

Job Description: Charity Manager

Location: Home Based – during COVID-19 restrictions/to include travel within North West Leicestershire once restrictions are lifted

Part time post of 25 hours per week

Salary: £23,400 – £30,000 depending on experience

Hospice Hope is an established charity employing 7 part-time members of staff and providing services from Hope House, Lower Brand, Griffydam and from 4 Support Cafes situated in Ashby de la Zouch, Coalville/Whitwick, Ibstock and Castle Donington. Currently our services consist of day support for up to 9 guests with life limiting conditions on each of two days each week at Hope House, along with a Carers Plus Day for 4 couples (guest and carer). Our support cafés are currently run by volunteers and support from 4 to an unlimited number (bound only by space) for one afternoon a week at each venue. We also have a counselling service which is fully subscribed and a recently set up Befriending service. We have approximately 65 volunteers on our books and these are called upon by the Care Services Manager and the Café Leaders on a rota basis for support, driving and general care. Pre-pandemic of Covid 19 our income budget for 2020 was c £116,000 which is raised by a variety of means under the management of our Charity Fundraiser via activities, trusts, fundraising and donations. We employ a Community Engagement Worker who is fully funded by the Community Fund for a period of three years expiring in September 2021.

The Charity is now establishing new online support services for post covid-19 sufferers before moving into the next stage of its development as we prepare to take ownership in 2022 of a new building purpose built for the Charity. This will signal a huge step up as we seek to support more people within the area of North West Leicestershire who have a condition that leads to a reduction in quality of life or who have been diagnosed with a life limiting condition as well as offering support to their partner or carer.

Reports to: The Board of Trustees of the Charity

Responsible for: All employees and volunteers

Key Relationships:

Internal: Board of Trustees, Treasurer (who is currently a trustee), Employees, Volunteers and Guests.

External: Local partners, North West Leicestershire District Council, other supporters including local companies, organisations, grant-making trusts and foundations, charities.

Key Objectives:

- Implement the Business Plan and manage the changes currently being set in place and those expected as a result of covid-19.
- Provide strong leadership, direction and management in relation to all aspects of the Charity's activities, including service provision, volunteering and fundraising
- Represent the Charity in various public contexts; to oversee the development of relationships and maintain relationships with key external partners and agencies.
- Facilitate the continued expansion and development of the Charity's services through effective partnership working and increasing current and other potential income streams working alongside the Charity Fundraiser.
- Work with the Treasurer on the preparation of the annual budget and operational plans, ensuring they are continually the central drivers of the Charity's work

Principal Accountabilities

Provide clear leadership, direction and management for the Charity, its employees and volunteers

- Act as a source of inspiration, motivation and support for all employees and volunteers
- Ensure all employees are set annual tasks and objectives which are regularly reviewed, and receive an annual appraisal.
- Prepare and implement annual business / operational plans which reflect the agreed strategy of the Charity, and develop and maintain systems to monitor the progress of those plans

Work with and support the Board of Trustees to ensure good governance of the organisation

- Ensure that the legal requirements of the Registered Charity are met and the Charity is compliant in all respects.
- Attend and report to the Board of Trustees as required. Report management information to the Trustees in a timely and accurate manner, to reflect the service delivery and other achievements of the Charity
- Ensure the timely production of papers as required
- Ensure that the Trustees are kept abreast of changes in legislation, policy and other drivers of the Charity's work

Ensure the continued development, quality levels and effectiveness of service

delivery

- Develop and maintain a thorough knowledge of service provision for our guests, including relevant government agenda, local and national support services, and local and national health services
- Evaluate services to ensure that an efficient, effective, quality service is being provided at all times
- Facilitate consultation with service users to ensure that the Charity continues to be responsive to their needs
- Monitor demand for services and manage resource allocation
- Evaluate, cost and implement new initiatives and service delivery opportunities subject to Trustee approval.
- Ensure that, where contracts are in place for service delivery, all contractual requirements are met.
- Develop and maintain relationships with external agencies and partners.

Increase the Charity's profile, reach and influence

- Represent the charity's aim and services in the wider context of the health and social care sector, and participate in partnership meetings and other forums as relevant
- Positively represent and promote the Charity in all its dealings with external agencies
- Ensure compliance across all media with the Charity's brand guidelines, including online and in print, ensuring that all output is of the highest quality and reflects well on the Charity
- Manage overall editorial function of the Charity's newsletter, website and social media channels

Work with the fundraiser and volunteer fundraising committee and manage and develop the Charity's income streams

- Build and maintain excellent relationships with existing and potential statutory and voluntary sector funders in order to maximise income from these sources
- Ensure the effective management of existing income-generating service delivery contracts, including the timely reporting to funding bodies as required
- Lead on and actively engage in the development, planning and delivery of a fundraising strategy to maximise income in order to secure the long-term future of the Charity and to ensure that financial targets are met
- Build and maintain profitable long-term relationships with current and potential donors/supporters in order to grow existing funding streams
- Help to develop new and imaginative fundraising activities

Responsible for the HR function of the Charity

- In conjunction with the Board of Trustees take responsibility for ensuring best practice in all aspects of HR including:
 - i. Recruitment, training, development and appraisal systems
 - ii. Carrying out an annual appraisal for each employee
 - iii. Write and develop HR and Day Support Service Policies
 - iv. Ensuring that staff resources are used as effectively and efficiently as possible, aiming for maximum levels of service provision
 - v. Maintaining and building on the strong shared sense of identity, culture and team work that already exists within the Charity

Financial Responsibility

- Work with the Trustees to ensure adequate internal controls are implemented in order to minimise risk of waste or fraud
- Work closely with the Treasurer in all aspects of financial controls and budgetting

Responsible for Health and Safety and Risk Management

- Ensure a "safety-first" culture pervades the Charity
- Devise and implement a Risk Management Schedule to monitor key areas of risk in the Charity
- Monitor changes in applicable law and regulations

Any other responsibilities commensurate with the role or required to fulfil the expectations of the position

Hospice Hope, Registered address, 23 Ashby Road, Ravenstone. LE67 2AA
Registered Charitable Incorporated Organisation No. 1169561