

**BRITAIN YEARLY MEETING**

**JOB DESCRIPTION**

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| **JOB TITLE:** Governance Projects Support Officer  **REPORTING TO**: Governance Development Co-ordinator  **CONTRACT:** Fixed Term (2 years)  **RESPONSIBLE FOR**: No line-management responsibilities  **DEPARTMENT**: Quaker Church Affairs  **LOCATION:** Based at our offices in London (NW1) or Leeds (LS2) or at home if you live outside London. London-based staff can work at home some of the time by agreement.  **DATE:** April 2024 |

**Job Purpose**

To provide high-level administrative support to ensure the smooth delivery of a range of projects over the next two years which form part of our Governance Development Plan. These include, but are not limited to:

* Developing and implementing a policy library, tracking and monitoring system;
* Developing and implementing new processes to support our committees, including online training resources, document templates, and guidance;
* Developing and implementing a new committee portal for board and committee members to access their papers and resources and support collaboration;
* Removing barriers to committee service and supporting a more inclusive and diverse governance structure;
* Rationalising and transferring electronic governance files between IT platforms.

**1. Key Accountabilities & Main Tasks**

The following outcomes are expected to be achieved by the post-holder:

**a) Provide high-level administration for project meetings, supporting good decision making and successful project delivery**

This includes scheduling meetings appropriately, formatting agendas and papers, printing, photocopying, liaising with participants and ensuring they have accurate information in a timely manner, taking clear and accurate notes, and recording actions arising to support the tracking of decisions and progress.

**b) Ensure project documentation is accurate, up to date, filed and shared appropriately according to BYM policy**

This includes liaising with stakeholders to check how actions are progressing, gathering financial information, updating project documents.

**c**) **Follow plans to deliver changes in electronic filing structures (in Teams and other IT platforms) in line with organisation policy and procedures to ensure appropriate accessibility and retention of departmental records**

This includes working with the Records Manager and colleagues across the organisation to identify, transfer and archive departmental electronic records between different platforms.

**d) Support purchasing and procurement of resources in line with BYM policy and procedures to deliver the desired outcomes of each project**

This includes preparing purchasing and procurement materials as directed by the project team, processing invoices within BYM guidelines, ensuring all are accurate and prepared in a timely manner.

**e) Research and present findings to the relevant staff or project-group to enable effective decision making**

This may include sourcing relevant data, basic analysis, finding a range of suitable suppliers or options that best supports the desired outcomes and successful completion of the projects and presenting findings in a way that is easily understood and accessible for a range of different stakeholders.

**f) Be a central point of contact for projects, answering queries, and supporting the timely flow of information between stakeholders and suppliers**

This will require monitoring a range of channels including MS Teams, email accounts, receiving phone calls, and responding effectively in a helpful and timely manner.

**g) Collaborate with a range of stakeholders and support team members to find effective solutions and deliver the work of Quakers in Britain successfully**

This requires a team approach to working with various colleagues within the department and across the wider organisation.

**2. Intellectual Demands**

* Interest and expertise in implementing administrative processes and systems.
* Curiosity about new administrative approaches.
* A high level of proficiency with MS Teams and confidence in engaging with new IT platforms and tools.
* Meticulous attention to detail and the ability to work quickly and accurately under pressure.

**3. Judgment**

The post holder will be supported and supervised in their work. However, they need to work on their own initiative and make sound judgments in the following areas:

* Discretion and confidentiality.
* Identifying opportunities to improve and barriers to efficiency.
* Considering different potential solutions and presenting well-informed suggestions.
* Successfully prioritising a varied workload, bearing in mind how decisions will affect the wider work.
* Being self-directed within the framework of the teams’ plan and the agreed work for the post.

**4. Use of Resources**

* Handling confidential information according to BYM policies.
* Using a range of established and new IT resources to gather and record information and provide timely, accurate and meaningful reports for colleagues and stakeholders.

**5. Communications**

80% of communication to paid staff

* Communicate effectively within the Quaker Church Affairs team and across the organisation to foster a culture of collaboration and openness to change.
* Communicate effectively with the Governance Development Co-ordinator, ensuring they are kept abreast of progress, risks and challenges.

20% of communication to external stakeholders and suppliers

* The post-holder will engage with external partners and suppliers supporting our projects.

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

The post makes no unusual physical demands.

**7. Working Conditions**

35 hours per week, spread over 5 days to include Tuesdays (core team day). Some work out of normal office hours, including evenings and occasional weekends may be necessary to enable collaboration with external stakeholders. Time off in lieu is available.

**OTHER RESPONSIBILITIES:**

* To undertake duties and responsibilities commensurate with the post
* Responsible for ensuring that BYM’s Safeguarding Policy is adhered to in all aspects of the role
* Responsible for ensuring that BYM’s Equal Opportunities Policy is adhered to in all aspects of the role
* Responsible for ensuring that BYM’s Health & Safety Policy is adhered to at all times
* Responsible for ensuring that BYM’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

**PERSON SPECIFICATION**

**ESSENTIAL KNOWLEDGE**

* Awareness of data protection guidelines
* Knowledge of good administrative practice
* High-level practical knowledge of IT systems including Teams, Word, Excel and databases

**ESSENTIAL QUALIFICATIONS**

* N/A

**ESSENTIAL EXPERIENCE**

* Experience of working successfully as part of a team
* Experience of renewing and maintaining office systems and processes
* Experience of being customer focused

**ESSENTIAL SKILLS**

* Problem-solving skills and a positive approach to challenge and change
* Strong administrative and organisational skills
* Excellent verbal and written communication in English, including the ability to handle sensitive matters with tact and diplomacy
* Highly developed people/customer service skills, with excellent attention to detail
* Strong Microsoft Teams, Office 365, Outlook, Excel, Word and internet skills
* Willingness to learn
* Ability to work flexibly as part of a team and on own initiative.

**DESIRABLES**

* Knowledge of and sympathy with Quaker values.
* Experience of supporting successful, time-limited project delivery
* Experience of supporting organisational change
* Experience of supporting the implementation of digital resources
* A vocational, technical or other higher/further qualification
* Audio and video editing skills
* Experience using video conferencing, preferably MS Teams and Zoom