

Off The Record Twickenham - Job Description and Person Specification

Job title:	Off The Record Business Manager
Reports to:	OTR Manager
Based:	Church Street, Twickenham

Main purpose of job

To be responsible for the management and smooth operation of Off the Record Twickenham (OTR) in terms of, finance, fundraising and report writing, policy and legislative adherence and promotion of the service.

To ensure Off The Record is accessible, flexible and meets the evolving needs of young people.

Main duties

- To line-manage and support OTR staff, holding six weekly individual line-management meetings focusing on workload, productivity, engagement and motivation which includes supervising, arranging training and holding annual appraisals.
- To work with the OTR Manager and Board of Trustees on OTR's long term strategy for the organisation, monitoring progress in implementing OTR's annual objectives and business plan.
- To set and renew the annual budget, in conjunction with the Chair of the Trustees, OTR Manager, Treasurer and Financial and Statistics Administrator.
- To keep OTR's risk strategy up to date, maintaining careful oversight over financial and all other operational risk to service delivery, in accordance with the risk strategy, other than safeguarding (overseen by the OTR Manager), working with the OTR Manager on overall operational risk to the organisation.
- To liaise closely with the OTR Manager, holding weekly meetings and sharing information on issues raised.
- To research, develop and manage fundraising applications, in collaboration with the OTR Manager and Board of Trustees.

Line-Management and Staffing

- To ensure induction processes for new office staff are kept up-to-date and oversee any handover of office posts.
- To ensure all staff contracts and extension/termination of contract letters are up-to-date and sent out on time, in collaboration with the OTR Manager.
- To meet with individual counsellors on an ad hoc basis for feedback on their general satisfaction with the service, and to conduct 'exit' interviews with counsellors who want this on leaving OTR.

Sexual Health Clinic

- To attend SCoSH meetings and maintain collaborative working with the sexual health service provider ensuring smooth running of the Sexual Health clinic, and the sexual health drop-in provision.

Fundraising and Report Writing

- To develop a fundraising strategy for OTR in collaboration with the OTR Manager and Board of Trustees.
- To research and establish new funding opportunities including grants and foundations, community and corporates.
- To lead on the writing of fundraising applications, including budgets, and to write reports for funders, in collaboration with the OTR Manager.
- To be responsible for timely and successful fundraising applications in order to meet OTR's budget costs.
- To keep track of potential bids and grant monitoring deadlines, and liaise with the OTR Manager, Chair of Trustees and Treasurer on the outcome of bids.
- To write reports for the Trustee Board and contribute to the Annual Report and other Reports as required.
- To collaborate with the OTR Manager and Trustee Board in planning and researching areas for expansion of OTR's services and potential funders.
- To maintain an overview of OTR project funding and schedule of funding applications with the OTR Manager, Treasurer, Financial and Statistics Administrator, Chair of Trustees and Board of Trustees to ensure current projects are funded and timely applications made.

Financial

- To maintain an overview of OTR finances, including monthly management accounts and budgets.
- Oversee all contractual agreements with funders, along with the OTR Manager and Chair of Trustees including sourcing legal advice as required for approval before OTR signs any contracts.

Statistics

- To manage the collation of OTR statistics for the Annual Report, for funders and when required on an ad hoc basis, working with the Financial and Statistics Administrator.

Policy and Legislative Adherence

- To ensure OTR direct reports comply with all current legislative requirements, good practice and OTR policies, including Safeguarding (in collaboration with the Manager), Health and Safety, Equal Opportunities, Bullying and Harassment, Data Protection and Bribery and Corruption legislative requirements (list not exhaustive).
- To research, formulate, write, review and issue employment policies, in collaboration with the OTR Manager and Board of Trustees, in line with legislative changes ensuring policies are up to date and relevant.
- To communicate all policy changes to OTR staff.
- To ensure that all information governance and GDPR compliance is adhered to and information is kept up to date, in conjunction with the Administrator.

Promotion and Meetings

- Represent and promote OTR to stakeholders, potential funders, and at appropriate events, meetings and functions.

- To ensure OTR is regularly publicised amongst young people and other bodies, in collaboration with the OTR Manager.
- To liaise and actively engage with other agencies, schools and funding bodies within the Borough, network, and promote OTR, especially with other youth and health agencies and attend meetings where relevant.
- To co-ordinate the promotion of OTR to young people and organisations to ensure OTR retains a high profile across the Borough in collaboration with the OTR Manager.
- To attend OTR staff meetings Trustee and Management Committee meetings as required.
- To plan for the AGM, working closely with the Chair of the Trustees and the Administrator.

General

- To support the OTR Manager in ensuring that the voices of young people inform and influence OTR ethos, strategy and service delivery.
- To attend internal and external training courses and conferences as appropriate.
- To undertake other duties as and when appropriate.
- To be responsible for the Church Street premises.

Working Conditions

To be confirmed

Direct Reports

Finance and Statistics Administrator

Approved by	
Signature:	Sophie Adam
Title:	Chair of Trustees
Date approved:	29.08.19
Date reviewed:	

Person specification

Criteria	Essential	Desirable
----------	-----------	-----------

SKILLS AND ABILITIES	<p>Excellent communication and interpersonal skills</p> <p>Ability to develop positive relationships, including with young people</p> <p>Ability to work with sensitive issues</p> <p>Excellent writing skills</p> <p>Ability to present written information in a structured and balanced way appropriate to the needs of the reader.</p> <p>Good level of excel, word and other Microsoft packages</p> <p>Ability to manage complex projects to meet targets and deadlines</p>	
QUALIFICATIONS	Educated to degree level or similar qualification	
EXPERIENCE	<p>Experience in managing resources and day-to-day budgeting and financial requirements</p> <p>Experience in management and support of teams</p> <p>Experience of fundraising</p> <p>Experience of project management</p> <p>Knowledge of evaluation and monitoring systems</p> <p>Good understanding of issues affecting young people and the ability to develop positive relationships with young people and to relate well with colleagues and the general public</p>	
PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS	<p>Willing to travel to other sites and to attend meetings</p> <p>Be a good team worker demonstrating loyalty and commitment to the organization and team members</p>	
VALUES AND BEHAVIOURS	<p>Able to communicate clearly and non-judgmentally with a calm and professional working manner</p> <p>Acts with clear boundaries and confidential working practices</p> <p>Shows tact, discretion and judgement</p> <p>Has a flexible approach and open to new ideas</p> <p>Able to communicate constructively, honestly and openly with colleagues and accept help from others</p> <p>Has a commitment to delivering an effective high-quality service</p>	

	<p>To have an interest in young people's welfare and keen to make a difference by supporting their mental health</p> <p>Committed to effective team working, by collaborating with colleagues</p> <p>Interested in developing self-knowledge and skill within the objectives of OTR</p> <p>Demonstrates a commitment to equality and diversity within OTR's service</p> <p>Demonstrates energy and enthusiasm for the work delivered by OTR</p>	
--	---	--

OTR reserves the right to vary or amend the objectives and responsibilities of the post holder at any time according to the needs of the Charity's activities. The above statements are intended to describe the general nature and level of work being performed by the post holder and are not intended to be an exhaustive list of all responsibilities, qualifications, skills, knowledge, experience, values and behaviour required.