

Friargate Quaker Meeting, York

Appointment of Assistant Meeting House Manager

(two posts)



INTRODUCTION

We are looking for two Assistant Meeting House Managers, with excellent communication and organisational skills, to take shared responsibility within a core team of three for all aspects of the day-to-day management and running of a busy and forward-looking Quaker Meeting House in the centre of York. Both posts are part-time: Job 1 is 31 hpw, Job 2 is 15 hpw. As well as being the public face for Quakers at Friargate, the role involves the day-to-day management of an extensive programme of lettings. As part of the role, each of the new appointees will take responsibility for one or more areas to be agreed in line with each candidate's strengths, experience, interests and potential.

BACKGROUND

Within the York area there are five Local Meetings of the Religious Society of Friends, of which York Friargate Quaker Meeting is the largest. Each Local Meeting has a Meeting House. The Friargate Meeting House is a 19th century city centre building, with additions in the 1980s and further extensions completed in 2016.

Recent years have seen increasing use of the building by community groups, organisations and businesses, and there is now a substantial lettings business. This appeals particularly to charities, to not-for-profit organisations, to the NHS and City Council, and to community groups who appreciate the city centre location, the reasonable rates, the quality of the venue, the non-commercial ethos and Quaker values, and, not least, the warmth of the welcome.

The core staffing complement is the Meeting House Manager, Natasha Heny, appointed in 2014, and two Assistant Managers. One of these three will normally be on duty whenever the Meeting House is open. The staff team also includes a group of Meeting House Assistants on flexible hours contracts who work by mutual agreement as and when required. A small team of volunteers provide back-up and extra Quaker presence at particularly busy times.

When on duty the Assistant Managers will be the 'public face' for the Quaker Meeting for people coming to the Meeting House during the week, so post holders need to be in sympathy with Quaker values and beliefs. Appointees do not have to be Quakers themselves, but must have an understanding of Quaker ways, and be willing to participate in business meetings as required.

The newly completed work on the Meeting House cost close to a million pounds. While the bulk of the funding came from donations, grants, fundraising and reserves, the balance was covered by loans, almost all at 0% interest. A key priority in the coming years is therefore to ensure that lettings income rises in line with projections, particularly in the years to 2020 when the largest loan repayments fall due.

The Meeting House is entering an exciting period of development and the specific responsibilities of each post are therefore likely to evolve over time. Once the loan book has diminished, the plan is for there to be a substantial annual surplus for Quaker work 'mending the world'. At the same time the plan is for the Meeting House to develop as a Quaker Centre: there is still much thinking

to do as to what form this might take. Both post holders will therefore have every opportunity to make a significant input into the evolution of the Meeting House as it moves into the next phase of its development.

For information about the Area Meeting and Friargate in particular go to www.yorkquakers.org.uk Additional information about Quaker activities in Yorkshire can be found at www.quakersinyorkshire.org.uk Further information about Quaker beliefs and practices – and the diversity of them – can be found at www.leedsquakers.org.uk where you will be able to access a number of podcasts.

PURPOSE OF THE POSTS

Friargate Meeting House is in constant use throughout the week by Quakers and outside groups. The two new Assistant Managers will work with and under the Centre Manager undertaking day-to-day responsibilities for the building and its use, including greeting visitors, answering questions, dealing with practical and administrative matters, and ensuring the smooth running of the premises so as to encourage increased use and generate more income. This is the core of the job.

Underpinning these day-to-day duties will be contributing to the development and delivery of marketing strategies, business plans and customer service so as to develop the potential of the Meeting House as a business, as a Quaker Centre, and in its service to the community. Each new Assistant Manager will also have the opportunity to agree a set of delegated responsibilities in line with their strengths, experience, interests and potential.

JOB DESCRIPTIONS

Duties and responsibilities:

1. Together with the Centre Manager and the other Assistant Manager, ensure that visitors are greeted warmly and sensitively; that enquiries and requests are handled sensitively and appropriately; that those who come to the Meeting House to join an activity are welcomed and assisted; that the needs of individuals and groups are met; and that any necessary action is taken to deal appropriately with those who should not be on the premises.
2. Work with and under the Centre Manager, and with the other Assistant Manager, in managing the programme of lettings, including ensuring that those hiring rooms are well advised and looked after and wish to continue using the premises; ensuring that administration is efficient, including noting comments, invoices, and the recording of payments; and encouraging new lettings so as to maximise room usage and income.
3. Provide a range of admin and support services as required, including administrative and some financial recording duties involving good IT skills (and a willingness to learn new ones); general office duties including receiving and responding to messages of all kinds and taking appropriate action; maintaining and updating diaries, accounts and other records; and attending meetings as required as part of working time.
4. Ensure that cloakrooms, kitchen, communal area and meeting rooms are ready for use as required, including setting out furniture and equipment and light cleaning as necessary, and taking the action required to keep the building and surrounding areas clean, attractive, tidy, and ready to meet the needs of Quakers and others who use the premises.

5. Take action as necessary on the care and maintenance of the building, furniture, equipment, and surrounding areas, including hosing down outside the building when opening up, cleaning up after any 'accidents', wiping surfaces clean in the kitchen, vacuuming up crumbs between lettings, and liaising with the Centre Manager over any hazards or problems.
6. Preparing hot drinks and keeping the self-service drinks station clean and topped up when the building is open to the public. Presenting and cleaning up any catering (we have local caterers who provide the food that we offer) including washing up.
7. Open up and close down the Meeting House, deal with security alerts, and respond to any other matters in relation to the premises that need to be dealt with.
8. Ensure the Meeting House premises cater appropriately for the needs of Friargate Meeting, including facilitating and promoting Quaker outreach to local communities.
9. Follow agreed policies, procedure and guidance, including in health and safety, safeguarding and employment.
10. Take responsibility for one or more areas as agreed in line with each appointee's strengths, experience, interests and potential. Examples are set out below within Required Skills sections 13 and 14.
11. Undertake other duties and responsibilities as may be required.

Purpose of the posts:

Provide reception, administrative, financial, and marketing support to the Quaker Meeting House, Friargate, York.

Key tasks and responsibilities:

Reception

1. Provide a warm welcome to visitors, building users and members of Friargate Quaker Meeting
2. Provide a room booking and receptionist function at the Quaker Meeting House, ensuring an accurate, efficient and polite service to all users.
3. Maintain the current booking system, using a paper diary, with possible migration to an electronic system in the future
4. Service the lettings and the refreshment/hospitality area
5. Open, record and distribute all incoming post.

Administrative

1. Establish and maintain computerised databases of the organisation's contacts, service providers and other relevant information as required.
2. Establish and maintain filing systems as appropriate in agreement with line manager.

3. General administration/clerical support including photocopying, mail-outs, and ordering and maintaining stationery, equipment and janitorial/cleaning supplies.
4. Maintain the overall standard of the Meeting House including liaising with cleaning services and keeping an equipment inventory of all capital, fixture and fittings.
5. Assist and/or deputise for the Manager with Health & Safety and Food Hygiene checks of the building.
6. Leading on or assisting with the promotional activity of the Quaker Meeting including producing publicity campaigns; managing or assisting with the social media accounts and co-ordination of events; responding to information requests from members of the public.

Finance (Post 1 – 31 hours per week)

1. Produce sales invoices on SAGE Line 50 Accounts
2. Assist the Manager with the end of month accounts and the credit control
3. Run the Purchase Order system
4. Administer the organisation’s petty cash system using both a paper system and SAGE Line 50 accounts
5. Scrutinise and check invoices for accuracy, checking goods and services have been received

Volunteer co-ordinator (Post 2 – 16 hours per week)

Recruit and manage a team of Quaker volunteers (‘Friends on Duty’) to provide a Quaker presence in the building and assist with maintenance, reception, light cleaning between bookings, and other areas of responsibility as determined by the needs arising on the day and the strengths of the volunteers. The volunteer team will be managed by the new appointee but the day-to-day work of the team will be directed by the duty manager.

Additional duties and responsibilities may be asked of appointees as required.

The Meeting House is used by children and vulnerable adults. The appointments will therefore be subject to an enhanced DBS check.

REQUIRED SKILLS

	Required skills	Essential: E Desirable: D
1	An appreciation of and sympathy with Quaker values, beliefs and practices and a willingness to take an interest in the affairs of the Meeting	E
2	An open, warm, friendly, plain speaking, confident person with excellent interpersonal and communication skills	E
3	Ability to support the Centre Manager in the continuing development of Friargate as a Quaker Centre, and the meeting of business targets	E

4	Ability to be an excellent ambassador in marketing the premises and maintaining a good record of repeat bookings	E
5	Administratively and organisationally strong and secure, with good record-keeping, financial and IT skills, including an understanding of and the ability to use MS office and Outlook email systems	E
6	Ability to take responsibility for property, furniture and equipment, and to identify and act on any attention or changes required	E
7	Ability to cope with physical activities such as moving tables, chairs and equipment as appropriate	E
8	Willing to get stuck in and dirty the hands; sufficiently practical so as to be able to respond to housekeeping matters such as changing light bulbs, light cleaning and straightforward maintenance tasks	E
9	Understanding of and ability to apply policies and codes of practice in respect of Health & Safety, Safeguarding and Employment	E
10	Able to work flexibly, taking responsibility for own workload, with a willingness to work regular evenings and weekends as required	E
11	Plenty of common sense; an ability to exercise good judgement in tackling the unforeseen; being able where appropriate to take initiative within the role	E
12	Open to new ways of working and able to contribute to the management of changes and developments	E
13	Experience of bookkeeping and invoicing sufficient to undertake day-to-day financial administration including invoicing. A working knowledge of Friargate's computerised accounting system, the Sage Line 50 Accounts package, would be beneficial though not essential.	Post 1: E
14	Understanding of, or experience in, the recruitment, selection and co-ordination of volunteers, or staff line management experience.	Post 2: E
15	An understanding of one or both of the following and a willingness to undertake delegated responsibility as agreed: <ul style="list-style-type: none"> • developing ways of promoting lettings so as to increase room occupancy; • developing social media as a tool of publicity so as to generate additional bookings. 	D

ACCOMMODATION

The opportunity may be available to live in the adjoining house starting on or around 1 July 2017 at a fair rent. Applicants are asked to say within their letter of application if they would like to be considered for this opportunity for the duration of their contract of employment.

Accommodation is as follows: downstairs – entrance area, fairly large sitting room, long kitchen, storage area; upstairs – large double bedroom, second bedroom, box bedroom, bathroom, separate toilet, storage area. The house is in generally sound order. The cooker and boiler, although not new, are regularly maintained and fully serviceable.

SUMMARY

Friargate is a busy city-centre Meeting House, moving into a new phase of development as a centre for increased community use and, in due course, as a Quaker Centre. The Assistant Managers will be part of the core team at the heart of these developments and will need to work both independently and co-operatively, as part of a purposeful, welcoming and forward-looking organisation. The roles will require initiative, flexibility, enthusiasm, energy and tact. Successful experience in a related role will be an advantage. Excellent interpersonal skills are crucial. The Assistant Managers must be able to relate positively to members of Friargate Meeting, visitors, those hiring and using the premises and other employees, both in day-to-day matters and in difficult situations. We are looking for someone who values an environment based on courtesy and mutual respect; who can respond calmly to simultaneous requests and periods of intense work; and who will command the respect and co-operation of others through a combination of efficiency, responsiveness, openness and personal warmth. The roles are physically and mentally challenging at times, requiring energy and concentration. The Assistant Managers will be expected to further at all times Quaker values and Area Meeting policies and procedures.

We will be looking for a professional approach; the ability to communicate with other organisations effectively and with confidence; a balance of using initiative while working within the current systems and policies; good software skills; a problem-solving approach; and a readiness to serve the needs of the Meeting House and the Quaker community with a smile. The Assistant Managers will be expected to work with confidential information securely and to display a capacity for patience and cheerful, positive hard work in a busy environment. Enhanced DBS clearance is essential, as are clear professional boundaries in all relationships, and commitment to the promotion of child protection and safeguarding.

APPLICATIONS

Applications are to be sent by e-mail. There is no standard application form; applicants are asked to submit a letter of application and CV. Please include the following:

- Full name, postal address, email address and phone numbers.
- Details of educational experience and qualifications with dates.
- Full details of previous and current employment with dates.
- Information about any relevant family experience and/or voluntary work.
- A description of the ways in which your experience and skills fit you for this work. Say if there are any areas of work that would be new to you, about which you would need to learn more or that might prove challenging.
- Please expand on any area or areas for which, in line with your experience, skills, interests or potential, you would be happy to discuss accepting delegated responsibility after due induction and any necessary training.

- Please supply details of two people we can ask to provide a reference, one of whom should be your current or most recent employer. Should you not have been in recent employment, please give the name of a person who knows you in a professional capacity. For each, please provide name, title, position and organisation where appropriate, capacity in which the person concerned is known to you, postal address, phone number/s and email address. References will only be requested from those invited to interview.
- Please specifically indicate whether the opportunity of living in the adjoining property at a fair rent, tenable from on or around 1 July 2017, is of interest to you.

Other possible areas which you might consider addressing in the letter of application include reasons for applying; personal skills, qualities, achievements and interests relevant to the post; what you feel you might bring to the role; and how you might further the ethos and values of a Quaker Meeting House and Centre. These are starting points to use, or discard, as you choose.

If you have questions about particular aspects of the work you would like to ask before submitting an application please feel free to call 01904 624065 asking to speak to the Meeting House Manager Natasha Heny. Alternatively please call Graham Ralph, the member of Friargate Meeting with responsibility for staffing at Friargate, on 01904 630734 leaving a message if necessary.

Applications should be sent to applications@yorkquakers.org.uk to arrive no later than 12:00 noon on Wednesday 17 May 2017.

We expect to inform short-listed applicants as soon as possible. Interviews are currently being planned for Wednesday 31 May 2017. All candidates invited for interview will have good opportunity to talk with staff, ask questions and see the building before their interview. Reasonable expenses will be reimbursed. If you have not heard by 7 June please take it that your application has on this occasion been unsuccessful.

INTRODUCING QUAKERS

If you would like to find out more about Quaker ways the Britain Yearly Meeting website is a good place to start: www.quaker.org.uk

There is no Quaker creed and individual members hold a variety of beliefs, but a few statements can help to summarise our shared understanding of religion, tested by experience in each generation:

There is something sacred in all people
All people are equal before God
Religion is about the whole of life
In stillness we find a deeper sense of God's presence
True religion leads to respect for the earth and all life upon it
Each person is unique, precious, a child of God

The Quaker way has its roots in Christianity and finds inspiration in the Bible and the life and teachings of Jesus. Quakers also find meaning and value in the teaching of other faiths and acknowledge that ours is not the only way.

Our religious experience leads us to place a special value on truth, equality, simplicity and peace. These testimonies, as they are known, are lived rather than written. They lead Quakers to translate their faith into action by working locally and globally for social justice, to support peacemakers and care for the environment.

York Friargate Quaker Meeting

Appointment of Assistant Meeting House Managers



MAIN TERMS AND CONDITIONS OF EMPLOYMENT

Accountability: The Assistant Managers will be responsible to the Centre Manager (Line Manager), thence to the appointed member of the Local Meeting who acts on behalf of York Area Quaker Meeting Ltd the employer, thence to York Area Quaker Meeting Trustees.

Hours of work: The Assistant Managers will be expected to work with some flexibility. The posts are part-time, for an average of 31 hours per week (Post 1) or 15 hours per week (Post 2), with days and times to be negotiated with the Centre Manager once the appointment is made, to fit in with current lettings and staff requirements. In practice some flexibility is required due to the changing use of the building. There will be at least two consecutive days without duties each week. Additional hours may be available from week to week to meet particular needs, and offers from staff to cover these additional hours are welcomed – time off in lieu can be taken by negotiation with the Manager. Hours will include evening and weekend working each week so as to ensure that, whenever it is open, the Meeting House is fully staffed by the Centre Manager or the Assistant Managers. Some concentrations of work may involve the working of additional hours or re-arrangement of hours, and appropriate flexibility in this respect will be welcome. The number of core hours will be subject to review as Friargate continues its development.

Salary: The hourly rate will, on appointment, be £10.48 per hour, paid monthly in arrears. The salary will normally be reviewed each January when any adjustments will be made in respect of cost of living increases.

Pension: The post carries with it a personal pension plan through the Pensions Trust payable on completion of the probationary period. The employee sets his or her own contribution level (5% or more). Employer contributions are equivalent to an additional 11.5% of salary.

Holidays: 28 days pro-rata, including statutory Bank Holidays, to be taken during times when the building is closed such as Bank Holidays, August and Christmas/New Year, otherwise by negotiation with the Centre Manager.

Health: Assistant Managers will be working alone in the building most of the time, and the work involves a wide range of activities including moving chairs, tables and equipment. We need to be confident that the person recommended for appointment is likely to be able to give regular and effective service in these circumstances, and will therefore be asking that person to complete a simple declaration of any health problems that might interfere with their ability to undertake the job. Medical advice will be taken if necessary.

Probationary period: The appointments will be made subject to a probationary period normally of six months, although this may be extended. Performance will be formally reviewed twice during the first six months.

Training and professional development: The Assistant Managers, as part of their duties and responsibilities, may be required or encouraged to take any necessary or relevant training for which provision will be made.