



**Post:** Charity Support Manager

**Reporting to:** Charity Development Lead

**Hours:** 22.5 hours per week

**Salary:** £26k - £29k pro rata

**Base:** Europa House, 115 Charles Street, Milford Haven, SA73 2HW

### **JOB PURPOSE**

Sandy Bear Children's Bereavement Charity is a new, micro-charity based in Pembrokeshire with ambitions to grow and extend the service right across Wales. We believe that every bereaved child should have access to our service and not suffer through the loss of a loved one.

Formerly part of the NHS, we are very fortunate to have an experienced team and Board of Trustees and an established service provision alongside good working relationships with other local and national organisations. Since opening our doors in mid-2018, we have received over 150 referrals.

The purpose of this role is to ensure consistent charity operations both now and in the future. The role is diverse and covers ensuring the smooth day-to-day running of the charity, including the development of operational procedures and capturing relevant data (GDPR compliant) to aid charity functions. It will also involve volunteer and event management.

The role will support the Charity Development Lead to research and evaluate various options for expansion across other geographical areas in the future, working with key partners. To this end, stakeholder relationship development and management experience would be beneficial.

In addition, the role requires stewardship of key stakeholders including volunteers, donors, grant makers and fundraisers.

The ethos of Sandy Bear Children's Bereavement Charity is:

- To provide support that encourages open communication within the family, both pre and post bereavement, and fosters resilience in bereaved children and young people
- To provide information for bereaved families about grief and help them understand some of the feelings they may experience
- To find ways of remembering the person who has died, whilst coping with the challenge of adjusting to living a changed life
- To provide families with the opportunity to meet others with similar experiences in a safe, non-threatening environment
- To provide support for those in contact with bereaved families in the course of their work



## **PRINCIPAL RESPONSIBILITIES**

- Manage and support the delivery of priorities identified in the Sandy Bear Charity Plan
- To be knowledgeable of all relevant policies and services of Sandy Bear
- Be a highly professional first point-of-contact to all who reach out to our charity
- To develop and standardise procedures and databases to ensure that we capture relevant information consistently
- Manage the office (including health and safety obligations)
- Working with both the Charity Development Lead and Clinical Leads to create toolkits of our operational procedures such as volunteer training and session delivery
- Conduct research and produce relevant reports to share with Sandy Bear Team and Board
- To support profile raising and fundraising through the development, delivery and evaluation and key events (including venue selection, operational management, delegate management, communications, event running and evaluation)
- To assist with the management and stewardship of volunteers, including recruitment, recording, upkeep of record and regular contact
- Provide co-ordination on grant claims and reporting to support Charity Development Lead where necessary
- Other duties of a similar level as required

## **GENERAL TERMS AND CONDITIONS**

### **Equal Opportunity**

All employees must comply with Sandy Bear's Equal Opportunity Policy and must not discriminate on the grounds of race, colour, nationality, ethnic or national grounds, sex, marital status, disability or any other grounds which cannot be shown to be justifiable.

### **Health and Safety**

All employees are subject to the requirements of the Health & Safety at Work Act. The post holder is required to ensure that his/her work methods do not endanger themselves or others.

### **Data Protection/Confidentiality**

All employees are subject to the requirements of the Data Protection Act 2018 and must maintain strict confidentiality in respect of client and staff records and information.

### **Variation**

This job profile is not intended to be a complete list of duties and responsibilities but as a guide for information and may be reviewed in the light of evolving needs and as part of an individual's personal development plan. Any changes will be made following discussion with the post holder.



## PERSON SPECIFICATION

REQUIREMENTS	ESSENTIAL	DESIRABLE
EDUCATION, TRAINING AND DEVELOPMENT	<ul style="list-style-type: none"> <li>Qualified to degree level in relevant discipline</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with children and young people</li> <li>Working knowledge of the third sector in Pembrokeshire</li> </ul>
KNOWLEDGE/ EXPERIENCE	<ul style="list-style-type: none"> <li>Relevant experience of building rapport with broad range of stakeholders</li> <li>Event Development, Management and Delivery experience</li> <li>Experience of working with voluntary services</li> <li>Strong IT skills (Excel, Word, PowerPoint, database management)</li> <li>Budget Management Experience</li> </ul>	<ul style="list-style-type: none"> <li>Relevant experience of working in the fields of stakeholder management and stewardship</li> <li>Experience of report writing for Board level</li> </ul>
SKILLS AND ABILITIES	<ul style="list-style-type: none"> <li>Ability to work alone and within a multidisciplinary team</li> <li>Demonstrable experience of excellent communication skills (verbal and written) and highly developed organisational skills</li> <li>Decision-making and problem-solving ability</li> <li>High level of discretion and confidentiality</li> </ul>	
PERSONAL QUALITIES	<ul style="list-style-type: none"> <li>Highly motivated</li> <li>Relates well to children and adults</li> <li>Positive attitude, energy and drive</li> <li>Passionate about the support needs of bereaved families</li> <li>Ability to work under pressure</li> </ul>	
OTHER REQUIREMENTS	<ul style="list-style-type: none"> <li>Flexible to work evenings and weekends, and occasional overnight as required</li> <li>Current driving license / own vehicle</li> </ul>	

*Job descriptions and Person Specifications are subject to change from time to time to remain in line with charity needs.*