



The Green Hub Project for Teens

Job Description

Post title: General & Referrer Relationships Manager

Hours: 28 to 35 hours per week (with some flexibility to cover weekend and evenings events)

Salary: £30,000 pa

Location: Green Hub central offices (Witley, Surrey)

Role overview:

- To lead the central systems and administration of Green Hub
- To develop and deliver key projects and new initiatives, alongside leadership team.
- To develop sustainable referrer pathways and relationships.
- To act as a central resource with a watching brief over all aspects of the Green Hub operations, supported by a strong volunteer team and other employed team members.
- And to be able to deputise various key volunteer roles if required.
- Supervises team member

Candidate profile & core competencies:

The candidate ideally ...

- Is organised and able to plan and work on their own initiative, with minimal supervision.
- Is a self-starter with a high attention to detail: able to take projects from a blank page to completion.
- Can use the required technologies to a good standard of proficiency. Specifically, the MS O365 suite / SharePoint, as well as Green Hub's CRM system.
- Has some line manager / supervisory experience.
- Strong communicator – with parents, referrers and volunteers – a lot of the central communications will be driven by this person.
- Responds promptly to enquiries & emails, and to record outcomes accurately.
- Must be motivated to learn and develop
- Should have a flexible approach to meet the ongoing and changing needs of the charity as it develops.
- Has previous experience in a similar wide-ranging role.
- Can **demonstrate** a good understanding of the Green Hub and its purpose, and able to work within the charity's ethos and values.
- Acts at all times with integrity and confidentiality.





Reporting:

- **Line manager:** Development Director
- **High level:** Management board and Trustees
- **Direct report:** Technical and admin assistant
- **Other support from:** Volunteer teams and employed team

Core responsibilities:

- **Delivery effective central administrative, systems and key initiatives** to keep Green Hub moving forward. This includes:
 - Central administration, financial reporting and technology management
 - Central systems – design and management. In particular, the AllClients CRM system (the Green Hub central database and contact management system), but also all other central systems and technologies.
 - Managing all matters related to the offices in Witley
 - Volunteer recruitment campaigns and training
 - Supporting marketing, event and fundraising initiatives
 - Central programme of regular communications
 - Maintaining key policies and procedures
 - Managing suppliers, including ordering key supplies
- **Developing sustainable referrer pathways and relationships** alongside the volunteer referrer team, with the goal of increasing the number of direct and indirect teen referrals.
 - Proactively develops relationships with referrers
 - Plans and delivers key initiatives to engage referrers
 - Attends meetings and runs presentations where needed
 - Ensures referrer data and records are always up to date
 - Supports and develops volunteer referrer team
- **Overseeing Green Hub's operational elements**, ensuring things are working smoothly.
 - This may involve stepping in to help plan or problem solve, adding resource / deputising for key volunteers (during holidays or other absence).
 - These operational areas include:
 - Delivery and evaluation of Green Teens Programmes
 - Delivery of Parent Hub
 - Growing a robust and diverse volunteer force
 - Managing induction and continuous development training

This is not an exhaustive list and is intended only to demonstrate the scope of the role.





The job package – in summary:

- **Hours:**
 - The number of fixed hours per week is 28 to 35 hours.
 - Some out of hours flexibility may be required, such as attendance at events etc.
- **Employment basis:**
 - This is a permanent position.
 - With a probationary period of 3 months.
- **Salary:**
 - The pro-rated salary is £24,000 to £30,000, depending on hours agreed
 - For the avoidance of doubt, this is based on a full-time salary of £30,000 for 35 hours.
 - Statutory pension is included and can be opted out if preferred.
- **Holidays:**
 - Paid holiday is offered at the statutory level (28 days including Bank Holidays) and will be pro-rated, depending on hours agreed.
- **Location:**
 - To work from Green Hub's central offices in Witley.
 - From time to time at other Green Hub locations, as required to fulfil the duties of the role.
- **Expenses:**
 - Reasonable expenses will be reimbursed.
 - The jobholder will be required to follow the Green Hub expenses process.
- **Training:**
 - Appropriate training (on the job, online and external) will be made available as needed.

