

## HAHAV Executive Officer

### Job Description

#### About HAHAV

HAHAV is a grass-roots charity, established in 2014 by volunteers for the local community in response to almost overwhelming need. We provide practical and emotional support for people with/affected by life-limiting or life-threatening illness, and bereaved people across Ceredigion. Our **85 volunteers**, alongside a small staff team, work collaboratively to achieve life-changing impact for our clients. We proudly support over **375** people annually from Plas Antaron, our 'Living Well Centre' in Aberystwyth, and via outreach in communities across Ceredigion, many of whom are amongst those most isolated in our society. HAHAV is not a hospice; we do not provide in-patient facilities, clinical or personal care. Rather, the focus of our home support services and our living well centre focus around improving the lives of clients through holistic support, at a critical moment, throughout their illness, end of life journey, or through their struggles with grief.

Following the purchase of Plas Antaron, we are embarking on a phased renovations programme to transform our Living Well Centre in order to meet the varied needs of our clients.

#### Purpose of the role

The role of Executive Officer is to build and deliver HAHAV's vision by executing long and short-term plans, providing judgement, strategic thinking, management and leadership.

Reporting directly to the Chair and Board of Trustees, the Executive Officer will lead the charity's day-to-day activities. This will include overseeing HAHAV's operations, personnel, policies, and goals in respect of client services provided by HAHAV, both in the community and at Plas Antaron.

#### Key accountabilities

- Implement HAHAV's 5 year Strategy and report to the Board of Trustees regarding progress against an implementation plan.
- Work to increase the number of volunteers across all areas of the charity's work and ensure that they receive support and encouragement. Ensure a close working relationship between core staff and volunteers.
- Ensure policies and procedures are up to date, in line with current legislation and regularly reviewed.
- Maintain oversight of finances in order to ensure financial sustainability.
- Support effective governance, including planning and supporting Board meetings and events, risk management and compliance with Charity Commission and Companies House requirements.

- Promote the charity locally, regionally and nationally and build effective relationships with key stakeholders to further HAHAV's reach and reputation and income generation.
- Responsibility for performance management and review.

### **Specific Responsibilities**

- Work with the Chair and Board to set the strategic direction of HAHAV. Plan and implement business strategies, plans and procedures for the development and growth of HAHAV client services in the community and those provided at Plas Antaron Living Well Centre.
- Oversee the smooth running of daily operations and the work of personnel, including motivating and mentoring both staff and volunteers. Maximise the contribution of volunteers and ensure that their expertise and experience is fully utilised and appreciated alongside the contribution of the small team of core staff.
- Schedule and attend monthly board meetings and sub-groups as necessary contributing agenda items and offering advice to the Board. Ensure that accurate minutes are collated and distributed.
- Work with the Finance Administrator and non-executive Director of Finance to ensure that income and expenditure meet quarterly expectations. Ensure that grant income is closely monitored and used in accordance with terms and conditions.
- Actively promote and oversee compliance with Health and Safety policies and procedures to provide safe and secure environments across HAHAV's operations.

### **Management of staff and volunteers**

- Overall responsibility for a team of 4.8 FTE core staff and circa 85 volunteers across services and retail. The ability to work alongside staff and volunteers, recognising and appreciating their strengths and expertise, will be vital as we continue to extend and improve our services.
- Implement HAHAV's procedures and policies as appropriate in terms of staff and clients, including troubleshooting where necessary.
- Ensuring recruitment and appropriate vetting procedures are followed for staff, volunteers and Trustees in order to safeguard clients and others.
- Support the Volunteer Coordinator with volunteer recruitment campaigns, interviewing and vetting new volunteers.
- Manage recruitment of new personnel, including devising job descriptions, arranging interviews and drawing up contracts based on HAHAV's standard template.
- Oversee effective usage of HR system to record employee related matters and ensure compliance – seeking advice from commissioned HR support provider as required.
- Ensure line-managed staff have regular 1:1 meetings every month and annual appraisal according to HAHAV policy.

- Ensure appropriate induction and training is developed and delivered to staff and volunteers, including key compliance related subjects.
- With assistance of IT Support contractor, ensure employees have access to appropriate IT resources, e.g. Microsoft 365 access.

### **Operational responsibilities**

- Ensure accurate record keeping of clients and volunteers using Charitylog database, collate and process reports for regular presentation to the Board.
- Oversee the implementation of HAHAV's bespoke monitoring and evaluation tools to track client outcomes, process reports for regular presentation to the Board on impact data and to inform communications with funders and other stakeholders.
- Ensure external contractors e.g. for IT and HR support are properly utilised and provide value for money; and source quotations for new contracts in line with HAHAV's financial procedures.
- Oversee communications for HAHAV including brand development, website content, stakeholder communications and have editorial responsibility for marketing materials and mass-communications. Ensure that all marketing and promotional material and external communications, including the website, are produced to the highest standards and are fully bilingual.
- Ensure all enquiries and referrals are triaged swiftly and processed appropriately to ensure excellent service standards for clients and referrals.

### **Income Generation**

- Overall responsibility for all income generation activity, including HAHAV's retail operations
- Lead on the development of funding bids in line with HAHAV's funding priorities, managing/quality controlling any internal fundraising activity and/or external consultancy work.
- Ensure HAHAV's funding pipeline and donor records are kept up-to-date and scope out new funding opportunities.
- Manage relationships with key funders to successfully solicit gifts, provide first class stewardship, promote repeat support and work to increase the level of gifts.
- Lead on fundraising for the further renovations of Plas Antaron, working with the Architectural designer and Task and Finish Group to develop a costed phased plan over phase 2 and 3 of the works.

### **External**

- Develop and manage relationships with external partner organisations and stakeholders, including Hywel Dda University Health Board, GPs, Community nurses, other charities and community organisations.
- Monitor national and UK policies and strategies in relation to palliative and chronic illness care and support, and bereavement services from healthcare organisations, academia, government and national and UK organisations such as Hospice UK.

- Scope out both formal and informal partnership opportunities, to pool resources and skill-sets with other organisations and maximise impact, making recommendations to HAHAV's Board and undertaking diligence.

## **Other**

- Being committed to your own personal development through participation in the annual appraisal process.
- Undertake any other reasonable tasks as directed by the Chair and Board of Trustees

## **Candidate profile and attributes**

### **Essential**

- Strategic leadership experience with a proven record of service improvement and managing change.
- Knowledge and/or interest in palliative care or health care
- Excellent people skills with the ability to motivate and retain a small core staff and a large number of volunteers on whom the charity depends.
- Communication skills and the ability to build relationships with internal and external stakeholders and partners.
- Competent IT user, including Office 365
- Excellent written communication skills with attention to detail
- Knowledge of the local area or an understanding and appreciation of working in a largely rural community where both Welsh and English are widely used.

### **Desirable**

- The ability to work through the medium of Welsh and English
- Experience of working in a volunteer led charity
- Experience of working on high quality funding bids
- Experience of income generation
- Knowledge of safeguarding and health and safety

## **Salary and details**

- Up to £45,000 per annum FTE (37.5 hours)
- This is a full-time position. Some flexibility possible but we would require the Executive Officer to work a minimum of 30 hours a week.
- Based in Aberystwyth with scope for some remote working.

To apply for this role please send a letter explaining your interest and suitability for this role together with a full CV addressed to [alan.axford@hahav.org.uk](mailto:alan.axford@hahav.org.uk) Please include two referees,

one of whom should be your current employer (if applicable). **The closing date for applications is midday Friday, 17 November.** Prospective applicants are welcome to contact Dr Axford to arrange an informal discussion in advance of submitting an application. We welcome applications in English or Welsh. Please note that interviews will be held on Tuesday, 28 November.