



Friends for Life

## **Vacancy - Friends for Life Bedfordshire**

Job Title:	Friends for Life Manager
Salary:	£21,500 with generous paid annual leave allowance (£38,800 for full time role)
Hours:	21 hours per week
Tenure:	18 month fixed term contract with possibility of extension
Vacancy Listed	1 May 2024
Application Deadline	26 May 2024 - midnight

Please apply early because if we have sufficient candidates we may close the application window early.

### **DETAILS**

#### **FRIENDS FOR LIFE BEDFORDSHIRE**

Friends for Life Bedfordshire (FFL) is a Bedford-based charity, (Registered Charity No – 1165730), working to address the social isolation of residents in Bedfordshire's care homes. Founded in 2007, we have grown from a small local initiative to a charity with c70 volunteers, supporting more than 30 care homes across Bedford Borough. In 2023/4 we supported over 350 residents who receive a combination of 1:1 personal befriending and/or group wellbeing activities.

We recognise the negative impact loneliness can have on a person's wellbeing and we tackle this through a combination of recruiting, training and matching befriending volunteers with care home residents who have few or no visitors and arranging and coordinating wellbeing activities involving multiple residents in the homes. We are currently trialling several wellbeing activities including school visits, musical and verbal performances, and corporate volunteering.

#### **THE ROLE**

The role of FFL Manager is an exciting opportunity to contribute to shaping the future strategy of this unique and valued charity, build its income, and expand the scope and reach of its services. We aim to reach every care home resident in Bedford who suffers from loneliness or social isolation, and this is a key role to enable us to achieve this.

The FFL Manager will manage and work with the existing staff of Fundraising Lead, Activities Lead, Volunteer Lead and Administrator, in the key role of strengthening and growing the reach of FFL in accordance with our Business Plan.

The FFL Manager will be responsible for the day to day running and operational management of the Charity, the development of new activities and services and working with the Board to ensure the Charity's financial sustainability.

### **OUR WISH LIST:**

You will be a dedicated, enthusiastic, and empathetic individual who understands the impact of loneliness on older vulnerable adults in care homes and is keen to work with others to reduce this.

The successful applicant will lead the small, friendly team and will work closely with the Board, volunteers, care homes and partners to make a difference to those in the later stages of their lives.

### **JOB PURPOSE**

- Leadership of the small staff team and oversight of our group of wonderful volunteers.
- Effectively working with the Board of FFL and other stakeholders and partners to ensure we deliver a robust and effective service to the residents we serve.
- Leading the increase in scope and reach of the services of FFL in an inclusive and collaborative way.
- Understanding the importance of data and ensuring we can demonstrate the effectiveness of our services to support funding bids and engagement with partners and stakeholders.
- Working with the team to support and increase the recruitment of volunteers and ensure we provide them with the training and support needed to secure their retention and enable them to provide the best service possible.
- Ensure compliance with our policies and procedures.

For further information – please see Job Description

### **TO APPLY**

- Review job description to understand the essential and desirable requirements for the role.
- If required, for further information and an informal chat please email [terri@friendsforlife.org.uk](mailto:terri@friendsforlife.org.uk) or ring Terri Harrington on 07788 974939.
- Provide a CV and short covering letter which sets out how you meet the job description and person specification.
- Please complete the attached equal opportunities monitoring form.
- Email these to [terri@friendsforlife.org.uk](mailto:terri@friendsforlife.org.uk) before the closing date.
- Selection will be via interview where we will ask you to provide evidence of how you meet the person specification. There will also be an opportunity to meet with members of the team during which we may ask you to undertake a tailored assessment.

We look forward to hearing from you.

### **BENEFITS**

We offer flexible working in a supportive, friendly working environment. As an employer we know that family and life outside work is important and we are as flexible as we can be to support all aspects of our staff's wellbeing.

- This is a part time 21 hours per week role on a 18 month fixed term contract (which may be extended). There is the potential for further hours in line with development of new funding streams and partnerships.

- We offer a generous holiday allowance of 28 days per year (plus bank holidays) for a full-time member of staff. This is pro-rated for part time staff.
- Employee pension scheme

## **NOTES**

This role is subject to an Enhanced DBS check and the successful applicant will be required to undertake mandatory training (including safeguarding of vulnerable adults).

Applicants must have the right to work in the UK and be able to evidence this before interview.

Please apply as soon as possible as applications may close early.

For an informal chat about the role please contact Terri Harrington on 07788 974939

Attached Documents:

- FFL Manager Job Description
- FFL Equality Monitoring Form

## Friends For Life Manager

### Job Description

Job Title:	Friends for Life Manager
Job Purpose:	<p>FFL is a small charity where the small staff team and Board work closely together to ensure success. The FFL Manager reports to the Chair of the Board who has overall oversight of the effective running of the charity.</p> <p>Individual Trustees are recruited for their skills and experience and will work closely with the FFL Manager and staff team to support a range of activities including (but not limited to) HR, Communications and Engagement, Monitoring and Evaluation, Fundraising, Governance etc.</p> <p>The FFL Manager will manage and work with the existing staff of Fundraising Lead, Activities Lead, Volunteer Lead and Administrator, and will have the overarching responsibility of strengthening and growing the reach and scope of FFL in accordance with our Business Plan.</p> <p>The FFL Manager will be responsible for the day to day running and operational management of the Charity, the development of new activities and services and working with the Board to ensure the Charity's financial sustainability.</p>
Job Context:	<p>Friends for Life Bedfordshire (FFL) is a Bedford-based charity, (Registered Charity No – 1165730), working to address the social isolation of residents in Bedfordshire's care homes. Founded in 2007, we have grown from a small local initiative to a charity with c70 volunteers, supporting more than 30 care homes across Bedford Borough. In 2023/4 we supported over 350 residents who receive a combination of 1:1 personal befriending and/or group wellbeing activities.</p> <p>We recognise the negative impact loneliness can have on a person's wellbeing and we tackle this through a combination of recruiting, training and matching befriending volunteers with care home residents who have few or no visitors and arranging and coordinating wellbeing activities involving multiple residents in the homes. We are currently trialling several wellbeing activities including school visits, musical and verbal performances, and corporate volunteering.</p> <p>The role of FFL Manager is primarily operational but is also an exciting opportunity to contribute to the shaping the future strategy of this unique and valued charity, build its income, and expand the scope and reach of its services. We aim to reach every care home resident in Bedford who suffers from loneliness or social isolation, and this is a key role to enable us to achieve this.</p>
Reports to:	Chair of Board
Salary:	£21,500 with generous paid annual leave allowance (£38,000 full time equivalent)
Hours:	21 hours per week
Tenure:	18-month fixed term contract with possibility of extension
Office Location	2 <sup>nd</sup> Floor Community Voluntary Service

43 Bromham Road  
Bedford  
MK40 2AA

Working Pattern      Hybrid with flexible working hours

## THE ROLE

### **Main Responsibilities**

- Leadership, line management and continuous development of staff.
- Development and implementation of an approach to care home engagement which ensures FFL always has access to up to date information about the home and its residents to support effective service provision.
- Leading the development of services and activities within available funding and grants.
- Working with the Board to develop and deliver a sustainable strategy and a 3–5-year business plan for the charity.
- Be financially accountable within delegated limits, creating and managing budgets and ensuring FFL's services are both efficient and cost effective.
- Ensure there are necessary monitoring/evaluation procedures in place for all FFL services which are consistent and robust.
- Ensure that all FFL data is of high quality and readily accessible and provide regular reports to the Board and stakeholders about FFL's impact and progress against our plans.
- Develop and maintain operational charity policies which uphold the service provision (including Safeguarding). Input into and ensure compliance with strategic policies developed by the Board.
- Develop regular reports to funders for approval by the Chair (or Board as appropriate), which demonstrate compliance with funding specifications and ensure continued financial support.
- Develop high quality internal/external relationships with key stakeholders including the Board and its Committees and external partners and funders.
- Work with the team to continually improve and develop our recruitment, training, and support for our volunteers.
- Work closely with the Board and staff team, attending Board and Committee meetings as required, preparing regular reports, progressing allocated actions, owning, assessing and managing allocated risks and ensuring effective communication between the Board and staff team.
- Attend appropriate networking activities to build relationship with key stakeholders and raise awareness of FFL.
- Work with the Fundraising Lead and the Board to support development of new income streams to secure medium/long term funding to deliver our services to a greater number of care home residents.

### **SUPPLEMENTARY INFORMATION:**

#### **Communications**

The FFL Manager will maintain high standards of communication with the Board, patrons, staff team, volunteers and across our network of partners. They will contribute to our culture of open and honest communication and feedback so we can all learn from each other and maximise the effectiveness of our charity.

#### **Equality and Diversity**

FFL is committed to ensuring that all job applicants and volunteers are treated fairly regardless of their background. We are committed to applying this policy throughout all areas

of employment including recruitment and selection; training and development. In all situations people will be assessed solely on merit or ability related to their role. It is a requirement of all employees to uphold this policy in the course of their employment with us and whilst undertaking their duties.

### **Mobility / Flexibility**

The normal place of work for the post is the CVS building, Bromham Rd, Bedford, but as a term of employment post holders may be required to work from other establishments or from home. The place of work, the hours worked are flexible and will be agreed upon appointment to suit both parties.

### **Health and Safety at Work**

In accordance with the Health and Safety at Work Act 1974 and other relevant Health and Safety legislation and Codes, employees have a duty to take responsible care to avoid injury to themselves and others by their work activities and to co-operate in meeting statutory requirements.

### **Data Protection and Confidentiality**

Employees must maintain confidentiality when dealing with sensitive material and information and are required to read, understand, and apply the principles of General Data Protection Regulations (GDPR). The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the organisation and individual may be prosecuted. Disciplinary action will be taken for any breach.

Post holders have a general responsibility for safeguarding children and adults at risk in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines and undertakes ongoing training at the appropriate level for their role.

## PERSON SPECIFICATION – FFL MANAGER

The ideal candidate should have experience of or be able to demonstrate a clear understanding of the following skills and be committed to the values and principles of Friends for Life Bedfordshire and to equality and diversity.

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education and Qualification</b>	<ul style="list-style-type: none"> <li>• Good command of English, with high level of accuracy and clarity in spelling and grammar.</li> <li>• Good level of numeracy to enable accurate analysis and understanding of FFL data</li> </ul>	GCSE English and Maths
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Experience of the voluntary sector in particular the care of older people</li> <li>• Experience of leading and developing teams, including staff and volunteers,</li> <li>• Financial management - experience of managing and keeping within a budget.</li> <li>• Experience of developing and implementing new services</li> <li>• Experience of evaluating and monitoring the impact of delivered services.</li> <li>• <u>Track record in service delivery including achieving targets and growing business.</u></li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of long-term conditions such as Dementia, Parkinsons etc which affect older people.</li> <li>• Experience of working with older people and people suffering from social isolation</li> <li>• Commitment to help reduce the impact of social isolation among older people.</li> <li>• Experience of marketing and communications</li> <li>• Understanding of payroll</li> <li>• Expertise in database management</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Leadership and management skills gained through working at senior management level.</li> <li>• Excellent organisational skills with the ability to work independently, prioritise and meet deadlines.</li> <li>• Advanced interpersonal skills and the ability to engage with individuals of all backgrounds and ages.</li> <li>• Excellent communications skills, orally and in writing and confidence to present and promote the charity at social and media events</li> <li>• IT literate in Microsoft Office packages.</li> </ul>	<ul style="list-style-type: none"> <li>• Good presentation skills</li> <li>• Experience of communications and marketing including the use of social media</li> </ul>

<b>Other</b>	<ul style="list-style-type: none"><li>• Committed to the charity's goals</li><li>• Flexible and reliable</li><li>• Must undergo an enhanced DBS check.</li></ul>	<ul style="list-style-type: none"><li>• Experience of preparing data to input into regular reports.</li><li>• A background which includes an understanding of charity funding requests</li></ul>
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Friends for Life

## Equality and diversity monitoring form

Friends for Life (FFL) wants to meet the aims and commitments set out in its equality policy. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

The organisation needs your help and co-operation to enable it to do this, but filling in this form is voluntary. The information provided will be kept confidential and will be used for monitoring purposes.

If you have any questions about the form contact [add contact details].

Please return the completed form to [add details].

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### Sex and gender identity

#### What is your sex?

Female  Male  Prefer not to say

#### Is the gender you identify with the same as your sex registered at birth?

Yes  No  Prefer not to say

If the gender you identify with is not the same as your sex registered at birth, please write in:

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**Age** 16-24  25-29  30-34  35-39  40-44  45-49  50-54  55-59  60-64  65+  Prefer not to say

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### What is your ethnicity?

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

#### **Asian or Asian British**

Indian  Pakistani  Bangladeshi  Chinese  Prefer not to say

Any other Asian background, please write in:

#### **Black, African, Caribbean or Black British**

African  Caribbean  Prefer not to say

Any other Black, African or Caribbean background, please write in:

#### **Mixed or Multiple ethnic groups**

White and Black Caribbean  White and Black African  White and Asian  Prefer not to say  Any other Mixed or Multiple ethnic background, please write in:

**White**English  Welsh  Scottish  Northern Irish  Irish British  Gypsy or Irish Traveller  Prefer not to say 

Any other White background, please write in:

**Other ethnic group**Arab  Prefer not to say  Any other ethnic group, please write in:**Do you consider yourself to have a disability or health condition?**Yes  No  Prefer not to say 

What is the effect or impact of your disability or health condition on your work? Please write in here:

The information in this form is for monitoring purposes only. If you believe you need a 'reasonable adjustment', then please discuss this with your manager, or the manager running the recruitment process if you are a job applicant.

**What is your sexual orientation?**Heterosexual  Gay  Lesbian  Bisexual  Asexual  Pansexual Undecided  Prefer not to say 

If you prefer to use your own identity, please write in:

**What is your religion or belief?**No religion or belief  Buddhist  Christian  Hindu  Jewish Muslim  Sikh  Prefer not to say  If other religion or belief, please write in:**What is your working pattern?**Full-time  Part-time  Prefer not to say **What is your flexible working arrangement?**None  Flexi-time  Staggered hours  Term-time hours Annualised hours  Job-share  Flexible shifts  Compressed hours Homeworking  Prefer not to say  If other, please write in:**Do you have caring responsibilities? If yes, please tick all that apply**None Primary carer of a child/children (under 18) Primary carer of disabled child/children Primary carer of disabled adult (18 and over) Primary carer of older person Secondary carer (another person carries out the main caring role) Prefer not to say