

# Lunch Positive

Lunch Positive is a small Brighton based charity that provides a well-attended weekly Friday lunch club and winter month Sunday lunch club to people living with and affected by HIV. Our service is provided to residents of Brighton & Hove, and surrounding areas. Through delivering this service our aims are to improve the health and well-being of service users – our ‘members’ and our volunteers. At the lunch club we provide a safe and supportive community space where service users are able to access a healthy and affordable meal, meet and engage with others, reduce social isolation, find peer support from other positive people, and gain support through interaction with volunteers. We provide signposted advice and information and are a gateway to other services and support through visiting outreach workers and workshops. We provide additional nutritional support through the running of healthy eating workshops and activities. The lunch club is delivered by a large team of volunteers in a diversity of roles, with many from the client base, and there is a fundamental emphasis on service user & volunteer involvement in the design, delivery and development of the service.

Reporting to the Trustee Board, we are looking for a Project Manager to take responsibility for effectively planning and delivering all operational aspects of this service. The successful applicant will need to demonstrate a wide range of knowledge, skills and experience relevant to the diverse requirements of the post, and will be willing and able to become actively involved in all aspects of delivery and operations. A good understanding of HIV, the complexities of living with an HIV diagnosis and the social and psychological impacts of HIV are required. Relevant volunteer management experience, effective interpersonal and people leadership skills, together with a dynamic approach to strategic working are essential.

Information about Lunch Positive, together with links to our governance page, Charity Commission entry and annual reports can be viewed at [www.lunchpositive.org](http://www.lunchpositive.org)

## JOB DESCRIPTION

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| <b>Job Title:</b>                | Service Manager  |
| <b>Organisation:</b>             | Lunch Positive   |
| <b>Location:</b>                 | Brighton & Hove  |
| <b>Reporting to:</b>             | Trustee Board  |
| <b>Number of direct reports:</b> | 30 – 40 volunteers   |
| <b>Working days &amp; hours:</b> | Wednesday, Thursday, 09.00 – 17.30<br>Friday 08.00 – 16.30<br>Total per week: 22.5   |
| <b>Location:</b>                 | Dorset Gardens Methodist Church,<br>Brighton, BN2 1RL (Service delivery)<br>Various hired locations in the locality for<br>other duties, and home location for certain<br>management administrative duties |

### Scope of Role

Reporting to the Trustee Board, and managed by a nominated trustee, the post holder is responsible to achieve the organisations' charitable aims through the effective planning, implementation, management and development of all aspects of operational strategy and service delivery. This includes responsibility for fundraising, grant funding applications, and income generation. The post holder will be responsible for the recruitment, co-ordination, management and development of volunteers, together with responsibility for day to day management of finance and budgeting.

### Key duties & responsibilities

#### Service Delivery & Management

- 1 Implement policies, procedures and practices in relation to service delivery, and review and develop these in liaison with the trustee board
- 2 Develop and implement robust quality standards
- 3 Develop and maintain effective collaborative, partnership and working relationships with external organisations, agencies, funders, and other stakeholders
- 4 Develop effective working relationships with diverse & underrepresented groups in order to maintain & increase service use
- 5 Actively promote & increase service awareness, and with the agreed support of the trustee board foster and promote ownership of the project with continued dialogue between service users, volunteers and professional partners
- 6 Implement policy, procedures and practices in relation to safeguarding, and review and develop these in liaison with the trustee board
- 7 Plan sessional activities and undertake sessional management tasks required to ensure smooth and effective delivery. These include volunteering rota and session

delivery planning, stock control, menu planning & ordering/purchasing, volunteer support giving to service users, coordination and promotion of outreach visitors and workshops, signposting and advice giving materials/activities

- 8 Undertake sessional supervision and management of volunteers in their roles
- 9 Undertake any sessional delivery tasks that are required
- 10 Provide signposting and identified support, intervention and advice to service users that present with need
- 11 Responsibility for the safe and effective establishment and continuing activities of the service user forum
- 12 Responsibility for the delivery and development of healthy eating and nutritional support activities such as training and workshops, including providing group training
- 13 Responsibility for day to day administration including website, social media, referrals, volunteer coordination, data monitoring, data protection, and general correspondence
- 14 Responsibility for making hired venue room bookings to ensure effective and consistent delivery of services, booking venues for other activities/duties; and managing the security, housekeeping, stock/equipment holding and servicing of off-site stores presently at Brighton and Eastbourne.

### **Volunteer Management**

1. Implement policies, procedures and best practices in relation to volunteering and review and develop these in liaison with the trustee board
2. Plan and implement effective volunteer recruitment strategy and activities
3. Performance management, supervision and development of team & individuals
4. Development of volunteer programme including providing support & training to the team and individuals
5. Responsibility for the direct management of volunteers in service delivery and other service related roles
6. Responsibility for ensuring implementation of all operational aspects of the charity's volunteering programme are undertaken in compliance with relevant legislation

### **Fundraising**

1. Preparation of funding applications and maintenance of effective relationships with funders, including responsibility for compliance with grant conditions within the scope of the role
2. Monitoring & evaluation of activities, outputs and outcomes, and reporting to funders
3. Identification of additional funding streams
4. Development of strategies to generate additional & diversified income
7. Planning, co-ordination and staging of fund raising/income generation activities, with active involvement both through participation and management

## **Finance & Budgeting**

1. Planning, managing & monitoring of service budget, delivering services and activities within agreed budgets
2. Production & presentation of financial reports to trustee board
3. Purchasing of goods and procurement of services related to service delivery, income generation and fundraising activities
4. Processing volunteer out-of-pocket expenses
5. Invoicing and related administration in respect of fundraising and income generation activities
6. Maintaining & monitoring day to day income and expenditure including book keeping, maintaining service management accounts, reconciling and banking income received, and petty cash
7. Responsible for the implementation, compliance, maintenance, review & development of the charities Revenue Control Policy & Procedures within the scope of the role

## **Food Safety**

1. Responsible for the implementation, maintenance & development of service policy, procedures and practices in relation to food safety legislation
2. Maintenance of the organisations food hygiene certificate
3. Management, supervision and training of volunteers in relation to food safety

## **Health & Safety**

1. Responsible for the implementation, maintenance and development of service policy, procedures and practices in relation to health & safety legislation
2. Responsibility for ensuring all service related equipment and plant is properly maintained
3. Management, supervision and training of volunteers in relation to health and safety

## **General**

1. In performance of their duties the post holder is required at all times to uphold the values and further the good reputation of the charity and its services
2. Travel within the Brighton & Hove area, strong flexibility in working days and hours, weekend and evening work will be required, and particularly in fulfilling away from service delivery venue activities, community engagement, fundraising and income generation duties
3. The post holder is expected to represent the charity at community events, forums and inter-agency meetings

4. The post holder is expected to be the key contact for press enquiries, to prepare press copy and releases, and participate in press and promotional activities including television and radio interview
5. The post holder is required to be the registered keeper and principle insured of the charities vehicle and the key driver for this and other vehicles used in service delivery, community and fundraising/income generation activities
6. Any other such duties which may from time to time be required within the general scope of the post

### **Equality & Diversity**

1. To uphold the organisations values in line with its equality & diversity policy
2. To build & maintain effective working relationships with diverse groups which may include vulnerable and under-represented individuals

### Key Relationships

8. Trustee board
9. Senior managers of outside agencies/care providers
10. Volunteers

Jobholders Signature \_\_\_\_\_ Date \_\_\_\_\_