

## Role Profile – Friends for Life Manager

**PURPOSE:** The role is accountable for the day to day management of the charity, ensuring it delivers high-quality services in line with the strategies and policies agreed by the board and operates both efficiently, and effectively. The Manager will work with the Board to ensure the charity’s financial sustainability. The role combines planning, operational delivery with community engagement, stakeholder management and fundraising

### ROLE ACCOUNTABILITIES

#### Management of the Charity

- Support Trustees with the development of the charity’s vision, strategy and business plan, providing input and analysis as required
- Develop and implement annual operational plans to deliver the required income, growth, sustainability and impact outcomes specified in the business plan
- Regularly monitor the performance of the operational plans, taking corrective action when required
- Support the Trustees to ensure that the required policies are in place and updated as necessary. Develop appropriate operational procedures to ensure compliance with the policies, ensuring these are communicated to both employees and volunteers.
- Ensure that services are both efficient and cost effective, and deliver value for money

#### Management of People – Employees and Volunteers

- Act as a source of inspiration, motivation and support for all employees and volunteers
- Create a supportive culture for both employees and volunteers, ensuring they feel valued, motivated and equipped to deliver their roles
- Ensure appropriate training, safeguarding and wellbeing is in place for all employees and volunteers
- Develop and implement succession, talent and retention strategies for key roles in the team
- Attract, select, train and retain sufficient volunteers to deliver the business plan
- Ensure all employees have the right to work in the UK, are given job descriptions and contracts of employment, and are set annual objectives which are regularly reviewed

#### Operational Management

- Ensure effective management and delivery of the befriending and group activity programmes
- Build and maintain strong relationships with care homes, volunteers, partners and local stakeholders
- Monitor and evaluate services to ensure they meet agreed outcomes and quality standards, and to drive continuous improvement
- Ensure services provided remain relevant to the needs of care home residents and are responsive to changes in the sector
- Monitor demand for services and manage resource allocation accordingly
- Evaluate, cost and implement new initiatives and service delivery opportunities that are aligned to the charity’s business plan and objectives
- Develop and maintain operational procedures which uphold service provision, whilst complying with legislation and safeguarding requirements

#### Management of Fundraising

- Ensure effective management and delivery of the fundraising strategy and associated activity, including grant applications and individual giving to ensure income streams both meet the required targets and are sustainable
- Develop regular reports which demonstrate compliance with funding specifications
- Build and maintain excellent relationships with existing and potential funders in order to maximise income from these sources

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### Financial Management

- Carefully use the charity’s financial and other resources, ensuring cost effectiveness and value for money at all times
- Create and manage budgets and oversee the agreed financial controls, working with the Treasurer as required
- Approve expenditure and authorised associated payments within agreed financial controls and any delegated authority ensuring costs remain within budget
- Work with the Treasurer on financial forecasting, risk management, and preparations for financial audits
- Provide exception information to payroll each month, approving any additional hours worked by employees
- Manage third party suppliers, ensuring appropriate contractual terms are in place, that agreed service and other performance standards are delivered by the supplier and that costs are in line with agreed budgets

### Community Engagement

- Raise the charity’s profile through effective communications, marketing and advocacy
- Represent the charity at public events, networks and partnerships

### Governance & Compliance

- Work with the Board to ensure the charity complies with all legal, regulatory and financial obligations
- Advise the Board and relevant Committees on risks, issues and opportunities, ensuring appropriate and relevant risk mitigations are in place
- Ensure policies agreed by the Board, (particularly around safeguarding, health and safety, equality and data protection) are implemented and compliance is ensured through both communication with employees and volunteers and relevant operational procedures
- Create and maintain a safe environment for all employees, volunteers, and service users by adhering to safeguarding policies and procedures
- Promote equality by ensuring fair treatment and opportunity for all individuals, actively working to eliminate discrimination and bias within the organisation.
- Prepare reports for the Board on operations, impact and progress against the delivery of the business plan
- Attend Board and Committee meetings as required

WORK LEVEL, LOCATION, MANAGER	SCALE & SCOPE
<ul style="list-style-type: none"> <li>• Work Level: <b>N/A</b></li> <li>• Location: <b>Bedford</b></li> <li>• Reports to: <b>Chair of the Board</b></li> </ul>	<ul style="list-style-type: none"> <li>• Direct Reports: <b>5</b></li> <li>• Budget (if applicable): <b>TBC</b></li> </ul>

### INDICATORS OF SUCCESS

- **Service:** Cumulative number of residents with a befriender
- **Quality:** Impact of Befriender reports
- **Cost:** Operational Budgets
- **Income:** Fundraising Income

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EXPERIENCE, QUALIFICATION & SKILLS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Management experience, preferably in a charity, community or care setting</li> <li>• Experience of leading and developing teams, including volunteers</li> <li>• Strong interpersonal and communication skills, able to inspire and build trust with employees, volunteers and external partners and represent the charity at community and media events</li> <li>• Empathy and understanding of the issues facing elderly people, especially those in care homes</li> <li>• Experience in fundraising, income generation or partnership development</li> <li>• Track record of service delivery, management and evaluation</li> <li>• Financial and budget management experience</li> <li>• Organised and resilient, with strong problem solving and decision-making skills</li> <li>• Self-motivated with the ability to work both independently and prioritise</li> <li>• Commitment to safeguarding, equality, diversity and inclusion</li> <li>• Commitment to the charity's goals</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in service delivery for older people or in care environments.</li> <li>• Knowledge of befriending or mentoring programmes.</li> <li>• Knowledge of charity governance and compliance</li> <li>• Experience of working closely with trustees or boards</li> <li>• Awareness of long-term conditions which affect older people e.g. Dementia, Parkinsons Disease etc</li> </ul>

**This Role Profile covers the main accountabilities of the role. It is not a detailed task list, and Board may ask you to take on other reasonable responsibilities as the needs of the organisation change.**