

## **JOB DESCRIPTION**

<b>JOB TITLE</b>	<b>Charity Manager</b>
<b>LOCATION</b>	<b>Remote</b>
<b>RESPONSIBLE TO</b>	<b>Board of Trustees, through the Chair of the board</b>
<b>RESPONSIBLE FOR</b>	<b>Administrator, Policy &amp; Engagement Officer</b>
<b>SALARY</b>	<b>£33,000 - £38,000 (£26,400 - £30,400 pro rata)</b>

### **Job Purpose**

Working closely with the Chair of the Board of Trustees, the Charity Manager will:

- Provide leadership and direction to the organisation in the development and achievement of its vision, mission and values
- Take overall responsibility for implementing the agreed strategies and achieving the business plans of the organisation, by effectively managing and developing the resources available to the organisation
- Represent the organisation externally by promoting the services and values

The post holder will be the lead senior executive with overall responsibility for the operation of the organisation.

### **Organisational Context**

Established in 2003, the University Mental Health Advisers Network (UMHAN) originated as an information-sharing platform for mental health specialists in Higher Education, contributing to significant advancements in mental health approaches within this sector. Founded by mental health professionals, UMHAN played a key role in connecting specialist work in Higher Education with national initiatives on social exclusion, health promotion, and context-based provision for mental health conditions. While broadening its membership to various mental health-specialist roles, UMHAN has maintained its core mission of enhancing professional development and standards for specialists in Higher Education. Presently, UMHAN's diverse membership includes Mental Health Advisers, Mental Health Mentors, and other education professionals with a mental health remit, representing over 150 institutions. The network continues to uphold its commitment to positively impact students, education, and society at large through its unwavering dedication to mental health excellence.

As Charity Manager, you will guide the organisation in upholding its objectives and exploring innovative approaches to attract new members, support existing ones, and offer leadership to employees. Your strategic vision and active leadership will play a pivotal role in advancing our mission, fostering a culture of innovation, inclusivity, and impact within the organisation. Your contribution will be crucial in steering our organisation towards sustained success, making a meaningful and enduring impact in the individuals and organisations we support.

## **Main Duties and Responsibilities**

### **Strategic Leadership**

- Provide strategic leadership and direction, ensuring strategic plans and policies are developed and implemented to facilitate the achievement of the organisation's business plans and objectives
- Provide strategic guidance to the organisation's work, developing and maintaining strategic and business plans with clearly identified key performance indicators and outcomes
- Research and review local and general service needs, and ensure that the organisation is well placed to respond and deliver services as required
- Research and develop partnerships with external agencies within statutory, non-statutory, commercial and other relevant organisations
- Represent the organisation in key forums and promote UMHAN's work in the wider community
- Ensure that effective infrastructure, support services and risk management is in place for all aspects of the organisation's service delivery and activity
- Ensure that effective (social) media plans are in place and implemented and that the organisation is always presented in a professional manner; act as the spokesperson when appropriate to do so

### **Enabling Governance**

- Serve the Board meetings, in liaison with the Chair of the Board, and advise the Board on matters of policy, strategy, legal, financial, staffing and procedural matters
- Ensure that the decisions made and policies approved by the Board are implemented within the organisation
- Provide regular and accurate management information to the Board, relevant to the discharge of the Board's responsibilities, guiding and supporting them as appropriate
- Build a collaborative working partnership with the Chair, and enable communication and collaboration between Board members, staff, volunteers and stakeholders

- Managing the administration requirements such as arranging meetings and itineraries, keeping and distribution of meeting notes and general administrative support.

### **Financial and Legal Management**

- Together with the Treasurer, ensure the organisation is sustainable and financially viable, meets all legal and statutory requirements and adheres to UMHAN's policies and procedures
- With the Treasurer, assess and review the organisation's budgets and financial plans on a regular basis, ensuring that funding is properly sourced and managed
  - Develop external fundraising mechanisms
- Oversee invoicing and expenses processes, ensuring accuracy and timeliness and seek clarity on unpaid invoices within a timely manner
- Managing the efficient and up-to-date retention of charity records in line with the data protection and statutory requirements
- Ensure that internal policies and procedures are in line with legal compliance, best practice and fit for purpose.

### **People Management**

- Promote a positive and healthy working environment, demonstrating leadership through personal example
- Enable a working environment in which staff and volunteers achieve role satisfaction and which encourages personal/professional development
- Maintain an organisational culture that fosters communication and collaborative working relationships across the organisation and with stakeholders and the wider community
- Ensure that the staffing structures and resources meet the changing needs of the organisation, developing succession planning strategies for key roles
- Monitor and evaluate individual and team performance, providing regular feedback and coaching to support development
- Conduct performance appraisals and set performance goals aligned with organisational objectives
- Address performance issues promptly and implement corrective actions as necessary
- Seek feedback from team members and stakeholders to identify areas for improvement and implement actionable solutions.

### **Membership and Operational**

- Develop and execute strategies to attract, engage, and retain members, by maintaining and supporting the development of resources and member-led projects
- Developing UMHAN's system for members to meet
- Managing of the social media channels and website to ensure the information provided is up to date and in line with our organisational objectives
- Responding to media, press and member enquiries in a sensitive and professional manner
- Identifying and responding to opportunities for UMHAN to engage with external partners, and coordinating volunteers from the membership base
- Overseeing UMHAN discussion forums; producing a monthly newsletter
- Welcoming stakeholders and providing introductions to UMHAN and taking accurate minutes of stakeholder meetings and circulate for appropriate approval and sign off.
- Maintaining a database for organisational contacts
- Define clear and measurable quality standards for publications, work outputs, and services in alignment with organisational objectives and sector best practices
- Establish robust quality assurance processes and procedures to systematically evaluate and monitor the quality of publications, work outputs, and services
- Conduct regular reviews and audits to identify areas for improvement and ensure adherence to quality standards

### **General Responsibilities**

- To network specifically within the third sector to inform of developments and emerging best practice in all relevant matters and practices
- To undertake continuous professional development / professional training / learning opportunities in line with the needs of the post and resources available
- To be familiar with and uphold of all UMHAN's policies and procedures including Health and Safety and Equal Opportunities
- Travel to other sites for the purposes of meetings, training
- Uphold UMHAN's vision, mission and values through words and actions

- To undertake other tasks and duties as appropriate following consultation with the Chair of the Board of Trustees

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Chair of the Board Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## PERSON SPECIFICATION AND KEY COMPETENCIES

<p>Knowledge and Qualifications</p>	<p><b>Essential</b> Educated to degree level, or postgraduate professional qualification, or can demonstrate equivalent qualifications, skills and experience.</p> <p>Recognised management qualification or equivalent experience</p> <p><b>Desirable</b> Knowledge of services for vulnerable adults and children</p> <p>Knowledge of funding and bid processes</p> <p>Knowledge, understanding and experience of effective governance</p> <p>Knowledge of Charity and Contract Law</p>
<p>Experience</p>	<p><b>Essential</b> Previous experience in a leadership role</p> <p>Substantial experience of business and strategic planning, with an ability to create objectives, track performance and deliver results</p> <p>Successful strategic and day to day financial management, including budget preparation, monitoring and reporting</p> <p>Experience of developing good working relationships with a wide range of people at all levels</p> <p>Line management, including recruitment, succession planning and workforce development</p> <p>Previous exposure to organisational legal responsibilities and requirements</p> <p>Managing and delivering change</p> <p>Project management</p> <p>Experience of working in Higher Education, membership organisation or charity</p> <p><b>Desirable</b> Developing and fostering close working relationships with a Board of Directors or Trustees, in particular the Chair of the Board</p>

<p>Skills and Key Competencies</p>	<p><b>Essential</b> The ability to provide effective leadership and direction, especially in times of change</p> <p>Excellent organisational skills – able to plan, manage and deliver a complex workload</p> <p>Experience of building personal and professional credibility with Board, management and staff</p> <p>Impactful leadership and influencing skills, with the ability to demonstrate professional credibility</p> <p>Decisive strategic thinking and analytical skills; able to solve complex problems swiftly and effectively</p> <p>Excellent interpersonal skills, with an ability to build and maintain effective, co-operative working relationships with people from all communities and backgrounds including key partners, funders and other external agencies</p> <p>Experienced in working collaboratively with others to deliver results</p> <p>Versatile written and verbal communication skills, including presentation and public speaking and the ability to relate to people at all levels</p> <p>High level ICT skills, including proficiency in the use of Google suite</p>
<p>Personal Qualities</p>	<p><b>Essential</b> An alignment with and commitment to the aims, purpose and vision of UMHAN</p> <p>A commitment to equality and diversity within the workplace and the delivery of services</p> <p>Adaptable and flexible to new and changing working practices</p> <p>Highly self motivated; driven</p> <p>Resilient, with techniques for working remotely, managing a wide portfolio of responsibilities, within established budgets, and successfully meeting deadlines</p> <p>High level of self awareness, with a commitment to personal and professional development</p> <p>Ability to work within the boundaries of confidentiality</p>