

**Ham & Petersham SOS - Manager**

**Job Description**

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| JOB TITLE | Manager; permanent post, responsible to the 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) |
| Closing date  |  |
| Interviews |  |
| APPLICATIONS ACCEPTED BY | Email trustees@hamandpetershamsos.co.uk |
|  | Post to: Chair of Trustees, Ham & Petersham SOS at the office location above.  |
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| JOB DESCRIPTION |  |
| ROLE AND RESPONSIBILITIES | 1. SERVICE DEVELOPMENT
* To secure adequate funding to sustain current level of service
* To coordinate the day-to-day running of Ham & Petersham SOS
* To work closely with the board of trustees, ensuring the charity is working towards its strategic goals and providing regular feedback to the board on performance
* Working in partnership with Age UK Richmond to deliver the CILs contract
* To provide a range of activities to support the wellbeing needs of local residents including transport, shopping bus trips, social events, befriending and outings
* To manage and support a small team of staff, including, the recruitment, and training of new staff
* To oversee the recruitment, training, support and management volunteers including the undertaking and updating of DBS checks for all volunteers
* To provide support, advice and guidance to local residents regarding health and social care services, linking closely with voluntary and statutory services
* To identify & develop where possible new activities and services for local residents to address unmet health and wellbeing needs
* Participate in outreach events within the community whilst being the organisations ambassador
* To meet potential clients, to understand their needs and assess any potential risks
1. MONITORING, EVALUATION AND COMMUNICATION
* To manage databases of clients and volunteers
* To collate data, compile statistics and reports relating to service usage
* To write project proposals, apply for funding and monitor outcomes
* To create and distribute quarterly newsletters
* To create and distribute all PR materials locally
* To maintain the organisation’s website
* To update and coordinate all social media channels
* To work in partnership with other Care Groups
* To refer to and accept referrals for clients from health and social care professionals and those within the voluntary sector
* To conduct annual staff appraisals with the Trustees
1. FINANCIAL
* To work with the Treasurer to ensure the organisation book keeping is updated monthly
* To process all invoices received and to create and manage all invoices for payment
* Take and monitor cash and card payments for activities
* Purchase of day to day supplies and larger one-off items
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**Background & Overall Purpose of Post:**

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.

To 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.

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**Person Specification**

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| **REQUIREMENTS** | **CRITERIA** | **EVIDENCE** |
| **VALUES** | An understanding of how volunteers make a real difference to the lives of people in our neighbourhood. | Application/interview |
| **EXPERIENCE** | **The applicant must have:**A demonstrable background in office administrationExperience of using Microsoft Windows applications, Word, Access and Excel essential, Publisher and Word Press desirable.Experience of working with and managing volunteersKnowledge of the Voluntary/charitable sectorExperience of working with older and/or disabled people is desirableKnowledge of safeguarding and why it is important is desirableExperience of working with a range of stakeholders is desirableFundraising and grant application experience is desirable | Application/interviewApplication/interview.Test at interviewApplication/interviewApplication/interviewApplication/interviewApplication/interviewApplication/interviewApplication/interview |
| **SKILLS**  | **The applicant must have:**Good administrative & clerical skillsEffective communication skills including a good telephone manner.Database/customer relations management system experience would be an advantageAbility to manage & support a volunteer pool and a staff team | Application/interviewApplication/interviewApplication/interviewApplication/interview |
| **ABILITY** | **The applicant must:**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. | Application/interviewApplication/interviewApplication/interview |
| **QUALIFICATIONS** | Minimum 5 GCSEs grade C and above including Maths & EnglishFull manual Driving Licence is desirableYou must be able to provide evidence that you have the right to work within the UK | ApplicationApplicationApplication/Interview |

