

MERTON MENCAP

Job Description

Head of Community Engagement and Deputy CEO

Title	Head of Community Engagement and Deputy CEO
Responsible to	Chief Executive Officer and Executive Committee
Direct Reports	Project team Leaders (approximately 3-6 people)
Overall responsible for	Up to 80 paid employees and 40 volunteers who are managed directly by the team leaders.
Hours	35 hours per week
Salary	£30,000 - £33,000 (depending on experience) + Pension
Place of Work	Merton Mencap head office, travelling to other venues as required by the role
Start date	September 2018

Job Purpose

1. Deputise for CEO of Merton Mencap as required providing the leading voice for people with a learning disability or autism and their parents or carers in the borough. Working as part of the leadership team, inspire the organisation to enable all people with a learning disability to be valued equally, listened to and included, with a range of services to support them to live full and rewarding lives.
2. As the Community Engagement lead, and in conjunction with the Chief Executive, build sustainable and impactful partnerships that promote our vision, and engage practical and financial support for our campaigning and the delivery of our services.
3. As a deputy CEO, this role will have the expertise and credibility to liaise at the most senior levels with key stakeholders, and negotiate and manage relationships effectively.

Key Accountabilities

Business Planning & Strategic Leadership

1. Contribute to and support the Chief Executive and Board of Trustees in the development, review and delivery of the Business Plan for the charity.
2. Provide analysis, insight and report on key performance indicators within your scope of responsibility that are critical to the achievement of the charity's vision and the delivery of the projects.

Community & Stakeholder Engagement

Partnership & Collaboration

3. Develop relationships and seek ongoing support from local council, key opinion formers, local business and other organisations for the sustained delivery of our projects and the broadening of our campaigning impact. In conjunction with the Chief Executive, represent Merton Mencap on forums and council meetings.
4. Broaden the impact of the Community For Life project in particular, securing support from key stakeholders to provide volunteers or specialist staff to support our projects.

5. Represent Merton Mencap at networking events and key meetings (e.g. Chamber of Commerce, Involve, Council meetings) to promote our vision, our projects and ensure that the user's voice is represented. Seek out and share best practice to enhance our work.

Volunteer Promotion and Recruitment

6. Develop and regularly review a Volunteer Strategy, building and sustaining a team of committed, high calibre and reliable volunteers.
7. Develop relationships with local organisations to provide volunteering and work experience opportunities for people with a learning disability and autism.
8. Recruit, develop and retain volunteers, ensuring their full integration to the team, that they are motivated and committed to the vision of Merton Mencap and can deliver volunteering services to our service users to an exemplary standard.
9. Develop strong relationships with local organisations and stakeholders, to recruit volunteers and staff and encourage collaborative working.
10. Advertise volunteering opportunities externally, to promote Merton Mencap as a "volunteering employer of choice". Generate interest and traction for volunteering via website, social media and other traditional marketing methods.
11. Manage the end to end recruitment and induction process for volunteers, ensuring compliance with standards and legal requirements, including DBS disclosure and reference checks, whilst ensuring a professional and engaging experience for each applicant.

Volunteer Management

12. Ensure high quality training, and ongoing development for all volunteers at Merton Mencap and, where necessary, their ongoing development and transition plans.
13. Remotely manage the volunteer team via the team leader network and ensure excellent communication, engagement and the high quality of delivery is sustained.
14. Ensure all volunteers and direct reports fulfil their legal and regulatory responsibilities including, but not limited to, safeguarding, information security, financial integrity and controls, and adherence to up to date policies and procedures.
15. Ensure that targets are met in accordance with the Big Lottery Funding for a Community Engagement Officer / Lead and provide quarterly reports to the Board of Trustees.

Compliance & Financial Performance

16. Have a working knowledge of and good understanding of the financial position of each of the charity's projects and take an active role in the Financial Governance Process (see attached).
17. Within scope of responsibility, ensure compliance with General Data Protection Regulations 2018.
18. Within scope of responsibility, take an active role in the identification and management of risks.

Supplier Management

19. Manage ICT Support suppliers, (Premier Services) ensuring their service delivery levels are maintained and monitored for the efficient running of IT services at Merton Mencap.
20. In conjunction with Lamplight Software Supplier, ensure a project plan is developed and manage the supplier to this plan during the implementation of new CRM software to Merton Mencap. Work across teams to update and map processes to integrate Lamplight. Co-ordinate a user group implementation team and ensure Lamplight

deliver on their project implementation plans. Become a super user for Lamplight software.

21. Proactively maintain awareness of ICT trends, products and risks to ensure MM systems operate economically, efficiently and securely.

General

22. Maintain awareness of policy and campaigning issues and developments relevant to MM and be ready to deputise for the CEO in, and contribute to, promotion and communication of MM's approach.
23. This job description is not an exhaustive list, and you may be required to undertake any training that may be required to be able to fulfil the duties described above, and other reasonable duties as requested by the CEO and/or Executive Committee which are commensurate with the level of responsibility attached to this post.

MERTON MENCAP

Person Specification

Head of Community Engagement & Deputy Chief Executive Officer

Knowledge and Experience

- Previous experience developing and evaluating a volunteering strategy and effectively managing and motivating a team of remote based volunteers.
- Experience managing, developing and motivating a small team of direct reports.
- Extensive experience of working with, and engaging volunteers across a wide geographical area.
- Previous experience of stakeholder engagement, including local authorities, colleges, universities and businesses with proven success in building productive relationships that generate exposure, support, and sustainable income.
- Creativity and vision for how partnerships can deliver mutual benefit beyond income.
- Previous experience engaging with and lobbying local authorities.
- Previous experience in the financial management of projects including budgeting and progress.
- General knowledge of accounting practices and controls.
- Previous charity experience ideally in an organisation that works with vulnerable adults and children, with the understanding of safeguarding and compliance matters essential to this.
- Experience using social and digital media channels to enhance and facilitate volunteer and stakeholder engagement.
- Proven experience of successful corporate fundraising and campaigning with an excellent understanding of effective fundraising streams to pursue for project based services.
- Ability using a CRM database is essential, Lamplight desirable.
- Experience implementing a new CRM platform would be advantageous.

Skills & Abilities

- Has an understanding of, and is inspired and passionate about, the vision and values of Merton Mencap.
- A “people” person, and skilled networker, with a good understanding of UK / local public policy in the provision of education, social care and support services for those with learning disabilities.
- Confidence to liaise with and navigate local government, businesses and academia to make an impact and fulfil charitable objectives.
- Advanced level of communication, both oral and written and at all levels.
- Highly skilled negotiator, with the ability to build genuine, credible and enduring relationships with key stakeholders.
- Ability to analyse and interpret a set of charity accounts and manage a budget.
- Highly organised and detail conscious.
- Good IT skills, proficient in the use of Microsoft Office packages.

- Good level of written English, and ability to proof read own work.
- Excellent project management skills
- Versatility and entrepreneurial flair is also helpful to allow for the swift and effective response to the demands and priorities of our service users and local authorities.

Personal Qualities

- Credibility at all levels.
- Confident and engaging with a challenging yet constructive approach to the provision of services.
- A high degree of personal organisation and self-management, with the ability to prioritise, multitask and work to deadlines.
- Highly confidential.
- Ability to work well with others as part of a small team
- Trustworthy and honest
- A self-starter with the ability to take appropriate initiative and work independently, but working closely and collaboratively with the Chief Executive and Trustee Group.

Qualifications

- Qualified to NQF/QCF/FHEQ Level 6 or higher or a willingness to train and obtain this level of qualification

Financial Governance Process at Merton Mencap

Job Title	Prescribed Responsibilities	Responsible to
Trustee Board	<ul style="list-style-type: none"> • Ensuring the Board and Committees meet regularly, fostering open and challenging discussion; and providing independent oversight of executive decisions and financial reporting. • Maintenance of the independence, integrity and effectiveness of the whistleblowing procedures, and the protection of staff raising concerns in connection with any matter, including financial. • Oversight of the organisation’s remuneration and expense policies and practices. • Oversight of the assessment of the organisation’s risk and solvency assessment. 	Chair of Trustees
Treasurer (Trustee) (NEW)	<ul style="list-style-type: none"> • Monitoring that the financial affairs of the organisation are legal, constitutional and within accepted accounting practice. • Provide expertise in the assessment of the organisation’s risk and solvency assessment. • Provide insight and analysis to Board of Trustees on the financial status of the organisation, highlighting any areas of concern in the short, medium and long term • Lead on and provide a report on internal audits • Chair of Finance Committee. 	Chair of Trustees
Chief Executive Officer (AW)	<ul style="list-style-type: none"> • Leading the financial culture and standards of the organisation. • Ensuring the production and integrity of the organisation’s financial and regulatory reporting through team. • Ensuring the allocation of the organisations financial resources in accordance with agreed budgets and funding, and the monitoring of this. • Ensuring the organisation’s risk and solvency assessment. • Ensuring that all employees performing financial roles within the organisation are fit and proper and hold the appropriate qualifications and experience to do so. • Induction, training and professional development for all the organisation’s key financial function holders; • Active participant of Finance Committee 	Board of Trustees

	<ul style="list-style-type: none"> • Provide an up to date report and insight to the Board on the financial status of the organisation and each of its projects. 	
Deputy Chief Executive (NEW)	<ul style="list-style-type: none"> • Being able to deputise for the Chief Executive in their absence. • Oversight and understanding of the financial status of the organisation and each of its projects. 	
Finance Committee	<ul style="list-style-type: none"> • Chairperson – Treasurer (Trustee) • Chief Executive • Deputy Chief Executive • Management Accountant • Office Manager • Additional Trustee <p>Purpose: to meet quarterly before ECM meeting to review and agree quarterly financial information, and tracking against budget and funding streams. Report on financial performance of each project and highlight to Board of Trustees any areas of concern and agree action plan to resolve issues.</p>	Board of Trustees
Management Accountant (MJ)	<ul style="list-style-type: none"> • Embed the organisation’s culture and standards in its day-to-day management • Prepare end of year statutory accounts • Prepare quarterly management accounts • Bi monthly meetings with Chief Executive and Office Manager to review and draw together the financial summary and assess each project’s financial performance. • Preparation and tracking of budgets • Active participant of Finance Committee 	Chief Executive
Office Manager (NL)	<ul style="list-style-type: none"> • Input into and reporting from Sage Line 50 • Processing of payroll and expenses • Accounts payable and receivable. • Petty cash • Bank reconciliations • Banking • Active participant of the Finance Committee including preparation of minutes 	Chief Executive