

Recruitment pack

Welcome from Amanda Tincknell, CEO

Thank you for your interest in the role of Regional Manager, Wales with Cranfield Trust.

It is a time of real challenge in the voluntary sector, and our client organisations, small to medium size charities, are under enormous pressure with rising demand for their services and a very difficult climate for fundraising and generating income. Demand for the Trust's services is high and we are working hard to support as many charities as possible.

Cranfield Trust has been established in Wales since 2018, and our colleague Jayne Kendall is retiring. We are committed to working in Wales and supporting critical voluntary organisations in the country, and are now looking for a Regional Manager, Wales.

We are excited to be recruiting to this role and look forward to welcoming a new colleague to this post.



Amanda Tincknell CBE
Chief Executive

Welcome from Alice Dabrowska, Head of Operations

Wales is an important part of our operations. In the financial year ending 30 September 2024, we initiated 38 new consultancy projects and mentoring assignments with charities across Wales, and we anticipate maintaining this level of activity in the coming year.

We work on programmes of support with two grantmaking organisations in Wales: Pen y Cymoedd Wind Farm Community Fund (work in the upper Afan, Cynon, Neath and Rhondda Valleys) and The Waterloo Foundation. Under these programmes, we work alongside the funding organisations to provide management support to charities receiving grants from the funders.

We have strong connections with voluntary sector networks in Wales and thrive on collaborating and sharing insights with organisations such as WCVA, the National Lottery Community Fund for Wales, Wales Community Foundation, CVAs, and others

As Regional Manager, Wales, you'll join our dynamic Operations team, a dedicated group of 16 colleagues across England and Scotland who work collaboratively and support each other to achieve outstanding results for our charity clients

I hope that this pack will be of interest to you, and look forward to receiving your application.



Alice Dabrowska
Head of Operations

About Cranfield Trust

Cranfield Trust is the UK's leading provider of pro bono management support to the voluntary sector. We're an independent charity, focused on welfare causes, and have a track record of supporting UK-based charities and non-profit organisations who in turn support the most vulnerable people in our communities. This year we're proud to be celebrating our 35th anniversary. Supported by our funders and donors, we work with over 1,400 highly skilled commercial sector volunteers to provide high value, independent services and advice to charities across the UK.

We offer a range of management services to help build successful charities, including pro bono Management Consultancy, Mentoring for charity leaders and managers, peer to peer support groups, webinars and online resources on a range of management topics. We have already exceeded our targets for consultancy and mentoring assignments this year due to high demand from charity leaders as they face challenges like never before.

Our vision is for strong and effective charities that change lives and our society. We are driven by our values; they are what make us unique and shape everything we do:

- We care and connect
- We learn and lead
- We focus on impact
- We meet the moment
- We raise the bar

2023-26 Strategy

Over the past five years, Cranfield Trust has more than doubled in size in terms of the number of charities we support. We have a strong and growing reputation, and are respected for the high calibre of support we provide, through our amazing volunteers and staff team across the country.

At present, we are building on our strong foundations - excellent services, successful fundraising, strong volunteer recruitment and effective management - and doing more to use our insight effectively and to explore the development of a national management training programme. This will help to provide vital services and support for organisations and leaders at a time when welfare charities have never been needed more.

As an independent charity, we fundraise to meet 100% of our organisational expenditure. As well as fundraising for core support from funders and donors, we regularly work in partnership with national, regional and local funders to offer grant-funded programmes of support for their grantees and charities within their remit.

Achieving Cranfield Trust's three-year strategy requires us to continue strengthening our team.



About this role

Our services are in great demand, and through our networks in Wales we receive a substantial number of requests for support, across Wales.

The Regional Manager represents the Trust in Wales, building networks and developing the Trust's profile in the voluntary sector, and with commercial or public sector organisations to promote our volunteering. The role combines external facing, relationship development activities with the detailed management and administration required by establishing and overseeing considerable numbers of consultancy projects and mentoring assignments.

We are a dispersed team, with colleagues around the country, but strive to maintain strong relationships and a highly collaborative approach, supporting one another and sharing insight and ideas.

Applying for this role

Closing date for applications: 15th November 2024

Part time: up to 22.5 hours per week (to be agreed with the candidate)

Home based: in Wales

Salary: £43,297 (full time equivalent, pro rata)

Benefits of joining us at Cranfield Trust

- Annual entitlement of 33 days inclusive of Bank/Public Holidays, rising to additional 5 days (pro rata) Christmas leave entitlement after five years of service
- Auto enrolment pension scheme with option to elect personal scheme contributions
- Opportunity for hybrid and flexible working
- Employment Assistance Programme through 'Health Assured' offering 24/7 telephone support and access to face to face services such as counselling
- 'Bright Exchange' marketplace for discounted goods and services

If you are interested in joining us, please send a CV and a cover letter, which should outline why the role is of interest to you and your suitability as a candidate for the role. Please send this by email to recruitment@cranfieldtrust.org no later than **6pm, 15th November 2024**. To discuss the post informally, please contact **Alice Dabrowska** on recruitment@cranfieldtrust.org and we'll set up a time for a discussion.

First-round telephone interviews are expected to take place in the week commencing **18th November** but we may begin scheduling interviews before the closing date of the recruitment round on receipt of applications from strong candidates.

Cranfield Trust is an Equal Opportunities employer and seeks to ensure equality of treatment for all persons regardless of ethnicity, gender, age, marital status, disability, religion, sexual



orientation, or economic status. Our current team come from a range of different backgrounds with broad lived experiences and they support charities across England, Scotland and Wales working with diverse communities. We are seeking passionate people from a range of backgrounds to apply for this position and actively encourage applications from any race, age, gender, background or religion.

Summary of terms and conditions of employment

Hours of work: The post holder will be employed part-time on contractual hours to be discussed and mutually agreed.

Salary: £43,297 per annum pro rata, plus 3% employer pension contribution

Location: Home working, based in Wales and some travel may be required

Annual leave: Annual entitlement of 33 days (on a pro rata basis for part-time staff) inclusive of Bank/Public Holidays. The office is closed during the Christmas break and annual leave must be taken during this time

Probationary period: There will be a six-month probationary period.

Policies and procedures: We have policies designed to ensure the safety and well-being of both workers and volunteers e.g. health and safety.



Role description: **Regional Manager, Wales**

Reports to: Head of Operations

Main Purpose of Role

Lead and oversee the Trust's operations in Wales, ensuring the delivery of high-quality, impactful services to charities, while carefully selecting and supporting dedicated volunteers for success.

Champion Cranfield Trust's Culture: to demonstrate a strong passion for our vision, mission, and values, ensuring alignment in all activities and decisions.

Key Objectives

- To manage and support volunteers in Wales to deliver consultancy projects and mentoring assignments, ensuring that services are delivered to a high level of quality and with high engagement from clients and volunteers
- To establish and build positive relationships with partner organisations, government and other stakeholders
- To raise awareness of the Trust in Wales, and stimulate engagement from volunteers and charities
- With the Development team, to support fundraising activities with Wales funders and donors, to sustain and build and Trust's work
- To ensure that service commitments are met, both as part of funded programmes and as part of the Trust's plans, to ensure that information is recorded on the Trust's systems, and to provide information for internal and external reports as needed
- As part of the Operations Team, to contribute to the overall continuous improvement of the Trust's services, responding to the needs of small to medium size charities, and utilising the skills of volunteers to obtain maximum benefit for charities

Key Activities

Operations/Service delivery

- Work with charity clients to scope projects, prepare project briefs, identify and introduce appropriate volunteers, and monitor and support projects to successful completion
- Proficiently use of and appreciation for the importance of maintaining accurate, timely records on Cranfield Trust's CRM system (Salesforce)
- Act on any issues arising from projects or mentoring assignments, finding further support or addressing any delivery problems
- Contribute insight and information to Board, programme and funder reporting
- Oversee and manage the delivery of funded programmes of activity in Wales through the Trust's services
- When appropriate, lead on individual services or activities as the main person responsible and first point of contact for a particular activity



- Identify and engage organisations and networks which can assist with attracting and recruiting appropriately skilled volunteers
- Communicate with volunteers, with Trust colleagues and independently, to build good relationships and a volunteer network that promotes the work of the Trust
- Manage volunteers to deliver high quality services

Fundraising/funder relationships

- Work with the fundraising function to support fundraising relationships with meetings and operational information, and contribute to reporting and attending meetings as needed
- Manage and oversee funded programmes of work, ensuring that funded commitments are met

Developing and representing the Trust

- Work with voluntary sector bodies and networks to raise the profile of the Trust, and promote its services to charities and other non profits
- Identify opportunities for the Trust to contribute to and work in partnership with other organisations from all sectors, voluntary, public and private
- Contribute to the overall reporting and knowledge base of the Trust, through collecting information on and analysing work in the region and in service areas

Team contribution

- Maintain excellent relationships with colleagues and volunteers across Cranfield Trust by working proactively as part of the team
- Act as an Ambassador for Cranfield Trust, attending and supporting events and required and positively representing the Trust's work

Working with other functions

As needed, working with the finance and data functions, with communications to guide marketing activities with charities and volunteers, and to contribute to insight activities to raise the profile of the Trust

Main Contacts

Internal

Head of Operations

Operations team

Volunteers

Fundraising, communications and finance colleagues, as needed

External

Charity clients

Sector bodies and groups

Funders, donors and supporters, as needed



Person specification

Knowledge and experience	■ Developing and building professional relationships	Essential
	■ Knowledge of the voluntary sector	Desirable
	■ Senior management skills across a range of disciplines	Essential
	■ Understanding of management issues in smaller organisations (charity or commercial sector)	Desirable
Skills and competencies	■ Excellent personal skills, strong relationship management (with colleagues, volunteers and charities)	Essential
	■ Excellent communicator at individual and group levels, in writing, by phone/online and in person	Essential
	■ Effective influencing and presentation skills	Desirable
	■ Strong attention to detail, especially in capturing and completing information on projects and other services	Essential
	■ Highly organised, with the ability to maintain multiple activities in parallel	Essential
	■ Good literacy, numeracy and IT skills, proficient in Excel, Word, Powerpoint	Desirable
	■ Strong interest in and passion for the work of the voluntary sector and the mission and vision of Cranfield Trust	Essential
Attitudes and behaviours	■ Strong affinity with our values, ensuring that actions, decisions and behaviours are consistently aligned	Essential
	■ Client focused, service oriented	Essential
	■ Desire to work co-operatively and flexibly with all team members (many of whom work part time and to different working patterns across the week) and willing to support and assist colleagues when needed to support the wider goals of the Trust	Essential
	■ Strives for continuous improvement and professional development	Essential
	■ Willing to work flexibility to meet demands of the role, including occasional evenings, weekend working, attendance at events	Essential

