



The Friends of CONQUEST HOSPITAL

www.conquestfriends.co.uk

Charity No.1183652

General Manager - Job Description

Position: Chief Executive Officer

Organisation: The Friends of Conquest Hospital

Salary: £35,000

Hours: 30 hours / 4 days

Location: The Conquest Hospital, Hastings

Contract: Permanent

Annual Leave: 25 days (pro rata) per year

The Friends of Conquest Hospital charity supports The Conquest Hospital by providing additional equipment and services that directly enhances the health, comfort and wellbeing of patients, their families, and hospital staff. We aim to ensure that patients receive the best level of care, diagnosis and treatment locally.

Through its work, the Friends creates a meaningful and positive impact on the hospital itself and our local community, improving the overall healthcare experience and outcomes. The Friends of Conquest Hospital helps to ensure that everyone benefits from a well-resourced, supportive, and compassionate care setting.

The General Manager is responsible for the overall management and operation of The Friends of Conquest Hospital, overseeing daily operations and leading the development and implementation of new opportunities for the charity. Reporting to the Board of Trustees, the General Manager will work collaboratively to fulfill the charity's objectives, driving various fundraising initiatives. This dynamic, hands-on role requires a blend of strong management and operational skills, fundraising capabilities, excellent communication and relationship-building abilities, and a genuine passion for enhancing local healthcare services. Candidates with a background in fundraising are particularly encouraged to apply.

Main Duties and Responsibilities

- **Operational Management:**
 - Oversee all operational activities of the charity, implementing the strategic direction provided by the Board of Trustees.
- **Fundraising and Income generation:**
 - Oversee the development and implementation of a comprehensive fundraising strategy, developing diverse and sustainable income streams and strategies.
 - Together with the Board of Trustees, establish annual revenue and capital fundraising target.
 - Collaborating with staff, trustees and volunteers to deliver effective fundraising campaigns and appeals, including major donors, grants, legacies and community engagement.
 - Develop partnerships with corporate sponsors, local businesses, and other potential donors to secure long-term funding.
 - Create an annual events programme that will help deliver fundraising targets.
 - Put together a Fundraising Committee that will report to the Board of Trustees
- **Financial Management:**
 - Work closely with the Treasurer and Bookkeeper to manage and monitor the charity's budget, ensuring stable cash flow.
 - Identify and secure appropriate funding opportunities to support financial sustainability and the charity's objectives.
 - Oversee fundraising activities, including individual giving, events, legacies, community, trust, and corporate fundraising.
- **Retail and Customer Service:**
 - Ensure effective day-to-day management of the charity's shops, maximising income, delivering customer-centred service, maintaining stock levels, and ensuring smooth operations.
 - Ensure the shops offer a high standard of customer service, and retail experience with well-maintained stock and a welcoming environment.
 - Oversee systems and process for donated items, ensuring quality, sufficient stock levels and merchandise is attractively displayed.
- **Staff and Volunteer Management:**
 - Manage a small team of staff and volunteers, handling recruitment, training, development, and day-to-day management.
 - Create an environment that encourages teamwork, professional growth, and volunteer engagement.
- **Administration and Human Resources:**
 - Manage Human Resources for the charity, implementing procedures, policies, and compliance with all applicable regulations.
- **External Relations and Representation:**
 - Act as an ambassador for the charity, representing it at events, developing new relationships, and promoting its goals and services.
 - Engage with various stakeholders to raise awareness of the charity's work and impact.
- **Governance and Compliance:**

- Manage the administration of the charity at a Company/Charity structure level, ensuring compliance with relevant regulations and governance requirements.
- **Oversee the allocation of Funds via the Bidding Process:**
 - Collaborate with trustees, hospital staff and stakeholders to manage the bid process, provide the Board with relevant information, and facilitate discussions for informed decision-making.
 - Monitor Funded Projects by tracking progress and outcomes of funded projects, gather feedback, and generate reports to update Trustees and donors on impact.
- **Strategic Planning and Reporting:**
 - Contribute to the development of the charity's long-term strategy, offering insights and recommendations to the Board of Trustees.
 - Provide regular updates and reports to the Board on operational progress, financial performance, and strategic initiatives.
- **Membership Development and Management:**
 - Oversee the management of Membership recruitment and engagement.

PERSON SPECIFICATION

Key Skills and Experience:

- **Leadership and Management:** Proven experience leading teams and managing both staff and volunteers to achieve goals (E).
- **Fundraising Experience:** Demonstrated success in fundraising, including developing and executing strategies to secure large donations and long-term support with experience in generating and managing diverse funding streams (E).
- **Financial Acumen:** Strong understanding of budgeting, financial planning, and fundraising strategies to ensure financial sustainability (E).
- **Communication and Interpersonal Skills:** Excellent written and verbal communication skills, with the ability to collaborate and engage a wide variety of stakeholders, including Trustees, donors, and community members (E).
- **Strategic Planning:** Experience in implementing strategies to support mission and growth (E).
- **Retail and Customer Service:** Hands-on experience in retail management, including shop operations, merchandising, contract and supplier negotiations and providing a high standard of customer service would be ideal. (D)
- **Organisational and Time Management:** Ability to handle multiple responsibilities efficiently, prioritise tasks, and meet deadlines. (E)
- **Digital and IT Skills:** Proficient in Microsoft Office, Office 365 and experience with CRM systems, HR systems, social media management, and website content updates. (E)
- **Stakeholder Engagement:** Skilled in building and maintaining relationships with members, supporters, and local communities to foster engagement and support. (E)

- **Good Governance:** Knowledge of non-profit governance and structure: The ability to understand the challenges and opportunities within the charity sector. (D)
- **Problem-Solving:** Analytical mindset with the ability to anticipate challenges, develop effective solutions, and adapt to changing needs. (E)
- **Commitment to Values:** A passion for supporting a local charity and improving healthcare services. (E)

This role is ideal for a self-motivated, organised, and proactive individual looking to make a meaningful impact in the local community and healthcare sector through strong leadership, relationship-building, and a commitment to operational excellence.

Additional Information:

- Able and willing to work occasional evenings and weekends.
- Willingness to undergo a DBS check.
- The expectation is that most of the hours will be carried out at the charity's base, The Conquest Hospital.

How to Apply:

To apply please send your CV and a covering letter (no more than 2 sides of A4) to info@conquestfriends.co.uk. The deadline for applications is 12 noon 18th December 2024. The 1st stage interviews will be held week commencing 13th January 2025.

If you have any queries or would like an informal conversation, please email us at info@conquestfriends.co.uk. Strictly no agencies.