



Friends Charity Manager – The Friends of Chelsea & Westminster Hospital JOB DESCRIPTION

Summary:

We are looking for an experienced manager with excellent administrative and organisational skills to run a busy charity office. Experience in the voluntary and health sector would be an advantage.

The Friends of Chelsea and Westminster Hospital (www.cwfriends.org.uk) is a voluntary organisation and registered charity which supports the work of the hospital for the benefit of patients, their families and staff.

In this part-time position (4 days a week) the Charity Manager represents the public face of the Friends, promoting its ideals and activities by liaising and communicating with Friends members, hospital staff and members of the public.

Based in one of the UK's top NHS hospitals, this post offers rewarding work for a cheerful, friendly and tolerant person dedicated to the ideals of service and support in a healing environment.

Days/Hours: 4 days per week (Mon-Thurs)

Reports to: Chair of Trustees

Salary: £46,000 pro rata (£36,800)

Responsible for:

- **Support to the Chair, Trustees and membership**, including
 - Preparing and sending in advance the papers, including agendas and minutes, required for the monthly Committee meetings, and taking the minutes at these meetings;
 - Distributing correspondence to the appropriate Committee members and replying where appropriate;
 - Ensuring that Friends members are sent annual subscription renewal notices and invitations to attend the Annual General Meeting and other events;
 - Mailing appeal letters as directed by the Chair;
 - Attending meetings with hospital departments/other stakeholders alongside or in place of the Chair;

- Drafting letters, emails, newsletters and any other publicity and press releases as required;
 - Assisting in the administration of special fundraising events, which may require occasional evening work.
- **Staff liaison/management**
- Library Services Coordinator: line management including conducting annual appraisals
 - Friends Shop and Hair Salon: liaising with the tenants over any day-to-day matters and ensure they adhere to the terms of their leases
 - Commercial Traders: see 'Traders' below
- **Volunteer management, including**
- Recruiting volunteers;
 - Interviewing and screening all potential Friends volunteers and passing relevant documentation to the hospital's Volunteering Department;
 - Ensuring all successful applicants are listed on the Better Impact volunteer management database and that they keep up to date with any relevant qualifications or training;
 - Organising the rota of the Shop Trolley team, ensuring in so far as is possible that the trolley is taken on to the wards each weekday morning and afternoon;
 - Dealing with complaints and queries.
- **Marketing and Communications, including**
- Updating and maintaining the website;
 - Promoting events;
 - Designing leaflets and promotional materials;
 - Social Media management – X and Instagram;
 - Newsletter design and distribution via MailChimp and post;
 - Distributing leaflets around the hospital publicising our services.
- **Financial administration, including**
- Maintaining the rolling accounting spreadsheet and monthly Management Accounts;
 - liaising with the Treasurer and Accountant in the preparation of the Annual Accounts;
 - Depositing cash and cheques received in the Friends' bank account;
 - Paying and filing invoices;
 - Claiming back tax from HMRC with regards to Gift Aid;
 - Assisting in the completion of returns to Companies House, the Charity Commission, etc. and ensuring these are filed annually on the due dates.
- **Grants management, including**
- Receiving requests for grants to purchase equipment/services from hospital departments and, working in liaison with departments, ordering and paying for approved equipment/services;
 - Ensuring equipment has been ordered and complies with hospital regulations;
 - Liaising with CW Plus (the hospital's official charity) on joint grantmaking and attending their monthly Operational Grants Group meetings when invited;
 - Publicising grants via the Friends website and social media accounts and the hospital Communications Bulletin;

- Promoting the grants scheme to staff/departments to encourage new applications.
- **Commercial Trader management, including**
 - Recruiting and booking traders;
 - Collecting stall fee payments each day;
 - Organising and managing the trading rota for the year;
 - Dealing with complaints by or against traders;
 - Ensuring that traders comply with their licence agreement.
- **Administration of the day-to-day work of the Friends, including**
 - Receiving subscriptions and maintaining the Friends membership database (ACT!);
 - Maintaining a filing system;
 - Ordering stationery and other items of equipment and ensuring equipment is working satisfactorily;
 - Booking rooms for Friends meetings and functions.
- **Project work (Butterfly Project for end-of-life care)**
 - Liaising with hospital staff on applications for new Butterfly Rooms or related requests;
 - Maintaining a good working relationship with the Butterfly Volunteer Coordinator and assisting where relevant with supporting and promoting the Butterfly Volunteer Service.
- **Fundraising**
 - Attending and taking minutes for fundraising meetings;
 - Assisting the Chair and other Management Committee members with the planning and organising of events;
 - Managing administration around the event – attendees, payments, marketing, invitations etc.
- **Any other tasks as they arise**