

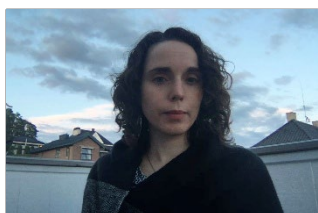
Quakers in
Britain



Application Pack

Administration Support Officer (Volunteers & Committees)





Jane-Eve Straughton
Governance Manager

This is an exciting time to join us and make a real impact.

At Quakers in Britain (QiB) we are working to bring Quaker values of peace and sustainability to the world and support the Quaker community.

The Administration Support Officer (Volunteers & Committees) supports the work of the Governance Team, in particular the Volunteers & Committees Coordinator. Together, these two new Volunteer & Committee roles are central to our plans to develop and diversify the pool of people able and willing to serve in our volunteer and committee roles, securing QiB's future resilience. They will also transform the experience of those who already contribute a wealth of skills, knowledge, energy and expertise to QiB, ensuring that they can see the impact they make, fulfil their own potential for personal growth, feel rewarded for their efforts, and encourage others to be involved.

We hope the information in this pack will fire your interest. Quakers are inspired by faith to work for a just, peaceful, and sustainable world. Our staff team share those values and support that work as we seek to increase our impact.

If you want to join our friendly, collaborative team we look forward to receiving your application.

You will find in this application pack background information about Quakers as a faith community, Quakers in Britain as an organisation, salary and benefits of working for us along with the job description and person specification for the post.

Regards

Jane-Eve Straughton
Governance Manager – Team Lead



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.

You can read more about the story of Quakers at www.quaker.org.uk/faith.

About Quakers in Britain

We are the charity that works with and on behalf of all Quakers in Britain. Our staff and committees provide support and events for around 18,000 Quakers, who worship in 456 local meetings across Britain.

Supporting Quaker communities is a key part of what we do. We have staff working within reach of every Quaker meeting in Britain. They work closely with local Quakers to identify their spiritual and practical needs and help them become stronger and more connected. We are on hand to help Quaker communities thrive.

We organise Yearly Meeting, the annual assembly of the Quaker church in Britain. It's when Quakers gather in worship to connect, explore current concerns and discern the way ahead. This Spirit-led decision-making guides our work.

Quakers are inspired by faith to build a better world. We take forward this work for peace and social justice and raise public awareness of Quaker faith and values.

We are a registered charity with an annual turnover of around £10m. Responsibility for the charity lies with the fifteen trustees of Quakers in Britain, appointed from among the Quaker community.

The work of Quakers in Britain is carried out through six departments:

- **Quaker Life** supports Quaker communities in their life and worship, oversees Quaker outreach, provides training and organises events for children and young.
- **Quaker Peace & Social Witness** runs programmes supporting peace, economic justice, sustainability and criminal justice, through campaigning, training, placements, community empowerment and by supporting Quakers in local activity.
- **Quaker Church Affairs** manages the governance, events, and the shared identity and discernment of Quakers. It is underpinned by work on equity and justice in these structures.
- **Quaker Communications & Fundraising** promotes public awareness of Quakerism, provides advocacy, media, web and publications services to the organisation, and oversees fundraising from Quakers, Quaker meetings and Trusts.
- **Quaker Finance & Property** oversees the budget and finances of QiB, the work of our commercial trading subsidiary and our ethical investment portfolio and properties.
- **Quiet Company** is our wholly-owned trading subsidiary. It operates Friends House as a major conference venue and runs the building facilities. It also runs our Yorkshire office and Swarthmoor Hall, the historic home of Quakerism located in Cumbria. Each year, the company gift-aids any profits or surplus to the charity to support and enable Quaker work
www.quietcompany.co.uk.

You can read more about the governance structures of the Quaker organisation in Britain at: www.quaker.org.uk/structure.

You can download our Trustees annual report and financial statements at: www.quaker.org.uk/annualreport.

Our values



Our Values

Quakers live by core values that flow from our faith. They are central to our relationships with other people and the earth:

Peace

Quakers are best known for their deep commitment to peace. But we don't simply oppose war. We tackle the root causes of violence and challenge the systems that lead to war.

Equality and justice

Quakers believe everyone is equal. This leads us to challenge injustice and work with people who suffer injustice. We oppose all forms of discrimination and champion diversity.

Truth and integrity

Quakers strive to speak the truth with love. Treating others as we would want to be treated means being both honest and respectful in our words and actions.

Simplicity and sustainability

Quakers try to live simply and focus on the things that really matter: the people around us and the natural world. We call for a sustainable way of life that puts people and planet first.

The process of living out our faith is often called Quaker Witness – you can find out more about Quaker work by listening to our podcast: www.quaker.org.uk/podcast.



Working for Quakers in Britain



Quakers in Britain is a national charity employing 150 people. Our staff work remotely and from offices in London, Leeds and Cumbria. Its purpose is to work for, with and on behalf of Quakers across Britain.

About our organisation

Quakers is the name most commonly used for the Religious Society of Friends. Although we have our roots in Christianity, we also find meaning and value in the teachings and insights of other faiths and traditions.

In Britain there are about 18,000 Quakers. We have 456 local Quaker Meetings, grouped into 72 'area meeting' charities. All these charities are affiliated to Britain Yearly Meeting.

Quakers in Britain is a charity, formally known as 'Britain Yearly Meeting of the Religious Society of Friends'. The trustees are appointed by and accountable to British Quakers; and because this work is done for and on behalf of Quakers from the whole of Britain, the work we do is known as 'centrally managed work'.

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 work to avoid unjustifiable and unlawful discrimination in our employment practices
- We strive to 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 QiB are restricted to Quakers, although about 1/3 of the staff are Quakers or linked to Quakers in some way.

The Quaker way of life

The Quaker way is based on silent worship, as a way to help people connect directly to God. Quakerism began in Britain in the 17th Century. Its roots are in radical Christianity, although today not all Quakers call themselves Christian.

Quakers share a way of life rather than a set of beliefs. We seek to experience God directly, within ourselves and in our relationships with others and the world around us.

Quakers are ordinary people, who try to live their values. This leads many Quakers to work for a better world.

Values that are important to us include truth and integrity; simplicity; equality; peace; and sustainability.

You do not need to be a Quaker to worship with us at one of our meetings.

You can find out more:

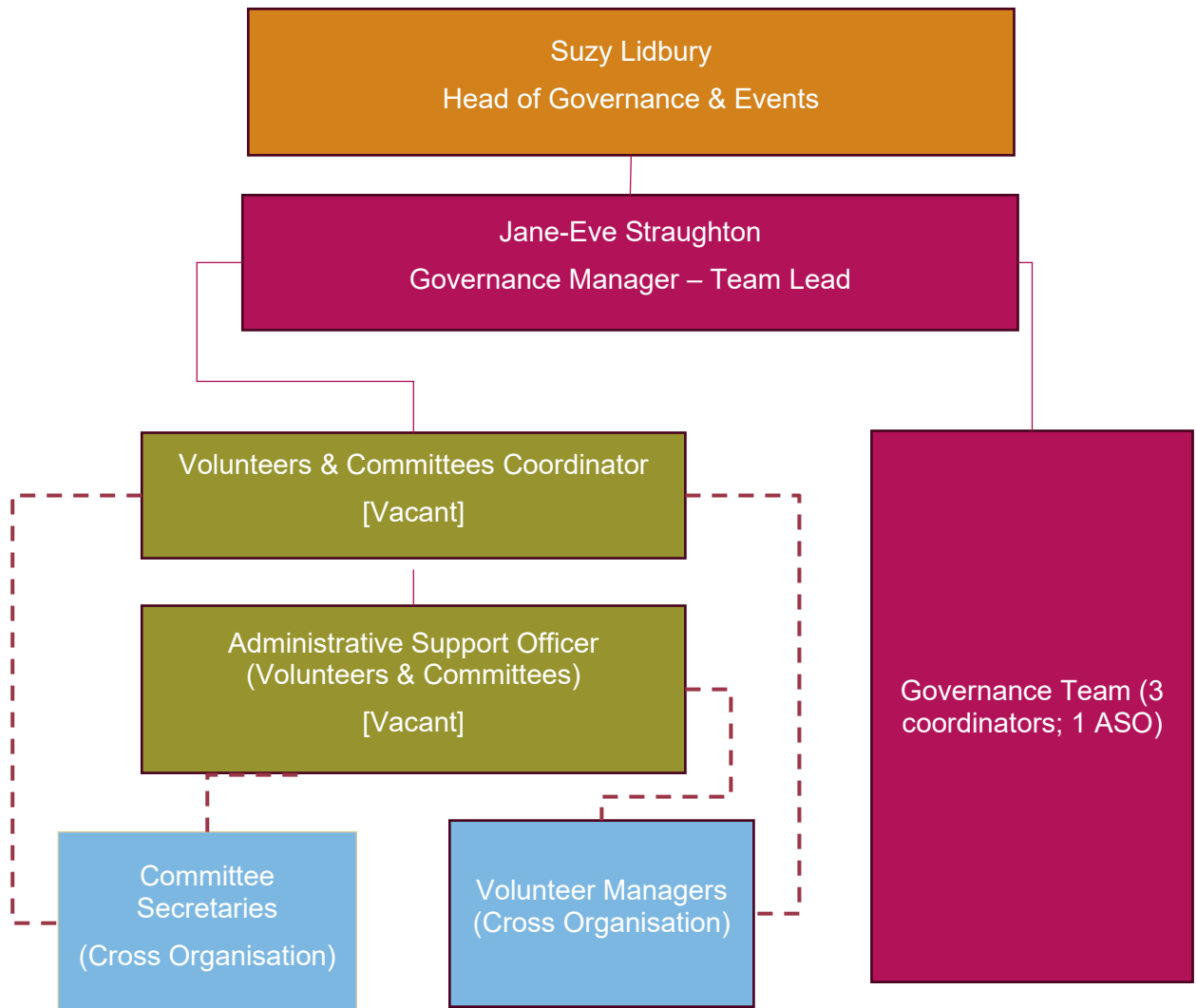
- From our website: www.quaker.org.uk.
- By reading *Advice and queries* which is an introduction to Quaker belief. Read it online at <http://qfp.quaker.org.uk>.
- By visiting the Quaker Centre at Friends House, which has leaflets and books, and volunteers who can answer questions.
- Or by requesting a free information pack from www.quaker.org.uk/more-information.

About the team



Quaker Church Affairs

The Governance Team is part of Quaker Church Affairs. The objective of the department is to ensure that QiB's work is well-governed.



Job purpose

To provide high quality administrative and office management support within the Quaker Church Affairs Department. The department works towards the vision of a simpler church supported by a well-governed charity, helping the national community of Quakers to thrive.

The job is based in the departmental sub-team for charity governance, supporting charity governance and compliance which in turn supports the church, but will work across the department.

Our administrators work to a common job description, outlining key skills and offering flexibility within the department. In practice, they normally specialise in specific areas of the work outlined in the attached task list.

1. Key accountabilities and main tasks

- Communicate with a range of audiences by telephone, by email, and face to face, taking appropriate action in accordance with agreed process.
- Support effective communication with committee members and with volunteer participants in QiB activities by recording information on our membership database, as well as searching and retrieving information from it and running interrogation reports.
- Facilitate the efficient conduct of business by setting up meetings, including collating agenda items, notetaking and following up action points.
- Manage Outlook calendar appointments for other staff.
- Analyse information on a range of subjects, as specified by the line manager, and prepare succinct reports and recommendations for managers.

- Use a range of software programmes.
- Help create a positive experience for committee members and volunteers, including by arranging hospitality and welcoming them on arrival.
- Maintain an accurate record of committee business by filing and archiving paper and electronic records according to protocols.
- Book travel, meeting rooms, hotels and other venues, and process expense claims according to agreed guidelines and policies.
- Write for and upload to the website in accordance with website policies and procedures.
- Prepare and circulate correspondence, papers and mailings in consultation with committee secretaries.
- Undertake skills training necessary for effective performance of the role.
- Work in accordance with QiB policies, procedures and guidance, supporting others to do the same.

2. Task list of this particular role

The Administrative Support Officers (ASOs) work collaboratively in a team across the department. More specific tasks for which this particular role has primary responsibility (though other ASOs may also undertake them when required) are as follows:

Nominations and committee support work

- General administrative support for the process through which Quakers are nominated for service on Quaker governance committees.
- Provide administrative reports for the following specific committees: Central Nominations Committee, Yearly Meeting Nominating Group, Quaker Peace & Social Witness Standing



Nominations Committee, Britain Yearly Meeting Trustee Nominations Group.

Volunteer management

- Ensure safer recruitment policies and procedures are followed.
- Process DBS checks as necessary, in line with QiB policies and procedures.

Technical support

- Make website updates for nominations and Yearly Meeting related activities.
- Provide administrative and basic technical support for committee members and volunteers using QiB platforms, tools, and resources, e.g. our Committee Portal for managing committee correspondence and documentation. Training for the successful ASO candidate will be provided.
- Support committee secretaries and other colleagues to use online platforms to manage committee papers.
- Maintain accurate records relating to Nominations and Friends' offers of service in the QiB database.
- Provide support for the QCA team in using forms and other data gathering software.

3. Intellectual demands

The post-holder needs strong organisational abilities; a close attention to detail; excellent spoken and written English; the ability to convey messages clearly and concisely; numerical skills; and the ability to work quickly and accurately under pressure.

The role also demands the ability to plan, maintain and improve administrative systems and work flexibly as part of a team. The post-holder should be familiar with developments in new technology and able, if necessary, to problem-solve proactively and suggest creative improvements to working practices.

4. Judgement

While the post is guided by defined organisational policies, procedures and codes of conduct, the post-holder will prioritise and plan their own workload. They will be self-directed within a work plan and make operational decisions using their judgement and knowledge of organisational systems and procedures.

They should know when to check understanding before acting and have an instinctively 'customer-focused' and problem-solving approach in working with external contacts, Quaker committee members, and other volunteers.

They focus on the effective delivery of events and other engagement opportunities for Quakers and are ready to identify and highlight to appropriate colleagues any areas where existing policies, procedures and codes are not working well.

5. Use of resources

The post-holder has no budget or staff responsibilities. They may coordinate volunteers. They will use standard office equipment, including computers, printers, photocopiers, telephones and laminators.

6. Communications

- **Internal – 50%:** Primary contacts will be with managers and other staff in the organisation.
- **External – 50%:** With the support of the line manager. External contacts will mainly be Quakers, including those who are members of QiB governing committees, but could also include volunteers involved in other QiB activities, other contacts in donor organisations, campaigning partners, media professionals, companies providing a service to QiB, and the wider public.



7. Physical demands and coordination

Use of a computer workstation throughout most days. Occasional physical lifting of paper or other equipment as is reasonable given the post-holder's training and health.

8. Working conditions

The post is primarily office-based and involves working to tight deadlines. Occasional weekend and evening work is required, for which time off in lieu (TOIL) is given. Travel outside of London may occasionally be required.

9. Other responsibilities

- To 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.

10. Safeguarding requirements

Completion of mandatory training modules on safeguarding adults and children, including annual refresher training.



This is the list of attributes that the holder of this role could have. We know that no-one will match up perfectly to the whole list. We are looking for the best mix of skills and experience that fits these needs.

Essential knowledge

- Knowledge of standard tasks involved in organisational administration (e.g. managing meeting bookings, travel arrangements, and expense claims, and taking meeting notes)
- A good understanding of equity, diversity and inclusion in the workplace

Essential experience

- Working with a range of administrative and other relevant software (eg Microsoft Outlook, Excel, Word, Teams)
- Uploading content to websites
- Providing customer service
- Providing administrative support
- Diary management using digital tools

Essential skills

- Strong computer skills
- Excellent organisational skills
- Good verbal communication including a pleasant and friendly telephone manner
- People/customer service skills
- Diplomacy and discretion, understanding when information or events might be sensitive
- Ability to express oneself clearly and accurately in written English
- Good comprehension of written English
- Ability to interpret instructions and issues arising
- Ability to analyse data, work flows and situations to generate and report conclusions
- Willingness and ability to learn new skills

Desirable

- Knowledge of and sympathy with Quaker values and ethos
- Experience of supporting a charity board or governance committee
- Experience of customer service
- Experience of managing confidential data
- Experience of supporting the implementation of new digital tools, such as databases or document management software
- Experience of supporting users with a range of technological skills to adapt to new processes
- Experience of volunteer recruitment and management or of participating in charitable activities as a volunteer



Salary & benefits



Salary

£34,297 (FTE) – London

£29,154 (FTE) – Regional

Location

Based at our offices in London (NW1) or Leeds (LS2) or at home if you do not live within reasonable commuting distance. London or Leeds-based staff can work at home some of the time by agreement.

Hours of work

35 hours per week.

Flexible working options

We are open to discussions about flexible working patterns such as compressed working patterns.

Holiday

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

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 a loan of up to £7,500 to cover the cost of your season ticket repayable in 11 monthly instalments.

Sabbatical scheme

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

Pension scheme

QiB has 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

QiB 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. After 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. Parents expecting multiple births will receive an additional two weeks of parental leave. Staff undergoing IVF treatment will receive 10 days paid leave to attend their appointments and up to 5 days paid leave for staff who wish to accompany their partner to appointments who are receiving IVF treatment in any 12-month period.

How to apply



Quakers have a faith commitment to equality and encourage and welcome applications for posts from people of all identities and backgrounds. As a result of our recruitment practices, individuals will be selected only based on their relevant skills, experience, qualifications and abilities. We work hard to ensure that a candidate's age, belief, disability, ethnicity, gender, gender reassignment, marital status, nationality, neurodivergence, race, religion, sex, sexual orientation or social class will not be a barrier to working for Quakers in Britain. As a Quaker organisation we expect all applicants and employees to uphold our values. We aim to operate an equitable and user-friendly application process for all candidates. If you need any reasonable adjustments during the application process, please contact our People Team.

Quakers in Britain is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share and uphold this commitment.

Our recruitment and selection process reflects our commitment to safeguarding, and the suitability of all candidates will be assessed during recruitment in line with our Safer Recruitment guidelines. Successful candidates will be subject to pre-employment checks in line with these guidelines.

The successful candidate will be required to undergo Safer Recruitment pre-employment checks, including:

- Right to work check
- References, including your current line manager

Apply online at www.quaker.org.uk/jobs.

The closing date for applications is:

1pm, Friday 25 July 2025

We will consider your application immediately after the closing date and get in touch with you as soon as possible.

Interviews will be conducted in the week commencing **11 August 2025**.

