



Job Description- Deputy Manager

Job Title:	Deputy Manager
Working Hours:	28 hours weekly: Mon-Thurs 9.30am to 5.00pm (incl. ½ hr lunch)
Salary:	£18,928
Reports To:	Manager
Summary Description:	To assist with the strategic development and operational management of CNCA. To manage the support functions of CNCA, notably the day-to-day running of the office and ongoing development of Neighbourhood Care Groups in the London Borough of Croydon.

Main Duties

- Line manage administrators and volunteers, ensuring smooth and effective day to day running of the CNCA office.
- Deputise for Manager in his/her absence.
- Prepare budgets, forecasts and financial information in support of funding applications and business development opportunities.
- Provide cover at meetings for Manager.

Office Manager:

- Ensure efficient and timely communication of events, meetings and activities to office staff and to ensure that the team's workloads are effectively managed and prioritised.
- Maintain accurate HR records for all staff and be self-servicing in relation to administrative duties
- Organise the AGM, Christmas bags appeal and any other events throughout the year
- Oversee staff recruitment process, including recruiting and managing any volunteers and provide induction for new staff
- Oversee and manage all charity contracts
- Ensure health and safety procedures are followed
- Ensure monitoring forms are completed by all staff
- Participate in common tasks such as opening and closing the office, handling general enquiries and providing appropriate cover for staff absences.
- Monitor and evaluate services, maintain records, collate statistical data and write reports as required.
- Organise all necessary meetings, forums and training events, maintaining up to date and accurate minutes and records of meetings.
- Design, update and maintain CNCA brochures and leaflets

This job description is an outline of duties to be performed. It will be subject to regular review and may be altered to meet the changing needs of the organisation. This will involve consultation with the post holder.

- Design, maintain and update CNCA website and oversee all social media accounts.
- Undertake any training relevant to post

Development Manager:

- Represent and publicise neighbourhood care groups in Croydon
- Work alongside the Manager to develop the support available to member groups, including expanding the opportunities to access external funding
- Provide appropriate support to member groups, facilitating meetings and maintaining regular contact
- Alongside the Manager, organise and advertise quarterly members' forums, including inviting guest speakers.
- Support the Manager in developing CNCA's funding strategy and volunteer strategy
- Prepare budgets, forecasts and financial information in support of funding applications and business development opportunities
- Work with the Manager to update and renew all charity contracts
- Ensure that matters relevant to neighbourhood care are passed on to member groups
- Develop and ensure distribution of up to date policies and procedures to promote good practice in neighbourhood care
- Ensure the proper organisation, publicity and smooth running of appropriate training programmes, as developed with other staff members and agreed with the Manager
- Oversee the sharing of information across the Borough to and from the member groups, by email, website and social media.
- Carry out other relevant tasks necessary within the scope of the post.
- On occasion work outside normal office hours

Competencies:

- Excellent IT skills
- Able to build strong working relationships
- Able to challenge existing practice
- Trustworthy
- A team player, ability to share responsibilities
- Help individuals achieve full potential

Person Specification

		Essential (E) or Desirable (D)
Knowledge/Qualifications	<ul style="list-style-type: none"> • Excellent IT skills • Excellent written and oral communication • Advanced knowledge of Microsoft Office (particularly Word, Excel and Publisher) • Local knowledge of Croydon • Awareness of issues affecting over 65s 	E E E D D
Experience	<ul style="list-style-type: none"> • Previous experience working in an office environment • Experience of managing staff and an office • Knowledge of QuickBooks • Experience dealing with general public • Experience working in the charity sector 	E E D E D
Aptitudes, Skills and Competencies	<ul style="list-style-type: none"> • Ability to update website/social media pages • Ability to work to set targets and schedules • Ability to prioritise workload and handle more than one task at a time • Can work independently and be a team player 	E E E E
Special Attributes and Personality	<ul style="list-style-type: none"> • Motivated to work in charity sector • Excellent time keeping skills • An understanding and respect for confidentiality • Able to work with tact and sensitivity • Reliable and trustworthy • Self-motivated and enthusiastic, with a flexible and positive approach 	E E E E E E
Special Conditions	<ul style="list-style-type: none"> • The post holder may be required to work outside of normal office hours on occasion, with due notice • The post holder will need to undergo an enhanced DBS check 	