing customer feedback and complaints.
- relationship management and engagement of both agents and customers.
- marketing, social media and PR activities via utilising both internal resources and external agencies and oversee website development
- oversight of the design and production of collateral and marketing materials for all the brands.
- Maintain the department systems and assist with any upgrades and liaise with the BYM Financial Controller and Business Partner for integrity of income and expenditure data uploaded to the financial system.
- Co-ordinate the annual departmental sales and marketing budgets.
- Control profit and cost centres to meet the budget.
- Report periodical financial results and year-end forecast supported by analysis of sales and benchmarking data.
- Oversee the yearly communications and marketing plan setting targets and reporting against them.

Management of staff and departmental leadership

- Manage staff within department and oversee their support, wellbeing and development needs.
- Help the company realise its aspiration to be an exemplary employer, including by upholding the Companies Commitments and the values of the organisation in your management of staff.
- Plan, manage and monitor the delivery of a high standard of work by staff reporting to this post.
- Undertake staff annual joint reviews and monthly/quarterly one-to-one's.
- Together with other managers within 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
- Act as building duty manager as required.



About this post

Operational Management and Planning

- Produce a yearly business development plan and report quarterly.
- Contribute to the development and delivery of companies' operational plan.
- From time to time, work collaboratively with other managers within in the company and across BYM to help achieve shared organisational goals, including working in clusters where appropriate.

Budgeting

- Make best use of companies' finances by developing, applying and monitoring accurate budgets that reflect the organisational goals.
- To produce information for rolling three year budgeting cycle and to monitor and report against targets.



Essential Skills & Knowledge

- Day to day operational management of a busy sales team.
- Business development, customer relationship management and marketing.
- Budget preparation, phasing, managing, forecasting and reporting of sales / costs.
- Leadership though enabling, motivation and constant development of a customer focused team.
- Influencing and negotiating.
- Planning, decision-making and problem solving ability.
- Strong IT background that includes booking management and CRM systems and interfaces with other systems.

Desirable skills & Knowledge

- Knowledge of and sympathy with Quaker values
- Knowledge or experience of working with Rendezvous (NFS)
- Knowledge or experience of working with accounting packages – PSF / Sage etc
- Events management

Essential experience

- 3 to 5 years' experience working in commercial sales management role from within a business that provides events, conference/ meeting and associated services.
- Developing and maintaining a strong customer relationships.
- Running effective communication and marketing campaigns across a range of digital mediums.
- Proven inter-personal skills, attention to detail and the ability to communicate well with an wide range of stakeholders from a variety of different backgrounds
- Demonstrable ability to adapt to an ever-changing environment
- Effective contract management of third party provider's / event booking agencies.
- Setting individual / team objectives and managing staff performance though a regular review process.

Essential Qualifications

- A degree in business management or equivalent i.e. NVQ or relevant years' experience gained within the hospitality sector or similar related business.



Salary & benefits



Salary

£43,088 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 applications is **4 February 2022**

Interviews will be held on **18 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.

