



QUIET COMPANY JOB DESCRIPTION

JOB TITLE:	Assistant Manager
REPORTING TO:	General Manager, Swarthmoor Hall
RESPONSIBLE FOR:	Management of staff and volunteers as agreed In the absence of the General Manager, you will deputise and be responsible for the operational management of the whole team and site as needed
DEPARTMENT:	Swarthmoor Hall, Quiet Company, Cumbria
DATE:	June 2025

Job Purpose

- To support the sustainable development of Swarthmoor Hall as the spiritual 'Cradle of Quakerism' and as a visitor attraction with accommodation
- To assist the General Manager in ensuring all aspects of the Hall are run effectively and efficiently and offer a warm welcome & great experience to all
- To take the lead on specific areas of the operation, working closely year-round with a small team, with agreed management responsibilities
- To assist with the future sustainable development of the Hall

Key Accountabilities:

- Assist in the operational management of all day-to-day activities on the Swarthmoor Hall site including the visitor spaces, the historic Hall and gardens, self-catering guest accommodation, meeting spaces, café and shop, events and tours, facilities and grounds, working closely with all members of the team
- As agreed with the General Manager, take the lead in specific areas of the operation to maximise your existing knowledge, skills and experience and develop new areas of expertise
 - This might be in areas such as our self-catering accommodation, marketing, facilities management, events, café or retail, risk management, visitor experience, volunteers etc.
- Staff management responsibilities as agreed, within the Quakers in Britain people management framework and including annual JAR's and regular 1-1's
- Act as the duty manager on a rota basis ensuring the effective daily operation of the site including opening and closing and be 'on call' as necessary to ensure effective safety and security

- Lead on all daily and weekly cash and till related activities, including cashing up, reporting and banking
- Be responsible for the efficient office and admin operation including ordering of office and other supplies and equipment within agreed budgets
- Plan and manage staff and volunteer rotas and work schedules as necessary
- Assist with the recruitment of and looking after volunteers across all areas of the whole site, working with other staff on their day-to-day care and service
- Work closely with the General Manager on the future development of the site, including planning, budgeting and delivery of agreed projects
- Work closely with the wider team to deliver a great visitor experience at Swarthmoor Hall, welcoming visitors and supporting them throughout their visit, including leading guided tours
- Support the development of an ongoing plan for the interpretation of the hall and collection, including temporary displays and exhibitions, and guides and resources for visitors
- As needed, help deliver the day-to-day operations in areas such as the café, shop, Hall, housekeeping etc.
- Assist in the management and development of pilgrimages, retreats, visit and guided tours for Quaker and other groups
- Assist in the building up of relations with local Friends meetings and other sites to support their work and encourage greater collaboration
- Assist with the engagement of relevant stakeholders and build ongoing relationships with them to benefit future activities at Swarthmoor Hall
- Welcoming all guests & visitors and making sure we are meeting their needs
- Working with colleagues in Swarthmoor Hall and other departments, and with external stakeholders, assist with the development and running of a year-round events programme for the Hall and with generating ways of attracting new visitors and events and selling the services offered by Swarthmoor Hall
- As part of a small team you will be responsible on designated days for properly completing opening and closing procedures for all areas incl. the historic house
- Any other duties as reasonably required

2. Intellectual Demands

This is an exciting and diverse role acting as an ambassador for Swarthmoor Hall. It is also one where working closely with complementing the General Manager will be crucial. As such, it includes:

- The need to balance the operational delivery of a public facing attraction with planning time and activities
- The ability to work both independently and as part of a small team with a good level of attention to detail
- The ability to plan and prioritise, work quickly and accurately under pressure and be able to deal with the unexpected
- The ability to build and maintain a range of relationships

3. Judgements

In this role, you will:

- Work collaboratively and supportively with the General Manager at all times and leading in areas as agreed
- Make good operational decisions taking into account the important wider spiritual dimension of the Hall
- Oversee the work of staff and volunteers, making decisions as necessary in the absence of the General Manager
- Follow the organisation's systems, policies and processes
- Be effective in managing time and priorities for your work and that of others
- Make effective use of financial and other resources

4. Use of Resources

In this role, you will regularly be responsible for all aspects of the safe operation and security of the site, especially in the absence of the General Manager.

You will use and be confident with a range of equipment including EPoS till systems, office equipment such as computers, printers and software, security systems, catering equipment, and money – managing it on site and when ordering stock and other items. Training and support will be provided.

5. Communications

Internal: 40% (approx.)

Primarily with colleagues and volunteers at Swarthmoor Hall, with some contact with Quiet Company and Quaker teams at Friends House, London, and with Friends offering service through different committees

External: 60% (approx.)

This is an important front facing role involving contact with a range of visitors and other parties including:

- Day visitors and overnight guests to Swarthmoor Hall
- Visiting Friends and local meetings
- Local suppliers, activity providers and contractors
- General enquiries in person or via phone / email
- Local and beyond stakeholders and those with an interest in the site

6. Physical Demands & Co-ordination

As a role that does include front (visitor) facing, there will be a mix of work including periods of standing on your feet serving, moving of equipment / furniture, manual handling of stock and working with electrical equipment; as well as significant amount of more office-based time.

The role sometimes involves the duties of duty manager, site supervisor, fire warden and appointed person for first aid.

7. Working Conditions and Emotional Demands

This role is based at [Swarthmoor Hall](#), a small site on the edge of Ulverston in south Cumbria. We have accommodation that is already open all year round; and are looking to increase the opening days for our Hall and Gardens and café to attract more visitors to this wonderful place in 2026 and beyond.

- This will be quite a practical, on-site based role – but an element of hybrid working might be possible
- This role is generally a mix of office-based and visitor facing working conditions
- The hours for this role will be split over a general working pattern in 2025 of between 09.00 and 17.00 on Monday to Friday. This is likely to change in 2026 to be over Monday to Saturday
- The work will involve working evenings, weekends and bank holidays to support the programme of events and activities
- The nature of the hospitality operation may mean working occasional shift patterns between 07.00 and 23.00
- You will be supporting the management of a diverse group of staff and volunteers
- The role will require being part of the out of hours emergency phone cover and response
- The post holder will deputise for the General Manager at times

Other Responsibilities

- Undertake duties and responsibilities commensurate with the post
- Responsible for ensuring that QIB's Safeguarding Policy is adhered to in all aspects of the role
- Responsible for ensuring that QIB's Equal Opportunities Policy is adhered to in all aspects of the role
- Responsible for ensuring that QIB's Health & Safety Policy is adhered to at all times
- Responsible for ensuring that QIB's commitment to sustainability is adhered to in all aspects of the role
- Responsible for ensuring that QIB's Staff handbook is adhered to at all times
- A commitment to championing equity, diversity and inclusion in our workplace community

Safeguarding requirements

- Completion of mandatory training modules on safeguarding adults and children

The postholder is expected to demonstrate in their work both the [Quaker Values](#) and the [Quiet Company](#) Values and Commitments (that talk about how we work).



QUIET COMPANY PERSON SPECIFICATION

JOB TITLE:	Assistant Manager
DEPARTMENT:	Swarthmoor Hall, Quiet Company, Cumbria
DATE:	June 2025

ESSENTIAL Knowledge, skills and experience

- You will be a confident, friendly and strong team player, a people person and example to those working with you
- You will be conscientious and self-motivated with a hands-on approach and 'can do' attitude to your work
- You will have sympathy with Quaker and Quiet Company values
- Good knowledge of delivering great customer service and a brilliant all round guest experience
- Excellent communication (written and verbal) and administration skills to engage with a wide range of customers and backgrounds
- Good IT skills suitable for an administration and sales role, including experience of using EPoS till systems and day to day finance
- Experience in at least supervisory level of delivering a busy, customer-oriented service, such as a restaurant, conference centre, café etc.

DESIRABLE knowledge, skills and experience

- Have management experience and hold hospitality related qualifications
- Experience of working in a historic visitor attraction
- Experience of health and safety and risk management legislation
- Experience of working in areas such marketing, visitor experience, collections management, volunteering, events delivery
- A good understanding of equity, diversity and inclusion in the workplace
- You will be motivated by targets and the desire to sustainably grow a business
- Used to working effectively as part of a wider organisation, often with limited resources
- Hold a current, valid driving license
- Experience of working with a diverse range of external partners

You do not have to be a practising Quaker to be part of the team at Swarthmoor Hall. You will be expected to respect and learn about the Quaker faith.