



We're delighted that you're considering applying for this position with Together Dementia Support

- The closing date for applications is **10am Monday 22 February**
- Interviews will be held on **Monday 1st March**
- To apply please complete the **Application Form and Equal Opportunities Monitoring Form** to: admin@togetherdementiasupport.org
- If you would like to find out more about this vacancy please contact CEO, Sally Ferris, initially via e-mail at the address above

Together Dementia Support is a registered charity that was set up in 2014 to provide support and social opportunities for people living with dementia and their family carers. It has grown steadily in size and reputation over six years and aims to continue providing high quality services and influencing positive change for all people affected by dementia. (For more information see our website: www.togetherdementiasupport.org or our Facebook page: facebook.com/togetherdementiasupport)

Our Vision

Everyone living with dementia and their carers has access to support, friendship, stimulating activities, and has their voice heard.

Our Purpose

- To improve the quality of life for people living with dementia and their carers in Manchester and Trafford, through the provision of high-quality activities and opportunities for friendship and mutual support.
- To amplify the voice of people living with dementia and carers, and showcase their talents, enabling them to participate in research and influence the provision of dementia services and care in Manchester and beyond.
- To increase awareness and understanding of dementia and reduce stigma, through information provision, training and developing a growing community of volunteers.
- To work with our partners, using our collective expertise to improve services and support for people living with dementia and their carers.

Our Values

Our work is underpinned by these core values:

- We listen, learn and co-create our services with people living with dementia and their carers:
- Our services are high quality, creative and innovative.
- We are Inclusive and accessible
- We collaborate to increase our impact

Job Description

Job Title: **Business Support Manager**

Responsible to: TDS CEO

Responsible for: Management of the support functions of TDS including managing a small administrative team, data management, external communications, administrative processes, management of volunteers, and providing support to the CEO.

Contract: Permanent

Probation period: 3 months

Hours: Full time (35 hours a week). Normal working hours are 9-5pm unless otherwise agreed with the CEO

Location: Based at The Kath Locke Centre, 123 Moss Lane East, Moss Side M15 5DD.

Salary: £23,000- £27,000 depending on experience and performance
+ 3% pension contributions

Expenses: Mileage claimed at 45 pence per mile

Annual leave 23 days per annum and 8 Public Holidays, rising to 25 after 3 years in post

Job Summary

As the Business Support Manager, you will work closely with the CEO. You will be responsible for managing the administrative business of TDS and our admin staff/volunteers. You will manage the recruitment and ongoing management of volunteers and drivers. You will contribute to the charity's development and growth.

Business Management:

- Manage the administrative team which currently includes Finance/Administration Assistant and Admin Volunteers
- Manage our new CRM, Charitylog, ensuring that data is input correctly
- Take responsibility for our reporting to stakeholders and funders
- Take responsibility for external communications (bulletins, social media and website), petty cash, and any other tasks as appropriate
- Contribute to the development of business planning ensuring that the staff team set and meet targets for outputs and outcomes and that feedback is analysed and used to inform ongoing work
- Manage the annual member satisfaction survey, collate the data and draw up action plans based on the outcome
- Support the staff team with I.T. issues, providing occasional training and signposting to (or liaising with) Bytesize where appropriate
- Assist with keeping policies and procedures up to date and work with the team to ensure compliance
- Collate outcomes from completed projects and use this learning to inform future proposals

Volunteers:

- Take the lead in recruitment, induction, training and management of volunteers to ensure an optimum level of well-motivated volunteers.
- Identify and work with a team of lead volunteers
- Support Dementia Group Leaders by overseeing the involvement of volunteers at each group, filling volunteer vacancies, ensuring reliable attendance, and planning supervision and training for them

Support to CEO:

- Support the CEO in drafting proposals for funding through tenders, grants, sponsorship and commissions
- Support the CEO in building collaborative relationships with other local organisations, developing joint funding proposals where this will add value

General Responsibilities

- Take responsibility for personal learning and development and support the learning and development of your team
- Pay due care and attention with regards to health and safety at all times, in line with our Volunteering Policy and Health and Safety Policy;
- Work in accordance with all TDS policies, including safeguarding, equality and diversity, GDPR and confidentiality
- Undertake other tasks, duties or projects which may arise from time to time, which are commensurate with the general level of this post and as directed by the CEO.

Person Specification

		How Assessed
Knowledge and experience		
Experience of managing a small team	Desirable	Application and interview
Experience of working on own initiative with minimum supervision	Desirable	Application and interview
Good practical knowledge and use of IT packages including Microsoft Office, databases, email and social media	Essential	Application and interview
A good standard of education with evidence of professional development.	Essential	Application
Good understanding of GDPR	Desirable	Interview

Good knowledge of social media and other tools for promoting the work of the charity	Desirable	Application and interview
Skills		
Ability to manage large amounts of data and ensure efficient and accurate data collection and reporting	Essential	Application and Interview
Project management skills to prioritise tasks and manage time effectively to meet deadlines.	Essential	Application and Interview
Strong verbal and written communication skill	Essential	Application and Interview
Ability to motivate and lead staff and volunteers	Essential	Application and Interview
Strong numeracy	Essential	Application and Interview
Other		
Entitlement to work in the UK.	Essential	
An interest in and commitment to the aims of the charity	Desirable	Application and interview