

## THE SELSDON CENTRE TRUST FUNDRAISER & OPERATIONAL MANAGER

14<sup>th</sup> September 2024

The Selsdon Centre Trust provides friendship, services and opportunities that enrich our community. We aspire to be well-known, well-regarded, well-funded and well-connected with local people. Our Clubhouse is the centre of our operations.

We are seeking to find an operational manager, who will have a love for elderly people and others who will benefit from social contact. They will grow a space that enhances the life of the community around Selsdon. This role is a key function for the charity, linking our clients, volunteers, the local community, Trustees and local organisations who might refer clients to us.

The successful application will demonstrate outstanding management skills to ensure that our premises are used efficiently to generate the income that subsidises the groups above.

### Contract

#### Hours

- 35 hours per week, 7 paid hours per day, with an additional 30-minute break, e.g. 9-4:30 or 10-5:30
- 52 weeks per year
- 25 days holidays plus bank holidays
- Suitable for job share, which could be 3 days + 3 days, with each party providing holiday and leave cover for the other
- The is a client-facing role, and is not suitable for home working
- The role will report to the chair of Trustees

#### Salary

Starting at £17/hr, £30,940 gross pa, excluding employer's NI and pension contributions.

#### Applications

Via email to the Chair of the Trust, Dr Tim Crayford, [tim.crayford@selsdoncentre.org.uk](mailto:tim.crayford@selsdoncentre.org.uk) 07973 334693. Please end a CV and covering letter stating why you are suitable for the role. Calls welcomed in advance of application. **Closing date 31<sup>st</sup> October 2024.** The Trust is an equal opportunities employer.

## Job Description

The Fundraiser & Operational Manager will ensure that the income generated by the activities of the Selsdon Centre Trust (the Centre) are sufficient to cover its operational expenses.

- Maintain an awareness of the operational budget and expenditure
- Assume responsibility for income generation / fundraising for the Centre
- Respond promptly to Trustees / Directors, ensuring that the priorities of the Board are translated into actions
- Before 7 days of a general meeting of Trustees, generate reports that summarise key areas of activity, expenditure, fundraising and income, ensuring that they are available to those preparing board papers
- Maintain accurate sources of information to generate such reports
- Develop online systems and databases to make the running of the centre largely paperless
- Organise the lettings of the Centre, ensuring that charges are appropriate to market rates
- Ensure that the Centre is generating income between the hours that the adjacent supermarket (Sainsbury's Selsdon) is open, typically 8am to 10pm except for Sundays
- Where possible, flexing your working hours to attend the times when the board meets
- Direct the work of the Events' Organiser to advertise the Centre in appropriate places in various media, including print, online, in person, and such other methods as may advertise our service offerings
- Connect with people and organisations that can refer clients who may benefit from the Centre's charitable activities, maintaining strong and effective relationships, especially with local charities, social and NHS services
- Ensure that income is collected efficiently, and that it is mostly cashless
- Use surveys to understand the needs of our client base and our volunteers and acting on feedback to continually improve the Centre and the services we provide to the Centre users, collecting data and entering data to support this

## Planning and Strategy

- Develop fundraising strategies and plans to achieve income targets
- Set goals for various fundraising campaigns and activities
- Reporting to the board of trustees on fundraising progress and contributions

## Donor Management

- Identify potential donors, including individuals, corporations, and other organisations
- Build and maintain relationships with donors and sponsors
- Establish a donor database

## Campaign Management

- Organise and execute various fundraising campaigns and events, such as charity auctions, galas, sponsored activities, ad hoc events etc
- Implement direct mail, telemarketing, and digital fundraising campaigns
- Monitor and evaluate the effectiveness of fundraising campaigns and events

## Grant Applications

- Researching grant opportunities from various sources, including local government, national organisations, foundations, and trusts
- Preparing and submitting grant applications
- Following up on applications and managing grants received including reporting on activity targets to meet terms and conditions of funds received.

## Stakeholder Engagement

- Ensuring excellent relationships with the local community and stakeholders, including but not exclusively, GP Surgeries, Link Workers, NHS, Sainsbury's, Selsdon Contact Charity, Age UK, promoting the charity's cause
- Making yourself available (even out of working hours) to represent the charity at Board meetings, public events, conferences, and media opportunities, being compensated with time off in lieu (TOIL) for such commitments

## Financial Management

- Assume budgetary responsibility for expenses within delegated limits
- Adhere to policies relating to financial management and control
- Ensure competitive tendering is applied appropriately and within delegated limits

- Manage significant items of expenditure efficiently, such as insurance policies, rentals, hires, and capital
- Account for all monies received and make appropriate accounting entries, reporting to the Board as required
- Ensure that the activities of the Centre are managed expediently using latest technologies
- Evaluate the potential for a membership and monthly payment system for service users

## Compliance and Best Practices

- Ensuring all fundraising activities are legal, ethical, and comply with the Code of Fundraising Practice
- Staying informed about changes in fundraising regulations and best practices
- Working with the Charity Secretary, ensuring an appropriate set of policies and procedures are in place to run the Centre and that these are reviewed by the Board of Trustees at least annually
- Ensure that the Chair of the Board can have confidence that Volunteers, Staff and Trustees/Directors meet the requirements for their role and are sufficiently trained
- Be familiar with relevant current legislation applicable to and/or affecting the Centre
- Responsibility for minibus lease/inspection and maintenance contract, Public Liability insurance, Buildings insurance and Employers insurance

## Communications

- Crafting effective communication and marketing materials to support fundraising efforts
- Using social media and other online platforms to raise awareness and stimulate engagement
- Responding to all correspondence in a timely manner
- Having agreed the format of a report to the Board with the Chair, produce a report on activities at least 1 week prior to each monthly general meeting of the Board
- Ensure that appropriate data about the running and administration is collected efficiently, and reported in terms that are agreed with Trustees/Directors
- Ensure Website is developed to full potential to include Donation facility as well as the ability to make payments for various events and services

## Volunteers

- Ensure that there are sufficient volunteers to assist with the charitable activities and ensure that they have an appropriate level of clearance through e.g. DBS checks
- Recruit, supervise, train and support volunteers
- Organise volunteer rotas and ensure sufficient cover for sickness and holidays

## Centre Users

- Ensure that customers using the centre are welcomed
- Ensure that people who have not attended for some time receive an occasional call to check in on them, referring them to other local organisations who may be able to assist
- Maintain contact with clients who are unable to attend the Centre
- Ensure that when clients require transport to and from the centre, that this is provided efficiently, and that clients are charged appropriately for this service

## Office and Client Area Management

- Arrange repairs and improvements to the environment of the Centre within available resources
- Arrange tendering for competitive services to meet such improvements and repair requirements
- Be responsible for ensuring tidiness and cleanliness throughout the Centre. Arrange the purchase of relevant cleaning materials as and when required and organise cleaning services to maintain a high standard

## Kitchen

- Organise volunteers to manage the preparation of food, maintaining awareness of relevant standards of food hygiene
- Ensure that relevant training is completed for volunteers and any employed staff
- Ensuring that the Centre continues to receive a 5-star FSA rating
- Arrange purchase and safe storage of food items/beverages/snacks
- Liaise with volunteer chefs for the preparation of food for the lunch club and special events including menu selection

## Meetings

- Attend, and contribute to, General Board meetings monthly and provide a report 1 week in advance of the meeting
- Attend, and contribute to, the Annual General Meeting

And such other duties as may be required by the board of Trustees or Chair/Vice-chair.

## Application selection Criteria

We will consider all candidates who believe they can meet the requirements of the job description above, and who submit an application that demonstrates this. Our selection process will also consider the following criteria. We wish to interview up to 5 candidates that meet the below or who demonstrate the possibility of performing the job description when they apply.

### Desirable skills and competencies

- Education
- A-Levels
- First degree

### Experience

- Work in the charitable or public sector – on application
- Budget management – able to establish on application
- Developing new services or raising charitable funds – on application
- Care of, or evidence of a strong interest in the wellbeing of older people – on application

### Skills

- Excellent interpersonal skills – able to demonstrate this at interview
- Numerate – able to demonstrate this at assessment
- Negotiation skills
- Management skills
- Financial awareness

### Computing abilities

- Microsoft Teams or Google Apps – experience or knowledge
- Word
- Powerpoint
- Excel
- Basic Accounting Knowledge