



# Vineyard Community Business Manager

Candidate Pack  
December 2024



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CHARITY RECRUITMENT





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# 1

## Introduction

Dear Applicant,

Thank you for considering joining our Senior Leadership Team as our new Business Manager. At the heart of our mission is the commitment to provide "Help in Crisis and Hope for Life" to every family and individual seeking our support. Over the past five years, the need for our services has surged by more than 70%, driven by societal challenges such as the Covid-19 pandemic, cost-of-living pressures, mental health struggles, housing and refugee crises, as well as enduring hardships like addiction, unemployment, and isolation. Today, we support 6,000–7,000 people annually, addressing issues such as homelessness, food poverty, mental health challenges, and the trauma of fleeing war or abuse.

This sustained demand has brought us to a pivotal moment. Having moved beyond crisis-response mode, we are now shaping a forward-looking strategy to meet the evolving needs of those we serve. As Business Manager, you will join us at this exciting juncture, collaborating closely with myself and the Senior Leadership Team to deliver this vision. Together, we aim to balance strategic goals with the flexibility required to respond to the swift changes in demand that have defined our work since 2019.



Our focus is on transformation and empowering individuals to move from crisis to stability and ultimately flourishing. We are on a journey to extend the "Hope for Life" aspect of our mission, helping more people rebuild their lives sustainably and become leaders and changemakers themselves.

Rooted in our Christian faith, our work is founded on Jesus' rescuing love that transforms and brings hope to those in need. Guests often share how life-changing it is to feel truly accompanied on their journey out of darkness and to experience real hope through our community and services. As we embark on this next chapter, we are committed to deepening this impact, enabling more families and individuals to find stability, purpose, and empowerment.

I look forward to connecting with you and wish you every success as you consider this next step in your vocation.

Best wishes,

A handwritten signature in black ink that reads "David". The signature is written in a cursive, slightly slanted style.

**David Logan**  
Chief Executive

# 2

## About us



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# 2

## About Us



### Our mission

**We are a local charity dedicated to transforming the lives of those in crisis and battling homelessness, food poverty, addiction, loneliness and mental health.**

Every single day, we see the faces behind the statistics, the dreams overshadowed by adversity, and the potential waiting to be realised. We are committed to making Richmond a community in which everyone can find hope and paths to a brighter future.

We support our guests through our weekday morning Crisis Drop-in and Richmond Foodbank services, amongst several others.

We are dedicated to helping those:

- battling homelessness
- facing food poverty
- fleeing abuse and war
- in substance and mental health recovery
- crushed by loneliness

### Our faith

At our core, we are a Christian organisation, and our inspiration comes from the example set by Jesus. His teachings are a guiding light, illuminating our path as we strive to love and support people in times of crisis, as well as offer them hope for a brighter future. We go towards those suffering and see immeasurable worth and potential in each person.

Vineyard Community & Richmond Foodbank has always been closely connected to the [Life Church Richmond](#), with whom we share our building, and whose former minister established and chairs our work. Every week, a welcoming group from Life Church Richmond gather at our Centre for fellowship. We extend an open invitation to anyone who wishes to participate.

Each week we have a Food with Faith Club. The group gathers at various times, including Tuesday afternoons for prayer and devotion. These sessions provide a welcoming space where questions are embraced, curiosity is valued, and everyone is invited to join. More details [here](#).

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## About Us

### Our history

Since 2011, Vineyard Community & Richmond Foodbank has been transforming the lives of thousands each year facing urgent, desperate, and complex crises including homelessness, food insecurity, mental health breakdown, addiction, and crippling isolation. We responded at that time to the rise in local people experiencing overwhelming struggles. We continue to grow and develop to meet sharply increasing need and now support 6,000 to 7,000 people annually, but our roots run much deeper.

The Vineyard story began in the summer of 1976 when Alfred Upstill, a visionary Probation Officer and Minister of what was to become the Life Church Richmond, sparked the first "Vineyard" project. Following Alfred's untimely death in 1977, local legend, Penny Wade took charge, devoting 21 years to building his vision into a lifeline for countless locals.

Richmond Borough Mind later led the project through difficult times until its closure in 2011 due to budget cuts. Refusing to let the mission die, Life Church Richmond, local churches, and community members launched Vineyard Community & Richmond Foodbank, which now runs eight sites and continues the resilient legacy of faith, compassion, help, and hope.

“

*I was hours away from sleeping on the streets with my seven-year-old daughter, fleeing abuse and terrified. Vineyard Community quickly stepped in, found us emergency accommodation, and turned everything around for us.*

MT

”

# 2

## About Us



### Our services

#### Crisis drop-in

Every morning we open our doors to provide an All-in-One Support Hub for those experiencing homelessness and in crisis across Richmond. We provide hot breakfasts, showers, nursing healthcare, clothing, holistic support work including help with housing, finances, addiction recovery, and support groups, as well as access to mental health services.

#### Foodbank Sessions

Across seven sites in the Borough of Richmond, we host foodbank sessions for guests to access emergency food provisions and support work.

#### Homeless support work

Pre-arranged appointments sessions are arranged for those experiencing, or at risk of, street homelessness.

#### Richmond women's hub

We offer a regular timetable of holistic support work, fun community activities, mental health support sessions, and much more for the women of Richmond, in partnership with the Voices of Hope and Sisterhood of Sanctuary charity.

#### Community space

We offer space to connect with others, forge connections, share stories, and uplift one another. Activities including art, music, cooking and crafting, our community space is open to all.

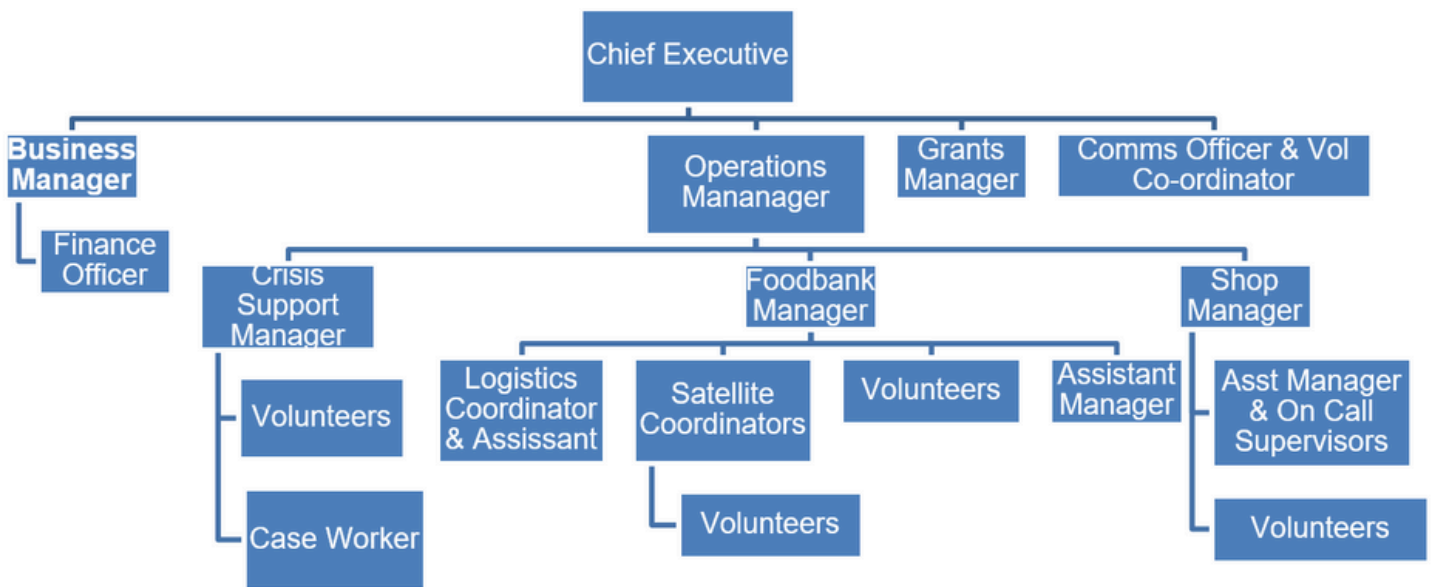
#### Refugee hub

A place of sanctuary, connection, and help for refugees in Richmond to meet, access support work and advice, and enjoy our community.

# 2

## About Us

### Organisational structure



“This is the best mental health support I've ever had. It's so accessible, even when you feel completely lost. Life has fallen apart with the impacts of my bipolar, I'm so grateful for the stability it's provided to help me move forward.”

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## Job description



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# 3

## Job description



### Role details

Job title:	Business Manager
Reporting to:	Chief Executive
Main responsibility:	Build organisational capacity through the charity's financial resources, people and systems to support the delivery of our Five Year Strategic Plan
Responsible for:	Finance Officer
Working with:	The Company Secretary, Trustees, Operations Manager, external consultants and contractors
Location:	The Vineyard Community Centre, Richmond on Thames with hybrid working negotiable.
Salary:	£45,000 - £58,000, per annum (FTE)
Working hours:	Full time 37.5 hrs or Part time (min 30 hrs pw)
Annual leave:	25 days annual leave per year + Bank Holidays
Terms and benefits:	<ul style="list-style-type: none"><li>• Four week's paid occupational sick leave after 3 month's service increasing after 12 months to 6 weeks.</li><li>• Our Workplace Pension Scheme is the People's Pension. You are required to join this scheme unless you decide to opt out; the employee contribution is 5% of salary and the employer contribution is 5%.</li><li>• Three month probationary period</li><li>• Four weeks' notice by you and the charity during the probationary period increasing to six weeks when confirmed in post and eight weeks after twelve months employment.</li><li>• Staff discount of 25% in our charity shops after eight weeks service.</li></ul>

# 3

## Job description



### Key responsibilities

#### Financial stewardship

1. Draft the Annual Income and Expenditure Budget
2. Ensure the production of Monthly Management accounts
3. Monitor cash flow
4. Monitor income and expenditure against budget
5. Suggest new financial performance ratios
6. Analyse funding trends
7. Ensure that that financial controls are in place and monitored
8. Advise on the implications to the charity of new taxation proposals
9. Arrange the production of our Annual Report & Accounts with our Independent Examiner
10. Ensure payment of PAYE, National Insurance and pension deductions
11. Train managers to be accountable for department budgets

#### People

1. Ensure our employment policies and practices are legally compliant
2. Advise on new statutory employment legislation
3. Advise managers on best practice to achieve performance/productivity standards (recruitment/selection/ job descriptions/person specifications/ problem solving)
4. Advise on organisational restructuring
5. Ensure that employees are paid correctly and to time
6. Ensure that annual appraisals are carried out and development plans put in place
7. Make recommendations for our annual salary review
8. Manage the annual staff pay review
9. Update our Salary Policy annually
10. Work with managers to achieve Volunteer Standard Accreditation

# 3

## Job description



### Systems

1. Ensure that our IT systems and software applications meet operational needs
2. Make recommendations for new software applications
3. Manage the service delivery provided by our IT consultant
4. Ensure that Operating Manuals (Crisis Centre; Shops; Café and Foodbank) are updated, and that staff and volunteers are trained in our systems and procedures
5. Develop and implement a Business Disaster Recovery Plan

### Property, legal and insurance

1. Negotiate leases with new landlords
2. Renew existing leases, when required
3. Negotiate new agreements with contractors (cleaning; waste disposal)
4. Ensure that business rate rebates are obtained on our leased properties
5. Ensure that adequate insurance cover is in place for public and staff /volunteer liability, as well as cover for the contents of our properties, and full cover for our Foodbank van
6. Ensure that our Asset Register is kept up to date
7. Ensure that our Risk Management Register is reviewed annually by the Trustees
8. Ensure that our Foodbank van is serviced, taxed and MOT'd
9. Ensure our annual registration with the Information Commissioner
10. Ensure that Service Level Agreements are in place for all external providers of services to our guests
11. Review and update all our policies and procedures

### General

1. Work closely with the Chief Executive in achieving our charitable objectives and the delivery of our Strategic Business Plan
2. Assist in the development of the charity in terms of value for money, quality and the range of services offered
3. Deputise for the Chief Executive in his absence
4. Take over the payroll and bookkeeping duties of the Finance Officer in her absence
5. Act as the charity Health & Safety Officer
6. Act as the charity Data Protection Officer
7. Act as the charity Safeguarding Officer
8. Uphold our Christian mission/ethos and model organisational values
9. Pray for our ministry
10. Carry out special projects as assigned by the Chief Executive

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Person  
specification



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# 4

## Person spec



### Person specification

Competence	Essential	Desirable
<b>Christian Leadership</b>	<ul style="list-style-type: none"> <li>• A practicing, professing and prayerful Christian committed to upholding and interpreting the Christian ethos of the charity.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of faith based social action.</li> </ul>
<b>Business leadership</b>	<ul style="list-style-type: none"> <li>• Evidence of influential, relational leadership.</li> <li>• Ability to develop, promote, communicate and implement strategies to sustain and improve an organisation.</li> <li>• Ability to respond wisely to opportunities through innovation and entrepreneurial development.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working at senior management level in the not for profit or commercial sector.</li> <li>• Experience of designing, developing and restructuring services.</li> </ul>
<b>Business skills</b>	<ul style="list-style-type: none"> <li>• Honours Degree</li> <li>• Experience of management in a complex [possibly a commercial] operational setting.</li> <li>• Proven experience of financial stewardship.</li> <li>• Experience of using financial accounting software and spreadsheet analysis.</li> <li>• Excellent people management skills.</li> <li>• Proven business management experience for people, budgets and performance management.</li> <li>• Organisation skills, including effective use of information technology.</li> </ul>	<ul style="list-style-type: none"> <li>• MBA or CIMA AAT Level 4 Diploma.</li> <li>• Xero software.</li> <li>• Evidence of securing improvements in service quality and value for money.</li> </ul>

# 4

## Person spec



Competence	Essential	Desirable
<b>Personal</b>	<ul style="list-style-type: none"><li>• A passion for the poor and socially marginalised.</li><li>• Well-honed emotional intelligence.</li><li>• Energetic, warm friendly, and outgoing.</li><li>• Satisfactory Enhanced DBS.</li><li>• Has the right to work in the UK.</li></ul>	



*After years on the streets, Vineyard have totally changed me and my life. There is actual love here. They got me off drugs, into mental and physical healthcare, got me a GP and into a safe flat, supported me with furniture, grants, benefits, and just having friends. I've now brought a few other struggling people here and seen their lives change too. It's hard work but they care for you so reliably through it all. I can't speak highly enough of everyone here.*

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# 5

## How to apply



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# 5

## How to apply



Vineyard Community is working exclusively with Charisma Charity Recruitment.

**Applications should be submitted through the [Charisma website](#) and include:**

- A comprehensive CV
- A supporting statement, explaining how you believe you match the requirements of the role, including the genuine occupational requirement to be a practicing Christian. Please also describe any potential conflicts of interest.

For an informal and confidential discussion about the role, please contact Nick Thomas, Consultant, Charisma Charity Recruitment on 01962 813300 or email [info@charismarecruitment.co.uk](mailto:info@charismarecruitment.co.uk).

We welcome and encourage applications from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion\*, sexual orientation, age, veteran status or other category protected by law.

*\*In accordance with the equality act 2010 it is a genuine occupational requirement that the post holder is a practicing Christian.*

**Closing date: Wednesday 15th January 2025**

**Charisma vetting interviews must be completed by close of play on 21st January 2025**

**Interviews with Vineyard Community: Week commencing 3rd February**



*I've now been in a great job I love and happily housed off the streets for almost three years all because of the team of people at Vineyard. I was freezing, hungry, and homeless when I arrived at their Crisis Drop-in back in 2021.*

HJ





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