

**JOB OPPORTUNITY**

**Team Manager - Part-time £15 per hour**

A unique opportunity to work with a local charity which seeks to reduce the social isolation of older people who are lonely or housebound and to alleviate financial hardship. A small charity making a big impact on the older community in Elmbridge.

**About CHEER**

CHEER is a small, but busy, local charity based in Claygate, which has been working for the benefit of older people for over 65 years. A team of three part-time staff deliver a range of services including:

- home visits to evaluate eligibility for benefits and other needs

- a one-to-one befriending service

- a range of social events

They are supported by a board of trustees and a team of approximately 50 volunteers.

**The role**

Skills and experience:

- ability to co-ordinate and organise the core services, working with the existing team to deliver these in a friendly and professional manner to clients

- experience of working with older people

- ability to work within a team but comfortable with working independently

- organised, methodical and able to manage the workload of the team

- good communication skills, both verbal and written

- ability to manage a team of volunteers

- sound IT skills, with proficiency in all Microsoft Office applications

**Personal attributes**

- empathetic and a good listener

- good inter-personal skills and the ability to deal with a wide range of stakeholders with confidence and assurance

- a flexible and energetic approach to a wide range of interactions

- an interest in issues surrounding "ageing well"

The successful applicant will be working in a small, dedicated, friendly team located in Claygate's Centre for the Community. It is a varied, interesting and, most importantly, a satisfying and worthwhile role which improves the lives of older people in Elmbridge. Visit the website cheer-elmbridge.org.uk for more information on what CHEER achieves.

Location: ​​Claygate, Surrey; with a requirement to travel within Elmbridge

Hours: 25 hours per week covering at least 4 days a week

Holiday entitlement: 15 days plus bank holidays

Salary: £15 per hour paid monthly

Essential requirements:

- driving licence and use of a car

- an enhanced DBS check

Please see the full job description below.

If you wish to apply for this position please forward your CV to Jill Ainsworth, Vice- Chair of CHEER, at jobs@cheer-elmbridge.org.uk. You may also like to add a covering note saying why you would suit this role.

Expiry date for applications is 13 June 2019

**JOB DESCRIPTION**

**TEAM MANAGER**

**Role and Responsibilities**

- Lead and work with the team to deliver core services

- Co-ordinate the activities of the charity and manage the workload of the team

- Lead on the management and recruitment of volunteers

- Carry out home visits to clients to evaluate their needs, provide advice and complete benefits forms

- Support the befriending service by visiting clients and matching them with a suitable volunteer

- Plan and help to run a calendar of social events

- Maintain records and data for reporting and evaluation purposes

- Attend board meetings and produce regular management reports

- Deal with incoming enquiries via telephone and email, signposting to other agencies as appropriate

- Maintain and update the charity's policies and procedures

- Assist with marketing and publicity

- Help with fundraising

- Work in partnership with other organisations to deliver our services

The ideal candidate:

- will be empathetic and able to relate to older people.

- will treat clients with sensitivity, compassion and patience but maintain a professional approach at all times.

- will be aware of issues relating to the care and welfare of the older community and keep abreast of policies and initiatives arising from central and local government and the charitable sector

- will be comfortable meeting with and talking to a wide range of stakeholders

- will be well-organised with good administrative, management and communication skills

- will have sound IT skills, with proficiency in Microsoft Office applications.