



Harold Wood Polyclinic, St Clements Avenue, Harold Wood, Essex RM3 0AR

☎ 01708 386 399 ✉ enquiries@tremor.org.uk 🌐 tremor.org.uk

Job Description

Job title: General Manager (self-employed)	
Place of work: Hybrid	Charity: National Tremor Foundation
Working hours: 37.5	Salary Range: £35,000 per annum
Description of the Charity: The National Tremor Foundation (or NTF as we are known) is a charity where we aim to provide help, support and advice to all those living with all forms of neurological tremor irrespective of age. The foundation is a charity dedicated to people with tremors – its mission is to provide advice, support, publish information and promote research.	
Reports to: Chair	Supervises: Trustees
Works with: Trustees, Digital Consultant, Support Group Co-Ordinator, Fundraiser, Support Staff, Volunteers, members of the public	Size of the work team: 1-10
Job purpose: We are seeking a dynamic, self-motivated General Manager to lead the NTF on behalf of the Board of Trustees. The successful candidate will play a vital role in the strategic development, operational management, administrative functions and community engagement of the charity to help support its growth and positive impact on people with all forms of neurological tremor	
Duties & responsibilities: With advice, guidance and direction the General Manager will undertake the responsibilities below: Strategic Development: <ul style="list-style-type: none">• To work with the Board of Trustees to promote the values and actions that ensure the charitable aims are fully met and	

Honorary President: Lord Julian Fellowes

Board of Trustees: Chair: Miss K Reilly MSc, BSc (Hons)

Treasurer: Mr K Flaxman, Professor L J Findley TD MD FRCP, Dr P Bain MA MD FRCP MBBS, Mr K Harfoot

Registered Charity 1043013

developed, and further develop the reputation and reach of the NTF

- To work with the Board of Trustees to develop and implement an action plan to deliver the 3 year strategy, and provide regular reports on performance.
- Diversify funding sources to promote on-going financial stability and growth.
- To maintain, enhance and develop high quality services with both external providers and the NTF's core activities.

Operational Management and Administrative Functions :

- Oversee the day-to-day operations of the NTF, ensuring efficient and effective service delivery.
- Develop and ensure the implementation of operational policies and procedures to maintain high standards of service and ensure that all legal and regulatory requirements are met.
- Manage budgets, financial planning, paying invoices and reporting to maintain the financial health of the NTF.
- Responsible for The Charities Commission annual submissions.
- To become a recognisable face for the NTF and actively engage with trustees, volunteers, professionals, and members of the public through email, social media, telephone, face to face and virtual engagements
- To manage the NTF enquiries email box, triage, reply and signpost queries to the most appropriate person
- To assist with the management of content of the website under the direction of the Digital Consultant
- To be a point of contact for and maintain our events calendar working in collaboration with our Support Group Coordinator
- To create and schedule social media posts within Facebook, Twitter and Instagram with support from other members of the team
- To organise events including securing venues, management of invoices, arranging speakers, supporting trustees and support group coordinator with travel arrangements etc.
- To assist with the creation of our newsletter

Honorary President: Lord Julian Fellowes

Board of Trustees: Chair: Miss K Reilly MSc, BSc (Hons)

Treasurer: Mr K Flaxman, Professor L J Findley TD MD FRCP, Dr P Bain MA MD FRCP MBBS, Mr K Harfoot

- To assist with supporting volunteers with the organisations and co-ordination of fundraising events
- Schedule Trustee meetings developing agenda, minutes and following up of action plans
- Any other reasonable request within the post holder's skill set

Community Engagement:

- To seek ways to network and work in collaboration with a wide range of services, community groups, funding agencies, official bodies and the general public.
- Develop and implement programmes and activities that respond to the needs and interests of the of those with neurological tremors.

Funding and Bid Writing:

- Identify funding opportunities from various sources including government grants, trusts, foundations, and private donors.
- Write and submit funding bids and grant applications to secure financial support for the NTF's activities and projects.
- Manage existing funding relationships, ensure compliance with funding requirements and report back to funders at the end of the project or funding term.

Staff and Volunteer Management:

- Overall responsibility for the recruitment, management and support of the staff and volunteers, fostering a positive and inclusive working environment.
- Provide leadership, personal and professional development opportunities to staff and volunteers.

Working conditions:

- Freelance/contract
- Home based/Hybrid
- Occasional evenings and weekends in contracted hours
- Requires own IT and office equipment

Honorary President: Lord Julian Fellowes

Board of Trustees: Chair: Miss K Reilly MSc, BSc (Hons)

Treasurer: Mr K Flaxman, Professor L J Findley TD MD FRCP, Dr P Bain MA MD FRCP MBBS, Mr K Harfoot

Minimum level of education:			
<ul style="list-style-type: none"> • GCSE Math's grade C or above • GCSE English grade C or above • A level or equivalent in IT related subject • Qualification in or extensive experiences of working in the voluntary sector 			
Person Specification			
	Essential	Desirable	Evidenced
Experience	Significant experience in the voluntary and community sector, with a strong understanding of its challenges and opportunities.		Cover Letter/Interview
	Proven track record in writing successful funding bids and securing grants.		Cover Letter/Interview
	Experience in operational management, including financial management and staff supervision.	Experience in marketing and public relations, including writing press releases. Experience in hospitality.	Cover Letter/Interview
	Experience of the recruitment, management and support of staff.	Experience of managing both staff and volunteers and an understanding of the	Cover Letter/Interview

Honorary President: Lord Julian Fellowes

Board of Trustees: Chair: Miss K Reilly MSc, BSc (Hons)

Treasurer: Mr K Flaxman, Professor L J Findley TD MD FRCP, Dr P Bain MA MD FRCP MBBS, Mr K Harfoot

		similarities and differences in managing both.	
Skills	Excellent written and verbal communication skills, with the ability to engage effectively with a wide range of stakeholders.		Cover Letter
	Good organisational and project management skills, with the ability to prioritise and manage multiple tasks.		Cover Letter/Interview
	Strong leadership and team management skills, with the ability to inspire and motivate others.		Interview
	Proficiency in using CRM such as Hubspot and IT systems, including Microsoft Office, Teams, and social media platforms.		Cover Letter
Knowledge	Understanding of the voluntary sector and access to funding.	Knowledge of neurological tremors	Cover Letter/Interview
	Knowledge of health and safety regulations, safeguarding policies and GDPR		Interview

Honorary President: Lord Julian Fellowes

Board of Trustees: Chair: Miss K Reilly MSc, BSc (Hons)

Treasurer: Mr K Flaxman, Professor L J Findley TD MD FRCP, Dr P Bain MA MD FRCP MBBS, Mr K Harfoot

	Knowledge of IT systems and an intuitive IT user.		Cover Letter
Attributes	Passionate about voluntary sector work and committed to making a positive difference.		Cover Letter/Interview
	Flexible and adaptable, with a problem-solving mindset.		Interview
	Ability to work independently and as part of a team.		Interview
	Willing to work outside of normal working hours when required.		Interview
Additional Skills required:			
<ul style="list-style-type: none"> • Minute taking • Agenda setting • Diary Management • Events Organising • Fundraising • Organised • Digital cloud-based filing • Attention to detail • Report writing • Email management • Generalised administration tasks • Able to identify opportunities to improve on existing services 			
Other requirement:			
<ul style="list-style-type: none"> • 2 referees will be required to support this application • A Disclosure and Barring Service (DBS) check will be required 			

Honorary President: Lord Julian Fellowes

Board of Trustees: Chair: Miss K Reilly MSc, BSc (Hons)

Treasurer: Mr K Flaxman, Professor L J Findley TD MD FRCP, Dr P Bain MA MD FRCP MBBS, Mr K Harfoot