



Deputy Director

The Friends of Friendless Churches (FoFC) is a small charity with a big task. For the past 67 years, we've been rescuing, repairing, and campaigning for redundant historic places of worship all across England and Wales. The challenges facing churches are mounting, and our work is becoming more important than ever.

As our Deputy Director, you'll be responsible for the smooth day-to-day operations of our office with the assistance of our Operations Manager. You will be the lead on our financial accounting system, processing payments, reconciling accounts and organising financial reports for the Board.

You will improve our membership programme, develop and implement a programme of events, and grow our membership. Membership is a key source of income for the charity and there is ample opportunity for a dynamic and creative individual to help grow our membership base. You'll be supporting our Director, with whom you'll work closely, but you will also work and collaborate with our other team members who support volunteers and organise buildings maintenance. Our team is small but busy, so it is essential that you are resourceful, self-motivated, highly organised and an independent thinker.

You will support the Director in all her activities, which range from fundraising to managing building contracts, and raising FoFC's profile in the sector. You will deputise for the Director in her absence.

A detailed description of the role is given in the following pages. We're looking for someone who will perform the role described as part of a small team running FoFC, and will contribute to the success of the team as it develops.

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To apply for this job, please send your CV and cover letter (max. two pages) to recruitment@fofc.org.uk **by 5pm on 16 October 2024**. Interviews will be held in late October at 70 Cowcross Street, London, EC1M 6EJ. Travel costs to the interview will be reimbursed.

If you have any questions about the role, please get in touch with our Director, Rachel Morley, at the email address above.

70 Cowcross Street, London, EC1M 6EJ | office@fofc.org.uk | 0204 520 4458

President The Most Honourable The Marquess of Salisbury KG KCVO PC DL
Chairman Roger Evans M.A.
Director Rachel Morley BEng

*Friends of Friendless Churches is a company limited by guarantee. Charity no.: 1113097; Company no.: 1119137;
Registered in England and Wales.*

About the Friends of Friendless Churches

We are an independent, non-denominational charity which receives no government funding in England, and a modest grant in Wales. We have 61 buildings in our care, and we acquire more each year when they close.

We believe that an ancient and beautiful church fulfils its primary function merely by existing. It is, in itself, an act of worship. These buildings are our greatest architectural and cultural legacy, shaping landscapes and lives for hundreds of years. They are the spiritual and artistic investment of generations, and they should survive for the benefit of future generations.

To find out more visit fofc.org.uk

Job Description

Job title:	Deputy Director
Location:	Hybrid – our office in London and home-based
Salary:	£45,000 - £50,000 depending on experience +6% pension contribution
Hours:	35 hours net per week 9am-5pm; Full-time; Permanent Occasionally, you will be required to work additional hours for out-of-hours events, our Trustees' Tour and AGM (reasonable travel expenses are reimbursed).
Holidays:	28 days per annum, in addition to all public holidays observed in England, and the office shut down period over Christmas
Reports to:	Director of the Friends of Friendless Churches

Job purpose:

To act as deputy to the Director over all of the Director's activities, including (depending on the DD's background and experience) supporting the Director in the management of our projects to conserve historic churches; supporting the Estate Officer in the maintenance of our existing churches; fundraising, including assisting in grant applications; assisting in communications with members and others; raising FoFC's profile in the sector.

To manage and improve the FoFC's membership scheme (with support from the Operations Manager), including growing our membership and establishing an events programme for our members. To be the Data Protection Officer for the organisation

To be responsible for the FoFC's financial administration, including making payments, ensuring monthly reconciliation is completed, and for producing reports as required.

To hold the overall responsibility for the smooth-running of FoFC's office function and supervision of Operations Manager who runs day-to-day operations.

Managing our membership scheme

To oversee the administration and management all aspects of our membership scheme, as well as improving the membership experience. Supervise the work of the Operations Manager in their delivery of the membership scheme.

- Ensure new members are enrolled promptly and membership queries are dealt with in a professional, helpful and friendly manner.
- Be the lead for management of our CRM system (Beacon), ensuring consistency of data and ensuring smooth integration with our website.
- Manage payments and subscriptions through our payment platform.
- Be the Data Protection Officer. This requires monitoring internal compliance, inform and advise the team on data protection obligations, organise training and provide advice regarding data management.
- Work with the FoFC Team (in particular the Communications Consultant and Operations Manager) to prepare regular e-newsletters to members and supporters.
- Coordinate with the Communications Consultant on public communications.
- Work with the Director on fundraising initiatives which are directed to members.
- Prepare and present quarterly reports for the Board of Trustees on renewal rates, new member rates, and income.
- Maintain a strong understanding of membership practices within the wider culture and heritage sector, attending training and networking events as appropriate.

Growing our membership

- Working with the Director and Board of Trustees, develop and implement a strategy for recruitment and retention of membership. This will involve reviewing the membership scheme, designing and planning reminders and a plan for reducing lapsed memberships.
- With the Director, develop membership targets.
- Develop and implement recruitment campaigns, including working with our Communications Consultant to deliver key messages, to achieve these targets.
- Periodically review and evaluate strategy and campaigns.

Establishing an events programme

- Work with the Volunteer Co-ordinator to research, develop and deliver an events programme for FoFC supporters. This includes planning and monitoring the income and expenditure of events and the events programme as a whole.
- Work with the Communications Consultant to help promote events, including an press releases, and work with the Operations Manager to ensure the office is briefed and ready to deal with bookings and enquiries.
- Deliver the events programme, ensuring sufficient support (e.g. working with the Volunteer Coordinator if volunteers are to be involved in the running of the event), clear assignment of roles and responsibilities, and proper briefing of support team.
- Working with the FoFC Team, in particular the Operations Manager, coordinate the logistics of the event (in-person or online) including, but not limited to organising speakers, venues, catering, toilet hire, photography, etc.
- Where possible, seek sponsorship to support event costs.

Financial support

To be responsible for FoFC's financial and accounting systems, including:

- Be the lead on running of our financial accounting system, liaison with the third party provider, monthly reconciliations and liaising with our Treasurer in preparing periodic reports for our Board of Trustees.
- Process payments via our financial accounting system.
- Work with the Operations Manager to ensure VAT is regularly reclaimed on repairs under the Listed Places of Worship grant scheme.
- Work with the Operations Manager to promote greater enrolment for Gift Aid.
- Working with our Operations Manager, invoice institutional members and subscription agencies.
- Be the point of contact with our payroll provider.
- Prepare annual budgets for membership system, events programme, accounting system, payroll provider, audit. Work with the Director to integrate these into the master budget for the year.

Office administration

Overall responsibility for the smooth running of the FoFC office including supervision of the work of the Operations Manager:

- Ensuring phones are answered, messages taken and emails replied to promptly.
- Ensuring donations are processed properly – via cheque, CAF, PayPal, DirectDebit and other methods, and seek efficiencies and improvements to current systems.
- Working with the Estate Officer, be the first port of call for significant access issues relating to contractors and visitors.
- Lead on review and renewal of our supplier contracts, for example insurance arrangements, electricity providers, and where necessary manage any major issues. Ensure the Operations Manager deals with more routine issues.
- Occasionally produce a report for our member magazine.

Meetings and events

To take a lead role in organising meetings and events with support from the Operations Manager, including:

- Help to organise and to attend Trustee meetings.
- Working with the Operations Manager, organise and run AGMs (taking bookings, sending out information, collecting payments and helping to ensure the smooth running of the day.)
- Organise and run the annual Trustees' Tour, including booking travel and accommodation;
- Working with the Operations Manager and Volunteer Coordinator manage event bookings (such as weddings, film hire, etc) and respond to queries.
- Attend and support events.
- Keep up to date with the heritage and church heritage sector by attending meetings of groups such as the Historic Religious Buildings Alliance, the Welsh Places of Worship Forum, and periodically catching up with Church Building Support Officers from other organisations. Occasionally deputise for the Director at these meetings.
- Prepare presentations and give talks for a variety of interested parties such as local history groups and Civic Societies.

What we're looking for

Training, experience & personal qualities

<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none">- Experience with financial accounting systems- Experience of organising and delivering events- Willingness to adopt/develop/improve charity processes- Experience of providing high-quality customer service- Excellent IT skills, with experience of common IT systems and programmes (e.g., MS Office suites, MailChimp)- Self-motivation, and the ability to work on one's own initiative, without direct supervision- Excellent oral and written communication skills- Excellent attention to detail- Good team-working skills- Ability to problem-solve and prioritise- Good time management skills- Comfortable with hybrid working environments	<ul style="list-style-type: none">- Experience (be it via volunteering, formal training or professional) in membership management - CRM management, processing Direct Debit, and running payment platforms.- Relevant training and experience in Data Essentials (GDPR)- Understanding of and sympathy with FoFC's work and cause- Experience of working in a small team- Interest in the historic environment