



## **The Almshouse Association - Member Services Manager**

### **General Description of Responsibilities:**

To provide advice and assistance to almshouse charities to enable them to achieve best practice, to enable member charities to remain compliant with statutory and regulatory requirements, and to represent the interests of the Association and its members as appropriate.

To provide a lead on member services helping the association maintain and improve its standing with members. To drive for excellence in customer service to members.

Become an expert in dealing with almshouse enquiries developing a level of knowledge about almshouses second to none.

To seek existing and initiate new ways to better support members with all issues, training, seminars and conference.

To lead on the development and maintenance of all member support resources.

Lead the Member Services Support Team – taking a hands on approach to events and training planned. Be responsible for the annual conference.

Royal Patron Liaison – To liaise with the Patron and Vice Patrons office taking a lead on Royal visits planning the detail of the event and overseeing on the day.

Secretary to the Awards Committee. Encouraging applications and coordinating information on members completing projects. Arranging Awards Panel meetings and setting agendas, taking minutes. Organising and accompanying the Panel on visits to short-listed charities

Organising Awards presentations – including Patron's Awards

To work closely with the Charity Commission on issues affecting members and set up and attend regular meetings with the CEO and CC

**Tasks:**

- To advise and assist member almshouse charities on all aspects of almshouse management. To encourage recruitment and retention of members, to undertake visits, and to liaise with other relevant bodies and individuals who may be in a position to assist on specific issues.
- To lead on the management of the CRM system.
- To support the CEO with up to date statistics, member key concerns, and board papers when requested.
- To manage liaison with Leonard Hackett Memorial Trust and supported charities.
- Oversee the implementation of new draft Standards of Almshouse Management.
- To help develop and deliver training for new entrants to the almshouse charities as trustees or staff.
- To promote the almshouse movement and seek opportunities for good PR working with the Comms and Marketing Manager.
- To encourage and draft stories for the almshouse Gazette.
- To do whatever is reasonably needed to support our members and the association.
- To act as secretary to any LHMT almshouse charities that lie within your area of responsibility.
- To be responsible for the co-ordination of current reference material for the benefit of members.
- To be responsible for liaison with other connected bodies, and for monitoring developments within the Third Sector relevant to the Association's business.
- To be responsible for any other matters that the CEO may from time to time assign to you.
- To act as the focal point within the Secretariat for promoting technical aids and adaptations within the almshouse membership.

**Person Spec:**

- To perform be well organised and have the ability to organise others.
- To be able to plan and deliver in a timely way.
- To be a bloodhound for detail.
- To be passionate about customer service.
- To care about the end-result of all that is delivered.
- A problem solver and able to maintain calm approach under pressure