

## Head of Engagement and Deputy Clerk

### Introduction

The French Hospital in Rochester provides almshouse accommodation primarily for French Protestant Huguenot families who are in need and are resident in Great Britain. The first French Huguenots came to the UK as refugees 450 years ago, fleeing religious persecution, and made a great contribution to our financial, cultural, and intellectual life. Today, the board of the French Hospital is largely made up of people of Huguenot descent. In 2018, the French Hospital celebrated its 300<sup>th</sup> anniversary.

The French Hospital is governed by a board of Trustee Directors (trustees), with some assistance provided by Non-Trustee Directors (senior level volunteers) in specialist areas. The French Hospital is run by the Clerk (CEO), together with a team of Stewards who provide day-to-day support for the residents. Following the recent departure of the Head of Community Engagement and Fundraising, who established the French Hospital's fundraising function, we now seek a candidate to fill the new role of Head of Engagement and Deputy Clerk.

This is a senior level role which would suit someone building a high-level career in the voluntary sector and hoping to gain skills and experience towards becoming a CEO. Among other duties, the post holder will support and deputise for the Clerk (CEO), fundraise as necessary to achieve specific objectives, organise events, build engagement with a range of stakeholders, and work proactively with the board of Trustee Directors via the board's sub-groups.

### The role

Job title: Head of Engagement and Deputy Clerk

Salary: £35-38.5k

Reports to the Clerk; no direct reports

Full-time, with occasional evening and weekend work as required. There may be some scope for flexibility, by arrangement.

Candidates will be asked to produce a current basic DBS check, before being offered the position.

### Key Accountabilities

It is not expected that the successful applicant will have extensive experience in all of these areas, but that they will be able to demonstrate depth of expertise in at least one area and be willing to build their skills in the others to the required standard.

#### 1. Support to the Clerk

- Support as required, including in areas of:
  - Administration
  - Finance, including invoice processing and banking, and input to the budgeting process and management accounts.
  - Development of strategies and plans
  - Dealing with applications for residency
  - Social welfare matters, including working with families and social services to resolve challenges to independent living.
  - Communication with the residents
  - Any other areas as appropriate
- Deputising for the Clerk in his absence (the Clerk generally works three days per week)

## How to Apply – see P.4

### 2. Fundraising

- Review and develop the French Hospital’s fundraising strategy, in conjunction with the board’s Community Engagement subgroup, and to carry out fundraising activity in accordance with the strategy including setting targets as appropriate
- Build and oversee relationships with donors and prospects, including trusts and foundations, and ensure all contact is recorded on the database legally and ethically, and that the database (KindLink) is kept up to date
- Run the Friends of the French Hospital, including renewals, recruitment and regular communication
- Encourage and build committed low-level support as a firm footing for future larger donations as well as an income source in its own right
- Set up and maintain a Legacy giving programme
- Carry out regular Gift Aid claims
- Ensure compliance with Fundraising regulations, legislation and best practice
- Engage with external fundraisers when required

### 3. Community Engagement

- Organise and run regular French Hospital events (including – yearly – Anniversary lunch and evensong at Rochester Cathedral or elsewhere; Christmas Lunch; Heritage Open Day) to which residents, Directors, donors, prospects, the general public and other stakeholders may be invited as appropriate to the event
- Organise and run additional fundraising events as required by the Fundraising Strategy, including events for the Friends of the French Hospital
- Organise and run occasional ad hoc residents’ events to strengthen the French Hospital community
- Organise and lead occasional Tours and Visits of the French Hospital for external individuals or groups
- Develop and manage relationships with key partners, including the Huguenot Museum
- Work to build and enhance the reputation of the French Hospital more widely

### 4. Governance and sub-groups

- Work with the Trustee Directors and Non-Trustee Directors as required, particularly when deputising for the Clerk
- Lead staff member on the Housing / Social Welfare board sub-group
- Lead staff member on the Community Engagement board sub-group
- Attend and administer other sub-group meetings as required

### 5. Additional duties

- Regular liaison with, and co-ordination of, the Huguenot Organisations Group; chair the Group (on a rotational basis)
- Manage and produce (and refresh) content for the French Hospital’s website
- Attend key events (internal and external) as required
- First Aid lead
- Any other reasonable duties commensurate with the role

## Person Specification

### Education

Educated to degree level or equivalent experience

### Professional and specialist knowledge

- Demonstrable experience of fundraising including one or more of the following areas: events, trusts, legacies, and individual giving
- Up-to-date and thorough knowledge of fundraising and charity regulations, legislation and best practice, including GDPR and Gift Aid
- Proven track record of successfully organising and leading a wide range of events tailored to different audiences
- Experience of working with a wide range of supporters and volunteers (including senior-level volunteers)
- Desirable: experience of working at board level
- A thorough understanding of health and safety as it relates to events, and working with vulnerable communities and volunteers
- Knowledge of effective marketing tools to ensure good attendance at events; to build reputation; and for fundraising purposes
- Desirable: knowledge of social welfare system and processes

### Competencies

- Excellent IT skills including MS Office and social media
- Experienced in database management, including upkeep and use of data to identify, target and maximise fundraised income
- Desirable: experience of using communications tools such as Mail Chimp and of updating content on websites
- Excellent verbal and written communications skills, including writing for newsletters and marketing materials
- Financially literate

### Personal and Other Skills

- Excellent interpersonal skills and the ability to network, influence and build relationships at all levels
- Good analytical skills and the ability to think strategically
- Clear and confident communicator – orally and on paper
- Passionate commitment to the work of the French Hospital and ability to convey this enthusiasm and inspire others
- Self-motivated and highly organised; comfortable working to deadlines and happy to work in a small team
- Comfortable using initiative and taking responsibility
- Willing to develop own skills and the skills of those around you
- Happy to share best practice inside and outside the organisation
- Desirable: an empathy and understanding of the issues that affect elderly people in need
- Desirable: an interest in history, particularly Huguenot History

**How to Apply – see P.4**

**How to Apply**

**Send CV and covering letter to:**

[clerk@frenchhospital.org.uk](mailto:clerk@frenchhospital.org.uk)

**Closing date:**

22<sup>nd</sup> March 2019

**Interviews:**

April 2019

**Queries to:**

[clerk@frenchhospital.org.uk](mailto:clerk@frenchhospital.org.uk)