



Notes and Actions from Ken Latham's Annual Employment Review Conversation

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1. Introduction

Notes from a meeting held on 2024-04-16 with Miranda Girdlestone (Meeting House Manager, MG hereafter), taking the lead and Henry Thompson (Convenor, Meeting House Management Committee, HST hereafter), taking (most of) these notes. The section titles and questions which follow are taken verbatim from the *Employment Review Conversation* shared with Ken in advance of the meeting.

2. Nature of the job

Does your job description accurately reflect the nature of your duties?

Not entirely, but not sure: I don't need to think about it, the work just happens.

What have you done in your role that has made you feel proud/been pleased with?

Keeping up with what groups need/want and supporting them: it works nicely. Adding "Where are the toilets" signs and seeing that work.

I have a good picture in my head of what the Meeting House should look like, I get satisfaction from keeping it so.

[Miranda: You've done a good job at training Ellie]

Training casual staff: it goes as well as they can handle

Was there anything that felt less than successful when you attempted it? And what did you do to improve the situation?

Getting my head around the booking system was hard. Worried as about to do something I may be breaking something that someone else is already working on.

Aside from not being involved, not sure.

Not done it often enough to be confident what happens when in the workflow. Information is in multiple places, computers *and* people's heads.

Putting things in the calendar is fine, but the Hallmaster/money dataflow is hazy. Worried that, for example, if someone asks to add AV, aside from just leaving a note for Majk, not sure what is needed to be sure it doesn't get lost

ACTION: MG and KL to meet to get a clear story about what KL should cover and how to do it

What changes have you implemented and how do you think they went/were received?

Moving the library chairs under the stairs when not in use, working well.

'Staff drawer'

Designed, trialed and made work having refreshments just outside the Meeting Room.

ACTION: MG to review cleaning sheet

3. Obstacles and support

What extra support would you like from me as your manager?

Have you encountered any particular difficulties where you would have appreciated more support? Can you say why you didn't ask for support at the time?

Food Hygiene specifically, more generally what am I in charge of? Do local Friends know that? Some things are undefined, for instance who sets up tables...

ACTION: MG, KL, James to coordinate [MG to give a short presentation to PM about this]

4. Quaker ethos

Do you think the Quaker ethos is nurtured in your work and your workplace?

Yes

5. Working relationships

How would you describe the relationships you have built with your colleagues and users of the building?

Good with colleagues. On the same wavelength with Ellie.

Some users give nice comments or a smile, occasionally things go wonky and people get stressed. People may have lost track of what they booked, or was booked for them. People feel relaxed, which can lead to them treating things more like home than somewhere they've hired. Mostly a good thing.

How do you see your role within the team now and how would you like it to grow?

Not keen on "getting hold of a pile of admin clutter in my head" But it is part of my job, so if there were a way to make it more doable for me I would get on with it better

6. Work environment

What do you like or dislike about your work environment?

With respect to being open to the public, if it's not a busy time, handling enquiries is good. If the timing is bad, it can be a challenge.

-----HST leaves the meeting-----

Do you have any suggestions for improving it?

7. Training and development needs

What training have you undergone during the year?

First Aid and Manual Handling

Are there any training opportunities you would like to pursue? Or any skills you would like to develop?

Training: Food Hygiene Level 3 and Fire Marshal

ACTION: MG to provide Food Hygiene Level 3 (**Done:** Link sent)

ACTION: MG to arrange Fire Marshall training for all staff at a date to be decided

8. Overall

If you could change anything about your role or the way the team operates, what would it be?

Nothing

9. Actions agreed

ACTION: MG and KL to meet to get a clear story about what KL should cover with respect to bookings and how to do it

ACTION: MG Review cleaning sheet

ACTION: MG, KL, James to coordinate on Food Hygiene on Sundays [MG to give a short presentation to PM about this]

ACTION: MG to provide Food Hygiene Level 3 (**Done:** Link sent)

ACTION: MG to arrange Fire Marshall training for all staff at a date to be decided