

## JOB DESCRIPTION

### 1. JOB IDENTIFICATION

Job Title:	Project Manager (Freelance)
Responsible to:	A Listening Ear (ALE) Chair/Board of Trustees
No of Job Holders:	1
Last Update:	August 2025
Tenure	Initially until 31 <sup>st</sup> December 2025 (with the possibility of a minimum of 3 additional years subject to funding).

### 2. JOB PURPOSE

To manage the day to day operation of ALE and the delivery of the project.

To build relationships with stakeholders and referral organisations in order to develop a portfolio of paid services for their service users. This will diversify our income and ensure long-term sustainability beyond grant funding.

### 3. DIMENSIONS

#### Management

1. Manage the operational activities of ALE to support effective service delivery and the delivery of the National Lottery Improving Lives project (A Listening Ear Programme) [NLILP] in conjunction with the Charity Trustees and other freelance colleagues.
2. Prepare an achievable Project Plan in conjunction with Volunteer Coordinators and the Administrator, for approval by the Trustees, that is consistent with the charity's Strategic Plan and the operational requirements of the project which can, in addition, be used to support grant and funding applications.
3. Manage staff/contractors and report to Trustees regarding performance at each Trustee meeting.
4. Work with the trustees to implement and maintain efficient systems which support the day-to-day running of ALE. This will include:
  - a) Establish and implement a performance framework for regarding NLILP project outcomes.
  - b) Scoping with SCVO regarding the costs involved in providing a payroll process for ALE's next longer term grant application.

- c) Develop a Communications Strategy in conjunction with the Volunteer Coordinators.
- d) Oversee the Advisory Group and ensure data is collected.
- e) Develop a funding strategy for ALE which will include non-restricted funding.
- f) Work collaboratively with trustees and other persons working on behalf of the trustees to deliver the project.

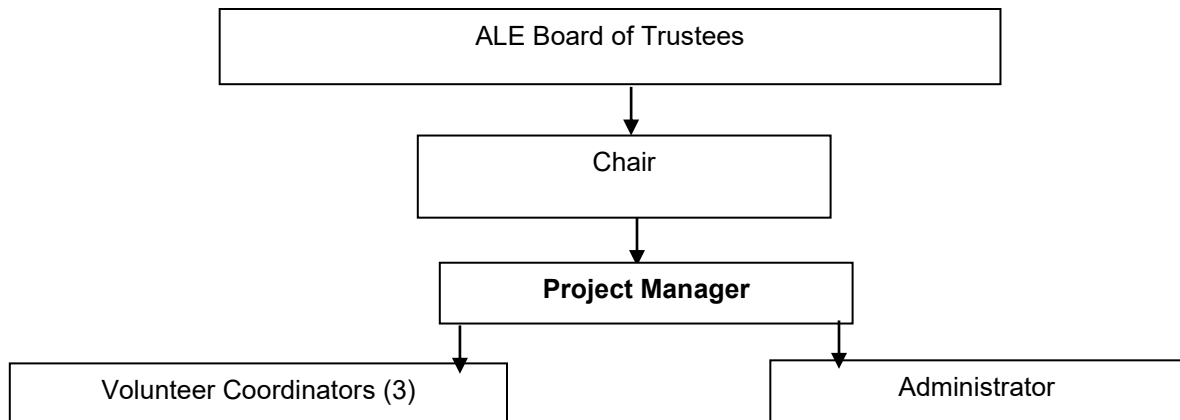
## **Financial**

1. Steward, develop and grow the charity's list of supporters, overseeing use of the donor database to maximise opportunities.
2. Work with the Trustees on grant funding applications
3. Monitor opportunities for grant funding and plan a fundraising schedule of regular forecast income.
4. Work with the Treasurer (Trustees' nominee) and Administrator to establish clear financial systems and controls to ensure efficient use of funds.
5. Work with the Treasurer and Trustees to set appropriate budgets and targets and monitor and report on spend against those targets.
6. Manage service level agreements and reporting where required according to primary grant funders (e.g. National Lottery, TSDG).

## **Stakeholders and Volunteers:**

1. Work with stakeholders to identify and secure paid service contracts for ALE with a view to longer term financial sustainability. This will include establishing partnerships with stakeholders (e.g. Health and Social Care Partnership, Care Homes, other Third Sector organisations) and report this to Trustees.
2. Engage with the volunteers and service users and support the trustees regarding how the charity will meet the aspirations for use of its services so that the current and future direction, and possible expansion of the service provided by the charity, is consistent with the needs of those we seek to serve.
3. To communicate clearly the Charity's objectives and plans in ways that make sense to all relevant stakeholders and to lead their implementation in ways which optimise the use of ALE's resources.
4. Establish effective recruitment, management supervision and appraisal of both staff and key volunteers until the project implementation is complete, and prepare handover of the project to the community upon completion.
5. Develop internal external links to communicate and nurture the work of the charity.
6. Promote the work of ALE locally and nationally and seek to build relationships, which encourage best practice and new ideas.

#### 4. ORGANISATIONAL POSITION



#### 5. KEY JOB PERFORMANCE INDICATORS

1. Trustees, colleagues and volunteers all know what is required of them to ensure ALE's operations are effective, systems are maintained and compliant.
2. Systems are secure, robust and sustainable.
3.
  - a) Developed relationships with stakeholders and referral organisations to develop a portfolio of paid services for their service users.
  - b) Developed an effective grant monitoring process and effective grant application culture.
  - c) Income streams are diversified, and ALE is sustainable beyond grant funding.

#### 6. ASSIGNMENT AND REVIEW OF WORK

The post holder will work autonomously, managing own workload with support from fellow contractors/staff and occasional supervision where required from Trustees.

#### 7. DECISIONS AND JUDGEMENTS

- Works autonomously within the agreed structure of ALE and required to work independently as an expert lead without direct supervision.
- Ensure a consistency of approach to the delivery of the project and in the development of effective working relationships, providing expert advice where appropriate. Post holder is guided by ALE's principles and constitution and other organisational policies. However the post holder in many situations may need to establish new policies/procedures and interpret existing policies/procedures..

## 8. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Establishing credible, productive and collaborative working relationships with a wide range of internal/external stakeholders for them to embrace ALE's aims and ethos.
- Ensuring effective management and maintenance of systems and processes which are used regularly by volunteer coordinators and the administrator. This will involve ensuring consistency, currency, accuracy, and compliance.
- Proactively engaging and communicating with everyone at ALE to keep them up to date with relevant project matters and opportunities

## 9. COMMUNICATIONS AND RELATIONSHIPS

- Strong interpersonal communication skills including tact, constructive feedback, discretion and effective listening.
- Honesty and integrity
- Demonstrated experience in effectively managing and resolving conflict.
- Experience and ability to effectively communicate and develop relationships with a wide range of people from diverse backgrounds.
- Well-developed written communication skills
- Excellent time management
- Ability to work within a collaborative team environment, as well as independently.

## 10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

**Physical effort:** Requirement to spend long periods of time at workstation and travel between various sites.

**Mental effort:** Balancing short term and urgent pressures.

Extensive concentration required daily for the preparation of reports/information and chairing/participating in formal meetings.

**Emotional effort:** Requirement to communicate at extremely high level to strategic stakeholders.

Exposure to sensitive, emotive situations.

Initial management of any performance and disciplinary issues should they arise.

**Working Conditions:** General office conditions, working from home.

Requirement to travel to different areas.

## 11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Demonstrated understanding and commitment to the principles of volunteering and the value and contribution of volunteers
- Experience supervising, leading and motivating staff or volunteers
- Demonstrated capability to coordinate projects, motivate and work successfully with volunteers, staff, and other people with varied interests and backgrounds
- Demonstrated experience of communications in all forms (verbal, written, social media).
- Experience of working with partners and stakeholders in public and charity sectors.

## 12. CONFIDENTIALITY AGREEMENT

In view of the nature of the business undertaken by the organisation it is a condition of your contract that all information gained in the course of your work will be treated with the strictest confidence both during and after your contract period and must not be disclosed to unauthorised personnel or used for any personal gain.

**NB: Job Description is for guidance purposes only and subject to change at the discretion of ALE.**

## 13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Chair and/or Vice Chair of the Board Signature:

Date: