

**Manager – Ham & Petersham SOS**

**Job Title**

Manager; permanent post, responsible to the Board of Trustees

**Location**

The Woodville Centre, Woodville Road, Ham, Richmond, TW10 7QW. Some local meetings, and visits off-site

**Hours**

25 hours per week, flexible part-time. Occasional unsocial hours to attend evening or weekend events

**Salary**

£35,420 per annum pro-rata initially, to be reviewed annually (based on 37.5 hrs/week)

**The Charity**

Ham and Petersham SOS is a registered charity and a limited company that has been assisting elderly and disabled members of our community for almost 60 years. In order to achieve these aims, Ham & Petersham SOS organises the following main areas of work in furtherance of its public benefit duties:

* **Practical Support**. This support helps enable individuals to remain living independently at home and includes:
  + Providing transport, such as, to and from GP, hospital appointments and social activities.
  + Picking up prescriptions
  + Shopping Bus Service
  + Daily telephone support 10am-12pm
  + Food shopping deliveries
* **Social Initiative**. This initiative offers a suite of opportunities for members to get out and about and meeting others such as:
  + a befriending service, monthly trips, monthly coffee mornings at Petersham Nurseries, weekly lunch club at Ham Library, weekly trips on the shopping bus, weekly gatherings at Tea & Chat, summer, winter & spring parties, and, Fish & Chip Friday.
* To facilitate this support, we have dedicated telephone support and answering service which is manned daily by either staff or volunteers, a fully operational office that is staffed with both salaried personnel and fully trained volunteers, and, a 9-seater minibus utilised for shopping trips, group outings, and social events

**The Role**

The main purpose of this post is to maintain and develop the services of Ham and Petersham SOS. The organisation aims to improve the quality of life of older and / or disabled local residents by helping them remain independent and engaged with the local community.

As a self-starter, you will have excellent communication skills, both verbal and written, as well as good IT skills including website management, enabling you to manage all aspects of running our charity. You will be aided by a small team of support staff. You will also lead a compassionate team of volunteers, drive impactful programmes, and foster a sense of community. You will be responsible for grant applications and fund-raising, to sustain and develop the work of HAPSOS, with the support of an active and engaged Board of Trustees.

You will create and maintain internal and external partnership working opportunities in order to successfully deliver various community initiatives in the area. The post-holder will provide a wide range of administrative and organisational support, working with potential and existing volunteers as well as liaising with other partners in the service – NCG’s (Neighbourhood Care Groups), Age UK Richmond, lead partner in the Community Independent Living service (CILs) contract, RaKAT (Richmond and Kingston Accessible Transport) and Ham Library.

The post-holder will be expected to promote Ham & Petersham SOS at various events including Ham Fair and Ham Parade Market. Such events may require lifting and transporting equipment such as tables, display boards and gazebos. It is not essential for the post-holder to have access to their own transport, although this would be useful.

**Person Specification**

**The applicant must have the following experience:**

* A demonstrable background in office administration
* Experience of using Microsoft Windows applications, Word, Access and Excel essential, Publisher and Word Press desirable
* Experience of working with and managing volunteers
* Knowledge of the Voluntary/charitable sector
* Experience of working with older and/or disabled people is desirable
* Knowledge of safeguarding and why it is important is desirable
* Experience of working with a range of stakeholders is desirable
* Fundraising and grant application experience is desirable

**The applicant must have the following skills:**

* Good administrative & clerical skills
* Effective communication skills including a good telephone manner
* Database/customer relations management system experience would be an advantage
* Ability to manage & support a volunteer pool and a staff team

**The applicant must be able to:**

* Work outside office hours on occasions (for which time off in lieu is allowed)
* Be able to work to deadlines
* Be able to work on own initiative, plan and prioritise workload

**Qualifications**

* Minimum 5 GCSEs grade C and above including Maths & English
* Full manual Driving Licence is desirable

**Benefits**: we use the Government Leave calculator based on the number of hours worked plus national Public and Bank holidays. For pension provision, we participate in National Employment Savings Trust (NEST) workplace pension scheme.

**Requirements**: a DBS check will be needed as we work with some vulnerable adults. We will require proof of your right to work in the UK.

**How to apply:**

Please apply by sending your CV, with the names of 2 x referees, and an accompanying letter, to illustrate how you meet the person specification, to [trustees@hamandpetershamsos.co.uk](mailto:trustees@hamandpetershamsos.co.uk) or apply via Linkedin.

**Closing date: Tuesday 30th April**

Early application is encouraged as we will review applications and conduct interviews throughout the advertising period and reserve the right to close the advert at any time**.**

