

## Down to Earth administrator (part-time, fixed-term)

**Location:** Bethnal Green, London

**Responsible to:** Down to Earth manager

**Salary:** £9,637 (Pro rata of FTE, £21,166)

**Hours:** 14 hours per week, worked over 2 or 3 days

**Term:** 12 months – ideally September 2019 to August 2020

**Leave:** Pro rata 25 days holiday per annum plus bank holidays

### How to apply

If you decide to apply, please send the following two documents to [info@qsa.org.uk](mailto:info@qsa.org.uk):

1. A copy of your CV, highlighting the areas of your experience pertinent to this role
2. A supporting statement, of no more than 3 sides of A4, **outlining how you meet our person specification (below)**

We also invite you to complete our online equality and diversity monitoring form:

<https://www.surveymonkey.co.uk/r/2GT67V3>

Closing date is **10am on Wednesday 31 July 2019**.

If you do not hear from us by the end of **that day**, please assume you have not been shortlisted.

Interviews for the shortlisted candidates will be held on **Tuesday 6 August 2019**.

**Thank you for your interest. We look forward to your application.**

## About

### Who is Quaker Social Action?

Quaker Social Action (QSA) is a charity and a limited company, founded in 1867, which addresses poverty and social exclusion. We support over 3,000 people each year directly, as well as reaching hundreds more professionals each year through our training and campaigning activities.

As well as Move On Up, our award-winning projects meet practical needs:

- **Homestore** sells affordable, donated furniture to people on low incomes in east London.
- **Down to Earth** practically supports people on low incomes struggling with funeral costs and pushes for strategic change within the funeral industry and to government.
- **Made of Money** offers a creative and reflective approach to financial wellbeing for individuals and families on low incomes. A training programme shares our approach with professionals across the UK.
- **This Way Up** offers coaching and mindfulness to people on low incomes wanting to move on from a difficult experience and build up resilience for a more positive future.
- **Bags of Taste** supports people to develop healthy and affordable cooking habits through friendly and sociable cookery courses.
- **Aberfeldy Big Local** brings together neighbours on one estate in Tower Hamlets to connect with each other and bring about positive change in their local area.

We are not a religious charity but Quaker values of equality, simplicity and compassion sit at the heart of our work.

### What is Down to Earth?

Down to Earth is a project dedicated to supporting and advocating on behalf of people who find themselves struggling to pay for a funeral.

Down to Earth delivers free support via a national helpline, explaining what is available and appropriate to each individual's situation and personal beliefs, and ultimately helping clients to find a funeral that is both affordable and meaningful. Support is offered to people who are planning a funeral as well as those struggling with funeral debt after the funeral has taken place. As of July 2019, Down to Earth has helped over 4,000 clients.

Off the back of our breakthrough Fair Funerals campaign (2014-2018), Down to Earth has continued to advocate for change in the funerals industry and in government, sharing stories and evidence from our ongoing front-line casework as we do so. At this pivotal moment, we are focusing our resources on the following strategic work:

- Influencing the funeral industry: evolving the Fair Funerals Pledge; building relationships with industry leaders to encourage increased price transparency and lower average prices
- Influencing local government: advocating improved access to affordable municipal funerals, and promoting good practice in public health funerals
- Influencing central government: providing evidence to the Competition and Markets Authority's investigation into the funeral industry; pressing government to improve funeral-related state support, and introduce regulation of the funeral industry

## What is the role of the Down to Earth administrator?

The Fair Funerals pledge was established by QSA's Fair Funerals campaign as a way of improving price transparency within the UK funeral industry and providing customers with a map of funeral directors committed to helping customers on low-incomes. To date, 1,768 funeral directors have signed up.

When a company signs the pledge, they're committing to:

- Recognising that funerals can be expensive and many people struggle with the cost.
- Helping people to find funerals that are within their means.
- Openness about their most affordable options, including third party costs:
  - o in initial conversations
  - o within their price lists
  - o on their website.

Down to Earth will relaunch the pledge later this year. You will play a key role in developing a tool that helps bereaved people all across the UK to get access to an affordable funeral. As administrator, you will be main point of contact for all enquiries, whilst ensuring that information is up to date, accurate, and presented in an effective and easily accessible way for a range of stakeholders.

This is an important moment in the work against funeral poverty. With the funerals industry now coming under increasing pressure to improve standards and practice, including a full-scale market investigation by the Competitions and Markets Authority, the Fair Funerals pledge is essential in keeping up pressure whilst helping people on low-incomes to find a funeral within their means.

[View the Fair Funerals pledge online ->](#)

## Role description

**Responsible to:** Down to Earth manager

**Purpose of post:** To assist with the relaunch of the Fair Funerals pledge and all administration arising from that.

### **Relaunch of the pledge**

1. To be the first point of contact for all Fair Funerals pledge signatories, current and potential.
2. To collate responses from the consultation events around changing the pledge.
3. To update all of the pledge materials, to reflect the revised content.
4. To participate in the launch event of the new pledge, supporting with planning, venue hire, catering.
5. To participate in the communications around the new pledge, supporting with mail outs and obtaining quotes and stories regarding the impact of the pledge.

### **Administration of the pledge**

1. To ensure that all of the information held on the pledge – especially with regard to the details of funeral directors – is up to date.
2. To ensure all records of pledge signatories are up to date.
3. To ensure that there are FAQs available for potential new signatories to the pledge, updated regularly.
4. To respond to queries online and on the phone from potential new signatories and provide prompt information and resources to their specific queries.
5. To undertake the on boarding process and quality checking for new pledge signatories.
6. To monitor the number of pledge signatories to ensure we can maintain an up to date running total of pledge signatories.
7. To provide content for QSA's website and social media platforms about the pledge, including quotes from signatories or users of the pledge to demonstrate merit.
8. To liaise with colleagues regarding analytics of the pledge and to tweak the web pages or wording accordingly, as instructed by the Down the Earth manager.
9. To support a mystery shopping exercise to test adherence to the pledge, including working with volunteers who may assist us to undertake this work.

### **General**

1. To assist the Down to Earth team with general administrative duties, as appropriate.
2. To work within, and actively promote, the policies and procedures of QSA.
3. To receive line management, supervision and appraisal from the Down to Earth manager.
4. Any other duties, as appropriate to role, as agreed by the QSA director.

## Person specification

### **Experience & ability:**

1. Accurate and clear writing style and skills.
2. Meticulous attention to detail.
3. Ability to develop online content and make website changes.
4. Good verbal communication skills, including professional telephone manner.
5. Ability to be persuasive and professional on the phone.
6. Ability to engage with people on the subject of bereavements, with sensitivity and tact.
7. Ability to work in a small team, to manage own workload and to work flexibly.

### **Knowledge:**

1. Knowledge of end of life issues, funerals, bereavement and of debt are all desirable.
2. Knowledge of charities, as a staff member or volunteer, is desirable.

### **Other:**

1. Commitment to and understanding of, issues of inclusion, equality and diversity in the workplace and when providing a service to the public.
2. A willingness to work within a Quaker ethos, as clarified by the vision & mission of QSA:

*QSA's vision is that of a just world, where people put people first. QSA's mission is to enable people on low incomes and beyond to seek solutions to the issues that affect their lives, by building practical, sustainable and collaborative projects and by sharing that learning where it has potential to benefit communities beyond our own.*

## Main terms and conditions of employment

1. QSA uses the local government pay scales for salaries. Your salary will be on **NJC scale point 21-24**, which starts at **£9,637** (this is the pro rata salary of the full time level of £21,166). All appointments are made at bottom of scale.
2. This is a **part time** post of **14 hours** per week, ideally worked over 2 or 3 days.
3. This is a **fixed term appointment** for **1 year only**, ideally September 2019 to August 2020.
4. Some evening and weekend work is possible, on occasion, but is not a regular part of the role.
5. This post will be based at the QSA office, Bethnal Green.
6. The period of notice will be 1 week during the probationary period and 1 month on its completion.
7. You will be entitled to pro rata of 25 days holiday per year with the leave year running from January to December, plus bank holidays.
8. This post is subject to a 6-month probation period.
9. The QSA pension policy means staff receive 6% on top of their salary paid into the QSA group personal pension, with a 2% staff contributory element.
10. QSA has a union recognition agreement with Unite although staff are welcome to join any trade union.