



<b>JOB TITLE</b>	NEWCIS Customer Service & Events Manager
<b>SALARY</b>	£27,358 plus pension contribution
<b>HOURS</b>	37 hours per week.
<b>DURATION</b>	to March 2021
<b>EMPLOYER</b>	NEWCIS
<b>REPORTING TO</b>	CEO
<b>LOCATION</b>	NEWCIS Offices Denbighshire, Flintshire & Wrexham

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#### **PURPOSE OF ROLE:**

To work as part of the Management Team taking a lead with customer service and co-ordination of carer events and activities which will also involve activities with Young Carers. Organisation of the calendar of activities and events for the year in line with the organisational expectations working with the operations managers to ensure staff, volunteers and resources are available. Refresh and develop the fundraising strategy in conjunction with the management team and take a lead working with the volunteers across the three counties.

Supporting delivery of an equitable service to carers, young carers and volunteers across the three local authority areas.

#### **MAIN DUTIES AND RESPONSIBILITIES:**

1. As a member of the management team you will refresh the communication and fundraising strategy. Leading the overall development of NEWCIS events, fundraising, marketing and communications within the organisation working with the communications officer.
2. Managing and coordinating events will require you to work with the operations managers and the CEO to ensure adequate resources, staff and volunteers are available to facilitate successful activity, working to the companies Health & Safety policy and ensuring that carers and Young Carers receive good customer service.

3. Build, maintain and manage volunteer activities within our local communities to raise awareness of the charity, supervising the volunteer/fundraising administrator and other appropriate posts within the organisation.
4. Working to agreed targets manage prospective funding providers and new funding streams, writing and submitting funding applications and reports to donors ensuring communication with donors is ongoing.
5. Managing and developing relationships with existing and prospective significant donors and Supporters who support the fundraising team and volunteers.
6. Exploring new fundraising ideas with volunteers and working with the social enterprise.
7. Lead on the further development, alongside the trustees to develop and promote a legacies program.
8. Managing and preparing management reports on fundraising activities.
9. In conjunction with the CEO, manage the fundraising budget and targets.
10. Maintaining and ensuring confidentiality over personal information relating to individual users of NEWCIS and company information as per the General Data Protection Regulation Act 2018.
11. It is a management duty to implement and monitor all Health and Safety processes within the company and assist with key holder duties.
12. To undertake any other duties as reasonably requested by the CEO.

## **COMMUNICATIONS:**

Communication with carers, potential funders, staff and volunteers is an essential part of the post to ensure good customer service is achieved, this includes updating the NEWCIS data base ensuring that relevant staff can access data.

Work with the management team and staff in the co-ordination and production of communications, including digital newsletters, posters, advice literature, press releases and publicity materials as required by the post when facilitating services for carers.

## **GENERAL**

Teamwork is essential to the smooth running of the organisation and all members are required to play an active part. Staff duties include helping to maintain cover in the office, dealing with calls from carers and following all the policies and procedures of the organisation. Everyone has a responsibility to work co-operatively and in collaboration with all members to ensure that the organisation meets the requirements of the service level agreements it has entered into.

Due to the nature of the job and organisation, some evening and weekend work will be necessary for which time off in lieu can be taken.

## **LOCATION**

The role is based at the Carer Centre in Mold, however the jobholder will be required to travel to Denbighshire and Wrexham to work from the Wrexham and Rhyl offices, as such a current UK driving licence and access to a vehicle or access to equivalent transport is required.

This job description sets out the main duties of the role as at the date it was drawn up. These may vary from time to time without changing the general character of the role or the level of responsibility entailed. It is expected, therefore, that the jobholder will undertake any other duties commensurate with the grading of the post as allocated through line management.

### **NEWCIS AS AN EMPLOYER**

NEWCIS is an equal opportunities employer.

### **FURTHER RESPONSIBILITIES**

To support the activity and ethos of the charity.

To stay up to date with developments and attend such training courses as agreed.

Such other duties as NEWCIS may require from time to time.

Flexibility to work in other locations on an occasional basis as required

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### **FLEXIBILITY STATEMENT**

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

You will be subject to annual performance reviews which will incorporate a review of these duties and performance over the year.

### **CONFIDENTIALITY**

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. To ensure that all information relating to the above is processed in accordance with the General Data Protection Regulation Act 2018.

### **COMPETENCE**

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

### **RISK MANAGEMENT**

It is a standard element of the role and responsibility of all staff within the Charity to fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

## HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

## PERSON SPECIFICATION

	<i>Essential</i>	<i>Desirable</i>
<i>Experience &amp; Knowledge:</i>		
Good level of education to degree level or equivalent experience in events/volunteer management	*	
Experience of managing staff and volunteers in line with fundraising strategies & activities within a charity.	*	
Evidence of achievement of substantial voluntary income from lottery, trusts and foundations		*
Experience of drafting project budgets and managing a fundraising budget.	*	
First class presentation and writing skills, including preparation of fundraising materials and donor reports	*	
Experience of dealing with and addressing challenging issues.	*	
Experience of work with major donors, building relationships, successfully asking for major gifts and retaining their support and interest. Experience of fundraising from corporates.	*	
Experience of using computer based information sources and internet .	*	
<i>Skills:</i>		

Clear and Distinct communication skills (both written and verbal)	*	
Strong attention to detail & Excellent time management	*	
Ability to think strategically, flexibly and creatively about fundraising potential and contribute to developmental strategic planning	*	
Evidence of multi-tasking and prioritising workload to meet deadlines	*	
Ability to speak Welsh		*

**Attributes:**

A team-worker skilled at working constructively with colleagues and project partners	*	
Flexible approach and able to change in line with business need including flexibility to hours of work	*	
<b>Personal:</b>		
Excellent interpersonal and organisational skills & ability to initiate work and provide a constructive, problem solving approach to tasks.	*	
Able to attend out of hours meetings and to travel and have access to a car.	*	
Post may be subject to an enhanced DBS check.		*