

April 2019

Dear Applicant,

Thank you for your interest in the role of Office Manager.

Peacemakers is a small but dynamic charity that currently employs four staff and a number of freelance trainers. We work in a number of schools and increasingly in other community settings. We are looking for the anchor for the office, in the form of an efficient, friendly and calm Office Manager to work across a wide spread of duties.

- Birmingham-based (at 41 Bull Street B4 6AF)
- £24,000-£26,700 FTE [37.5 hours per week. Actual hours of work 25 hours per week] (NB we appoint to the beginning of the scale) plus 6% employer pension contribution after 6 months
- 5 weeks annual leave plus bank holidays plus extra days at Christmas
- Closing date: 9am Tuesday 7<sup>th</sup> May 2019
- Interviews: Friday 17<sup>th</sup> May 2019
- Start date: June 2019

Please find further information on the role below:

- 1) Background on the charity
- 2) Job Description
- 3) Person Specification

We recommend looking at the Peacemakers website, [www.peacemakers.org.uk](http://www.peacemakers.org.uk) where there is more information on what we do and who we are.

#### **Filling in the application form**

We score application forms against the knowledge, skills and experiences listed on the person specification in order to decide who to interview. Please give specific examples of times when you've demonstrated **each** of the skills etc. required for the role. When you give an example, please be specific. Don't just say 'I have great communication skills'. Be specific about a situation in which you used your communication skills, for example outline a task you did, or describe any actions you took and the result of the situation and actions you are describing.

41 Bull Street, Birmingham, B4 6AF

Telephone: 0121 236 4796 Email: [info@peacemakers.org.uk](mailto:info@peacemakers.org.uk) Website: [peacemakers.org.uk](http://peacemakers.org.uk)

Peacemakers is the working name for West Midlands Quaker Peace Education Project, which is a constituent part of the Central England Area Quaker Meeting Charities, registered charity number 224571

Completed application forms should be submitted to [office@peacemakers.org.uk](mailto:office@peacemakers.org.uk)  
The deadline is 9am on Tuesday 7<sup>th</sup> May 2019. Please send in a completed application form and diversity monitoring form. We cannot consider CVs.

All applicants who have been shortlisted will be contacted and invited to attend an interview. First interviews will be held at the Peacemakers office on the 17<sup>th</sup> May 2019.

We wish you luck and thank you for your interest in the role.

With best wishes,

*Sara*

Sara Hagel  
Director

\*Peacemakers is the working name for the West Midlands Quaker Peace Education Project, a charity of Central England Quakers.



## **BACKGROUND ON PEACEMAKERS**

### **PEACEMAKERS VISION**

Our vision is of people working together to build peaceful communities, helping our society to be more peaceful and so creating a more peaceful world.

### **PEACEMAKERS MISSION**

- We work with people in different types of communities to create peace through exploring, learning about and practising peace. We have a particular emphasis on working with children and young people, especially in school communities.
- We support people within communities to build, strengthen and repair relationships at all levels.
- We equip them to deal non-violently and creatively with the inevitable conflicts that arise for us all.
- Our work centres on positive peace which is more than the absence of conflict it is the presence of peaceful beliefs and behaviours, of justice and inclusion as well as non-violence.

### **Values**

- Our work is grounded in the Quaker practices (known as testimonies) of peace, simplicity, truth, integrity, equality and the environment. Our work has no religious content.
- Peacemakers works for positive peace: more than the absence of conflict but the presence of peaceful beliefs and behaviours, of justice and inclusion as well as non-violence. We respect every individual and value everyone's contribution and actively reject discrimination of any kind.
- We see education as a means of developing human potential, and healthy relationships as a foundation for learning.
- We value quality in all our work and see learning as a lifelong experience. We are always seeking to improve our work; evaluation and innovation is therefore of central importance to us.
- We value creativity in responding to the unique needs of each group.

### **Our concept of peace**

Peacemakers has 30 years' experience working with children and young people in schools and with the adults who work with them. At the heart of our work lies our vision of peace, which encompasses inner peace, inter personal peace, community peace and global peace.

We work with head, heart and hands to build knowledge, attitudes and skills for peace. We have seen the benefits of social and emotional learning for all, the effect on a school when it puts relationships at the centre, the impact of a peaceful experience on a child, the possible transformation for an adult in shifting from punitive to restorative practice and the growth in maturity and confidence that can come from acting as a peer mediator.

We align with the concept of positive peace: that is the presence of peaceful beliefs and behaviours, cultivating values such as inclusion, participation, justice, equity and equality – as well as the absence of violence and aggression.

Marshall Rosenberg, the founder of non-violent communication, describes violence as 'resourcelessness' - people resort to violence when they don't have the capacity or skills to find another response to the circumstances that they find themselves in.

We believe that by educating for peace, learning for peace, exploring peace and creating peaceful environments we create experiences of peace for all participating.

### **Working Methods**

Peacemakers offers workshops and courses exploring conflict and peace. We are proponents of working in circles wherever possible. We have a well-established 10 week peacemaker course and a three day peer mediation course that we offer to pupils widely throughout the region and a range of staff training. We offer a 'whole school approach' to conflict resolution and relationship building, based on restorative approaches. We embed a curriculum for peace in primary schools through our resource 'Learning for Peace'. We run Junior Peacemaker days exploring themes associated with peace. We are piloting work on anti-knife crime in 2018/19. We provoke conversations and dialogue about peace.



## **Job Description**

### **Job title: Office Manager**

**Local Meeting or Branch: West Midlands Quaker Peace Education Project**

**Location: 41 Bull St, Birmingham, B4 6AF**

**Salary or Salary Scale: £24,000 – £26,700 annual salary FTE (37.5 hours a week)**

**Hours of Work: 25 hours a week (over Monday to Thursday). Has the potential to be term time only (pro rata salary will apply)**

**Reports to: Director**

**Supervises: Interns and volunteers when in post**

### **Main purpose of the job**

The main function of this post is to ensure the smooth running of the peacemaker office and support the programme work that Peacemakers delivers. The post holder will ensure efficient and effective systems and processes for the office and support the work of the organisation internally. There is a wide spread of duties but, as a small charity, not a lot of any one thing.

### **Duties**

#### 1. Administration and coordination

- a. Maintain and develop office systems including devising and maintaining systems to deal with the booking of work, work flow and storage of files and information.
- b. Maintain records and provide information as required to support the staff in the collection and collation of evaluation data.
- c. Work with the Director to maintain up to date systems to ensure compliance with current charity, data protection, equalities, Health and Safety and other laws and regulations.
- d. Oversee the management of the database and mailing lists, ensuring that all records are up to date and that all new contacts and correspondence has been entered in accordance with GDPR.
- e. Act as a first point of contact for enquiries ensuring that they are answered accurately and promptly.
- f. Provide administration for team and Management Committee meetings, including creating agendas, circulating papers and taking accurate minutes.
- g. Ensuring timely assistance with facilities issues.
- h. Buying office supplies and keeping the office in order.
- i. Liaising with suppliers and negotiating new contracts when needed.
- j. Act as primary liaison with our IT support company.
- k. Co-ordinating internal events including staff away days, team meetings and socials.
- l. Support with event organisation when required.

m. Keep the resource library in order and assist with training resources.

## 2. Finance

- a. Work with the Director and external bookkeeper to ensure the accounts are in good order and follow good practice.
- b. Liaise with bookkeeper on the cash books and management accounts, keep all paperwork in order.
- c. Bank cheques and pay bills.
- d. Keep records for, prepare and chase invoices.
- e. Keep spreadsheets to report on financial spending for grants received.
- f. Prepare budgets for the organisation as a whole and for grant bids.

## 3. Human Resources

- a. Running recruitment campaigns for new roles.
- b. Organise induction of new staff.
- c. Maintain accurate and up-to-date HR records and data.

## 4. Fundraising and Communications

- a. Maintaining calendar of routine grant applications for grants, and maintaining spreadsheet/database of donors and donations.
- b. Sending thank you letters and updates.
- c. Help produce relevant literature for Peacemakers including the preparation of the annual report and newsletter.
- d. Manage a programme of email marketing and other marketing initiatives together with relevant staff.
- e. Update the website and social media.

5. Line manage occasional interns or volunteers on communications, admin and fundraising.

6. Assisting the Director as required.

### Any special conditions

Occasional flexible working required for evening or weekend Committee meetings

Date: Approved in March 2019 with Finance and Human Resources Committee



## **Person Specification**

### **Job title: Office Manager**

#### **Local Meeting or Branch: WMQPEP**

#### **Main purpose of the job**

The main function of this post is to ensure the smooth running of the peacemaker office and support the programme work that Peacemakers delivers. The post holder will ensure efficient and effective systems and processes for the office, have responsibility for the smooth running of the office and support the work of the organisation internally.

#### **Knowledge**

##### **Essential**

Knowledge of and competent user of MS Office especially Excel  
Knowledge of GDPR, Health and Safety at work and other relevant charity legislation  
Knowledge of one or more of the following (and willingness to skill up in other areas):  
Human Resources processes  
Financial Management  
Office Systems

##### **Desirable**

Knowledge of "Wordpress" websites  
Knowledge of marketing platforms such as Mailchimp  
Knowledge of Social Media Platforms

#### **Qualifications**

##### **Essential**

No specific qualifications needed but evidence of ongoing CPD

##### **Desirable**

#### **Skills**

##### **Essential**

Methodical approach to work  
Excellent organisation skills  
Attention to detail  
Confident interpersonal communication  
Good writing skills  
Good numeracy skills and ability to maintain financial records  
Ability to plan and develop efficient and effective systems.

**Desirable**

Project planning  
Design skills for newsletters etc

**Experience**

**Essential**

Experience of one or more:  
HR processes for recruitment  
Financial management and budgeting using spreadsheets  
Providing high quality administrative support.

Experience of developing and maintain suitable systems for work flow and management  
Working with competing deadlines  
Working in a team

**Desirable**

Working in the voluntary sector  
Experience of maintaining databases  
Of using client management systems

**Other**

**Essential**

Personal commitment to peace  
Strong ability to work on own initiative  
Ability to manage your own time and prioritise while managing a number of projects  
Punctual and reliable  
A flexible and adaptable approach to work  
A calm and professional manner

**Date the person specification was approved for recruitment in March 2019, with the Finance and Human Resources Committee**