



# Manager (Chief Executive)

Appointment brief • March 2026

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# About us

**Chorlton Good Neighbours (CGN)** is a small, well-loved neighbourhood charity with roots stretching back to the late 1960s. For more than fifty years CGN has worked quietly but impactfully to reduce loneliness and help older people in Chorlton and adjacent areas of Manchester to stay connected, active and supported in their later lives. Our work is deliberately local, practical and neighbourly: it combines 1:1 befriending and home visits with a broad programme of weekly activities, regular social events, practical assistance and occasional trips out - all delivered by an extraordinary group of volunteers, supported by a small paid team headed by the Manager (Chief Executive).

## **Our history & identity**

CGN grew from grassroots community activism into a steady, trusted civic resource. That continuity - exemplified by long-serving volunteers and staff - is one of CGN's greatest assets. The organisation has become embedded in local life: it is recognised by residents, councillors, health professionals and local voluntary groups as a place where older people meet friends, get practical help and engage in community life.

## **What we do**

CGN runs a wide range of services designed to meet differing needs and interests: befriending and home visits; transport to activities; odd-jobs support; weekly coffee mornings; singing, drama, art and gardening groups; exercise classes; digital drop-in sessions; monthly Sunday teas; history talks and day trips. CGN also hosts an intergenerational Tuesday group for parents and young children. Activities combine social connection with opportunities to learn and contribute and are run in a spirit of welcome and informality. The organisation rents space from Wilbraham St Ninian's Church for its office and activities and relies on longstanding relationships with local partners and funders.



## People & volunteers

Our work is delivered by a team of volunteers, paid facilitators, and three part-time staff, led and supported by the Manager (Chief Executive). In 2024–25 CGN supported 474 people in total; over 89 received 1:1 support from 43 volunteers and two community staff, and around 180 residents received support with mobile phone and laptop enquiries from the digital drop-in team. Volunteers often report that their role develops their skills and gives them a sense of purpose; many older volunteers carry out substantial responsibilities as trustees, comperes and activity leads. Paid facilitators provide weekly classes such as drama and exercise and enable group activities like arts and crafts sessions. Three part-time staff provide extensive home visiting services and assistance to the Manager (Chief Executive) in delivering CGN activities.

## Values & strategy

CGN's guiding values are localism, mutual support, care, dignity in later life, inclusivity and accessibility. The organisation is aligned with Age-Friendly principles and increasingly promotes environmental awareness through small 'green' initiatives (on-site recycling, clothes donations, awareness sessions). Current strategic priorities discussed by trustees and staff include reducing social isolation, improving mental health and resilience, widening 'green' literacy among members, and improving access to quicker support through closer partnership working with statutory services.

## Governance & leadership

CGN is governed by a trustee board committed to stewarding the charity's community mission. The board works closely with the Coordinator - the role being retitled as Manager (Chief Executive) to better reflect responsibilities - and a small paid part-time team to maintain delivery and compliance. It meets monthly, and in various sub-committees and ad hoc sessions. Trustees are active in governance tasks including, policy updates, safeguarding oversight, annual reporting and lease negotiations.



## **Funding & partnerships**

CGN receives core support from Manchester City Council (previously from Supporting Communities Fund, and from 2026, Our Manchester Voluntary and Community Sector, or OMVCS grant funding 2026–29) and Community Lottery Fund, alongside donations, legacies and contributions from local businesses and individuals. We benefit from practical partnerships too - for example, activity space at Southwest Manchester Cricket Club, allotment support and donations from local shops including the nearby Morrisons supermarket. Funding is a mix of restricted and unrestricted grants and modest earned/voluntary income (entrance fees, raffles, small donations). Our funding model combines public grants with community fundraising and local partnerships.

## **Financial position**

For the year ending 31st March 2025 CGN recorded total income of c.£130,611 and expenditure of c.£119,061, producing an operating surplus which was offset by market-linked unrealised losses on investments. Total funds carried forward were c.£514,638. We hold a significant portion of our assets in investments and retain a healthy cash balance to manage operational needs.

## **Strengths & challenges**

Our strengths are deep local trust, a committed volunteer base, a diverse activity programme and strong relationships with local decision-makers and funders. Key challenges include heavy dependency on the Coordinator for institutional knowledge and day-to-day decision-making; a paper-based office culture; a national trend of declining formal volunteering; periodic reductions or time-limited funder support (for example, some exercise class funding ended in September 2025); and the operational risks that flow from shared community premises rather than dedicated facilities.

## **What candidates should expect**

Following many years of dedicated leadership from the Coordinator, Helen Hibberd MBE, we are now seeking to appoint her successor in the renamed Manager (Chief Executive) role to continue and build upon this important work. Prospective leaders should prepare for a hands-on, highly relational role in a community setting. The work is practical rather than corporate: it rewards empathy, organisation, diplomacy and plain-speaking. The incoming Manager (Chief Executive) needs to steward CGN's traditions while helping to professionalise a small set of systems (financial controls, safeguarding, documentation and succession planning) to ensure long-term resilience.





## What success will look like for our next Manager (Chief Executive)

### 1 year from appointment:

- **Seamless transition and continuity of services** - activities continue without disruption and members report confidence in CGN's stability.
- **Effective handover and team strengthening** - a documented handover completed, a part-time assistant has been recruited (or recruitment underway with clear timetable) and staff/volunteer roles clarified.
- **Basic systems in place** - proportionate financial controls, safeguarding procedures, IT and data storage infrastructure and accessible operational guides further developed and being used by staff and volunteers.
- **Volunteer recruitment and support improved** - additional befriending volunteers recruited, regular check-ins/training (in-house, and where needed, from external providers) scheduled and volunteer retention across all activities continues to be stable
- **Positive funder and partner engagement** - relationships with Manchester City Council, core funders and key local partners are reinforced and at least one multi-month funding/bid outcome secured or progressed.

### 5 years from appointment

- **Sustained, diversified income and secure premises** - a resilient mix of funding (grants, donations, local partnerships) in place and lease arrangements or equivalent long-term facility arrangement are secured.
- **Reduced operational dependency on individuals** - comprehensive, up-to-date process documentation and succession plans reduce single-person risks across roles.
- **Stronger community reach and impact** - measurable increases in people supported, reductions in reported loneliness for service users, and broadened participation across Chorlton & Whalley Range.
- **Volunteer programme is resilient and development-focused** - a steady pipeline of volunteers, regular training, clear progression pathways and many volunteers contributing to governance and delivery.
- **A modern, locally trusted organisation** - CGN combines its neighbourly identity with proportionate professional systems, continues to be recognised by partners for reliability, and is well positioned to adapt to future needs while preserving its community culture.



### Find out more:

- CGN official website: <https://chortongoodneighbours.org/>
- Charity Commission - Chorlton Good Neighbours (charity details): <https://register-of-charities.charitycommission.gov.uk/en/charity-search/-/charity-details/1013285/contact-information>
- Short videos and member stories (as shared by CGN):
  - <https://youtu.be/k-8XH0qYn3M>
  - <https://youtube.com/shorts/pD1QT7VS-NI>
  - <https://youtube.com/shorts/Lupu2AAeKok?feature=shared>
  - <https://youtube.com/shorts/Vlh0SPsg2Lk>
  - <https://www.youtube.com/watch?v=YyeFSr3I1FE>

# Job description

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## **Role: Manager (Chief Executive) - Chorlton Good Neighbours**

**Location:** Wilbraham St Ninian's Church, Egerton Road South, Chorlton, Manchester (M21)

**Reports to:** Board of Trustees

## **About Chorlton Good Neighbours**

Chorlton Good Neighbours (CGN) is a longstanding, locally rooted community charity, working to reduce loneliness and support older people across Chorlton and adjacent neighbourhoods. CGN runs befriending and home visit services, transport, weekly activities (coffee mornings, exercise classes, arts & crafts and other groups), monthly Sunday teas, day trips and an intergenerational Tuesday group. Our work is delivered by a team of volunteers, paid facilitators, and three part-time staff. CGN's vision is a neighbourhood where older people can have a meaningful, enjoyable and valued later life.

## **Purpose of the role**

This is a hands-on role: alongside strategic stewardship you will spend much of your time organising, supporting and supervising volunteers, facilitators and a small team of part-time staff, and ensuring smooth day-to-day delivery of services. At the same time, the Manager (Chief Executive) is the public-facing leader and visionary driver of CGN. You will steward a vital community organisation through a period of planned transition, preserving the strengths that have sustained CGN for decades while introducing proportionate systems to strengthen resilience, governance and long-term sustainability. The role requires visible, relational leadership, excellent organisational ability, financial literacy and a proven track record of recruiting, supporting and retaining volunteers.

## **Key responsibilities**

### **Strategy and values**

- In collaboration with the Board of Trustees develop and implement CGN's long term strategy and be responsible for the effective management of CGN and the development and delivery of its activities and functions.
- Ensure CGN promotes diversity and inclusivity and is a place where all staff, service users, volunteers and facilitators feel supported, valued and that they contribute.
- Ensure high quality service delivery, including implementing effective safeguarding procedures and ensuring the supporting IT infrastructure is in place.
- Identify and mitigate strategic and operational risks, including maintaining a robust risk register.



## **Leadership & community**

- Act as CGN's lead ambassador and visible public face in Chorlton and wider Manchester.
- Build trust with volunteers, members, trustees, funders, statutory partners and local stakeholders.
- Manage and develop a small team of paid staff
- Preserve CGN's culture of mutual support and inclusivity while leading modest professionalisation where needed.

## **Service delivery & volunteer management**

- Oversee day-to-day delivery of activities and services, ensuring sessions run safely, on time and to a consistent standard (coffee mornings, exercise classes, befriending, digital drop-ins, trips).
- Run a welcoming, clean and tidy office.
- Line-manage, support and develop volunteers and session facilitators: allocate roles, produce rotas, hold regular 1:1s and group briefings, and run practical inductions.
- Recruit, screen (DBS where required), train and retain volunteers and befrienders; maintain volunteer records and a clear volunteer pipeline.
- Create and maintain easily accessible, activity-level procedure packs (session plans, risk assessments, emergency contacts, equipment lists) so volunteers and paid facilitators can lead with confidence.
- Monitor service quality and uptake: collect participant feedback, keep attendance records, report on outcomes and act on improvements.
- Coordinate venue, transport and on-the-day logistics (drivers, room set-up, refreshments, transport boards) and liaise with letting agents and partner venues.
- Provide day-to-day safeguarding oversight in practice: ensure facilitators understand reporting routes and that DBS checks and refresher training are up to date.
- Organise training appropriate to Chorlton Good Neighbours needs.

## **Operational & financial stewardship**

- Own day-to-day operational systems - volunteer rotas, facilitator programmes and paid-staff deployment, petty cash, bookings, equipment and basic IT - and resolve operational issues as they arise.
- Manage budgets, oversee grant reporting and ensure compliance with funder conditions.
- Maintain and develop proportionate systems for record-keeping, risk management and safeguarding.
- Oversee petty cash, card payments and routine financial controls; work with Treasurer and finance volunteers.
- Manage payments and liaise with Letting Agent and Management Company as necessary regarding rental property owned by Chorlton Good Neighbours.

## **Governance & policy**

- Work with trustees to maintain up-to-date policies (safeguarding, DBS processes, confidentiality, health & safety).
- Comply with data protection/GDPR and other associated legislation
- Provide regular operational reports to the Board and support trustee-led deliberations and decisions about strategy and the oversight of CGN.
- Lead a documented handover and succession planning process; recruit a part-time assistant once appointed.

## **Communications & fundraising**

- Promote CGN activities across newsletters, flyers, website and community channels; help sustain regular footfall.
- Support fundraising activity: contribute to bids, monitoring and relationship management with core funders.

## **Partnerships & community development**

- Maintain and develop relationships with Manchester City Council, NHS partners, local groups and schools; support Age-Friendly initiatives and green/eco activity where relevant.



# Person specification



## Essential

- Significant experience of, and profound love for, leading small community-focused charities, projects or local services (operational/managerial responsibility).
- Proven track record recruiting, supporting and retaining volunteers; confident in supervision, training and safeguarding (DBS) and in recognising volunteers' value.
- Strong organisational skills: event and activity planning, rota and volunteer management, practical problem-solving and attention to detail.
- Financially literate: budgeting, grant monitoring and basic financial controls; comfortable liaising with a Treasurer/volunteer finance lead.
- Excellent interpersonal and communication skills: caring, approachable, diplomatic; able to listen and build trust with older people, volunteers and partners.
- Able to hold confidential information, make informed judgements and apply discernment about what to share and with whom.
  - Committed to inclusivity and values-driven community work; emotionally resilient and able to manage competing priorities.
- Experience of partnership working with local councils, health services and other community organisations.
- Experience of managing and developing paid staff.
- Ability to document procedures and produce concise reports for trustees; confident engaging and negotiating with trustees where necessary.
- Experience complying with data protection/GDPR and comfortable maintaining proportionate, secure digital systems; IT/digital skills including online promotion (social media/QR codes), databases and card payment handling; able to support volunteers to use systems.
- Willingness to keep leased/shared working places clean and tidy.
- Right to work in the UK; willingness to undergo DBS checks.

## Desirable

- Experience in older people's services, Age-Friendly programmes or befriending schemes.
- Local knowledge or credibility in Manchester / South Manchester.
- Fundraising or bid-writing experience, and familiarity with Supporting Communities-style funding.
- Experience of working from community premises (church halls, shared facilities) and managing community-based volunteers.



## Behaviours and values

- Caring, personable, approachable and discreet - able to hold confidences and manage sensitive situations calmly.
- Energetic and organised - 'always on' in maintaining momentum across many small activities.
- Inclusive and non-bureaucratic - able to create a welcoming atmosphere while maintaining clear procedures.
- Collaborative and pragmatic - able to work with trustees, volunteers and statutory partners to deliver practical outcomes.

## Practical information

- CGN activities currently run Monday-Friday mornings and some afternoons from Wilbraham St Ninian's Church; role requires flexibility to support events (e.g., day trips) and occasional evenings/weekends, including a monthly Sunday tea.
- Ability to travel locally for meetings, visits, or member support.
- Commitment to ongoing training (e.g., safeguarding, First Aid).
- The trustees are committed to a careful handover. The appointed Manager (Chief Executive) will be supported during induction and expected to lead the subsequent recruitment of a part-time assistant.

# Terms of appointment



**Role: Manager (Chief Executive) - Chorlton Good Neighbours**

**Location:** Wilbraham St Ninian's Church, Egerton Road South, Chorlton, Manchester (M21)

**Reports to:** Board of Trustees

**Salary:** £35,000 - £40,000 per annum

**Hours:** Full time - some flexibility required for events/out-of-hours meetings

**Contract:** Permanent

**Annual leave:** 30 days plus bank holidays

**Pension:** Employer pays 3% into the government's NEST scheme

# How to apply

If you would like to apply for the Manager (Chief Executive) role at Chorlton Good Neighbours, please send the following:

- An up-to-date CV outlining your employment history, academic and professional qualifications, and contact details
- A Supporting Statement (no more than 2 x A4 pages), which:
  - Demonstrates how you meet the criteria outlined in the Person Specification.
  - Explains your interest in becoming the Manager (Chief Executive) of CGN.

If possible, please combine the CV and supporting statement into one document (Word or PDF).

Please submit your completed application to [executive@harrishill.co.uk](mailto:executive@harrishill.co.uk) by **9am, Monday 13<sup>th</sup> April 2026**.

## Recruitment and appointment timelines:

Applications close	Monday 13 <sup>th</sup> April 2026
Shortlisting meeting	Week commencing Monday 20 <sup>th</sup> April 2026
First-stage interviews (remote)	Week commencing Monday 27 <sup>th</sup> April 2026
Second-stage interviews (in-person, Chorlton)	Week commencing Monday 4 <sup>th</sup> May 2026
Preferred start date	May – June 2026

Please state in your application if you have any commitments during the interview period that may coincide with these dates, or if you require any special provisions should you be called forward for interview.

For any queries or to arrange a confidential conversation, please contact Jenny Hills at Harris Hill ([executive@harrishill.co.uk](mailto:executive@harrishill.co.uk)) with your availability.

# Advertisement

## **Manager (Chief Executive) – Chorlton Good Neighbours**

**Location:** Chorlton, Manchester

**Salary:** £35,000 - £40,000 per annum

**Contract:** Permanent, full time

**Could you be the steady, friendly, hands-on leader who helps more people in Chorlton feel connected, fulfilled and valued?**

### **About Chorlton Good Neighbours**

Chorlton Good Neighbours is a small, well-loved neighbourhood charity with roots back to the late 1960s, working to reduce loneliness and support older people across Chorlton and adjacent neighbourhoods. Our work is local, practical and volunteer-led: befriending, home visits, transport, weekly activities, monthly teas, intergenerational groups and occasional day trips are all delivered with warmth and care.

Our volunteer base is extraordinary - around 100 volunteers support drivers, befrienders, activity leads, admin roles and trustees - and in 2024–25 we supported 474 people in total. Funding is a mixed model of public grants, local donations and modest earned income and the charity holds healthy funds to deliver our work.

This is a practical, hands-on, delivery-focused leadership role: you will lead a neighbourhood organisation through planned transition, preserving the community culture that makes CGN trusted, while introducing proportionate systems and succession approaches that secure its future. You will also spend substantial time supporting and supervising volunteers and facilitating activities alongside strategic duties.

### **As our next Manager (Chief Executive), you will:**

- **Strategy & Impact:** Lead the development and delivery of a clear long-term strategy that sustains CGN's neighbourhood impact and reduces social isolation amongst older people.
- **Governance & Finance:** Strengthen proportionate financial controls, grant monitoring and reporting while working closely with trustees including the Treasurer.
- **Operational Leadership:** Manage day-to-day delivery of volunteer-led services and introduce accessible procedures and safeguarding arrangements.
- **Income Generation:** Support fundraising and bid activity to secure multi-year funding and diversify local income streams.
- **Community & Partnerships:** Act as CGN's visible ambassador, maintaining and developing relationships with Manchester City Council, NHS partners and local organisations.
- **Volunteer Development:** Recruit, induct and support volunteers and facilitators, building a resilient volunteer pipeline and clear role pathways.
- **Brand & Profile:** Promote CGN's offer across local channels to maintain footfall, attract new supporters and celebrate members' stories.
- **Premises & Risk:** Work with trustees on lease and premises issues and maintain a robust risk register to protect continuity of service.



## Who you are

- An experienced, hands-on manager with significant experience of running small, community-facing charities or local services and a hands-on approach to operational delivery.
- Demonstrable expertise in recruiting, supporting and retaining volunteers, with confidence in DBS/safeguarding practice and volunteer supervision.
- Highly organised with strong event/activity planning skills, practical problem solving and attention to detail.
- Financially literate - comfortable with budgeting, grant monitoring and basic financial controls and able to work with volunteer finance leads.
- An excellent communicator: approachable, diplomatic and skilled at building trust with older people, volunteers, trustees and statutory partners.
- Values driven, emotionally resilient and committed to inclusivity and dignity in later life.
- **Desirable:** experience of Age-Friendly programmes or befriending schemes and local credibility or knowledge of Manchester/South Manchester.

## Why Chorlton Good Neighbours?

- **Meaningful local impact** - lead a well-regarded neighbourhood charity with deep community trust and a broad activities programme.
- **Strong volunteer culture** - join an organisation supported by around 100 committed volunteers and an engaged trustee board.
- **Secure footing to build from** - healthy funds and a clear focus on securing multi-year funding and premises.
- **Hands-on role with strategic scope** - keep delivery at the heart of the job while developing proportionate systems and succession planning.
- **Supportive transition** - trustees have planned a careful handover and you will be supported through induction and the subsequent recruitment of a part-time assistant.

**For full details of the role including how to apply, please download the full appointment brief.** For an informal and confidential conversation about this position, please contact **Jenny Hills at Harris Hill at [executive@harrishill.co.uk](mailto:executive@harrishill.co.uk)** with times to speak and (optional but appreciated) a CV or professional profile which will be treated with the strictest confidence.

**Closing date for applications: 9am, Monday 13th April 2026**

*As leading charity recruitment specialists and a certified B Corp, Harris Hill is committed to high and ever-improving standards of equitable and inclusive recruitment. We actively welcome applications from all sections of the community regardless of age, disability, gender, race, religion, sexuality and other protected characteristics.*

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