



New Hope Christian Counselling

Business Manager: Job Description and Person Specification

About New Hope

New Hope Christian Counselling is a registered charity (No. 1141104) and has been successfully delivering support to a broad range of clients in the local community for nearly 8 years. We provide a confidential face-to-face counselling service to people in need from a wide range of backgrounds and for many issues including stress, anxiety, depression, trauma and relationship difficulties. We offer a variety of counselling models including Person Centred, Cognitive Behavioural Therapy (CBT), Psychodynamic and Integrative.

We offer our service to anyone in the local area who feels they would benefit from counselling, and we will not refuse anyone counselling based on an inability to make a financial contribution. There are no set fees for counselling, but we operate a donation system whereby clients are asked to give what they can afford. We operate within our Christian Ethos and are affiliated to the Association for Christian Counsellors (ACC), however those of any or no faith can access our services, and there is no faith content to the counselling unless this is something the client particularly wants to discuss.

We keep our costs low by relying on volunteer counsellors, all of whom are either qualified to diploma or degree level, or are trainee counsellors with a minimum of two years' training. All counsellors are registered with a national counselling organisation such as the ACC or the BACP (British Association of Counselling and Psychotherapy).

We are a well-established and respected charity locally, partnering with other organisations who deliver services to the poor in the area. We offer a particular service 'New Prospects' which provides counselling to those who are homeless and/or have drug and alcohol problems in Leamington Spa. We also offer a service to those suffering from severe financial hardship who are in need of counselling in Stratford-upon-Avon under the Timon Fund.

Our service has grown steadily to meet the ongoing high demand for counselling support, so that it now operates out of four locations (Warwick, Leamington Spa, Kenilworth and Stratford-upon-Avon) and has a team of nearly 40 volunteer counsellors, 8 staff, and more volunteer supporters. 5 trustee/directors have overall control and responsibility for the charity.

To date, our agency has been managed by our founder who had the vision for providing a counselling service in the Warwick area, and began to put this into action back in 2007. She will continue on in a new role of Counselling Manager, working closely with the new Business Manager.

Our vision

We aim to show God's love by offering counselling to people in need within the local area, who are finding it hard to cope with psychological or emotional challenges. Our counsellors seek to help people, regardless of their beliefs or financial situation, to find solutions and discover new hope for the future.

For more information please visit our website newhopecounselling.org.uk and our latest trustee report via the Charity Commission website.

Job Title:

Business Manager

Purpose of the Role:

The purpose of this newly-created role is to provide operational and strategic management to New Hope to deliver its vision. The successful applicant will lead the staff team and, working closely with the Counselling Manager, create, implement and review the strategic plan.

New Hope is an organisation with a Christian Ethos, and the successful applicant will be expected to be understanding of New Hope's Christian traditions and practices.

Primary Responsibilities of the Role:

- **Strategic planning and implementation:**
 - Lead the development of the strategic plan, working closely with the Counselling Manager and in consultation with the trustees, to deliver New Hope's vision and ensure the charity's medium to long term financial stability.
 - Implement the strategic plan and regularly review achievements against short-term objectives and longer term goals.
 - Communicate the vision and strategic plan to staff, volunteers and trustees, to ensure they are well understood and supported, helping to drive a high level of commitment across the whole team.
 - Lead service development and continuous improvement across the organisation.
 - Attend quarterly trustee meetings to provide updates, contribute to strategic discussion and represent the staff and volunteers.
 - Work with trustees to explore new opportunities to expand and/or diversify New Hope's services.
 - Review the structure of the organisation, make recommendations and implement as necessary to ensure New Hope is fit for purpose now and for the future.

- **People management and leadership:**
 - Inspire, motivate and lead the staff team, modelling our values and working in close collaboration with the Counselling Manager.
 - Chair staff team meetings and champion good communication and information sharing across the team and the various sites where New Hope operates.
 - Line manage and support staff in their day-to-day roles through regular 1:1s and strong ongoing relationships.

- Support the longer-term learning and growth of staff, by identifying and developing existing talent and creating new opportunities for individuals to develop areas of expertise and learn different skills.
 - In collaboration with trustees and staff, recruit and induct new (non-counselling) staff, and support the Counselling Manager and other staff with the recruitment of volunteer counsellors as necessary to develop the service.
 - Meet regularly with the Chair of Trustees for mutual support and guidance, updates and feedback.
 - Support the Counselling Manager as necessary to manage any complaints.
- **Financial planning and review:**
 - Prepare an annual budget and a 3-year financial plan to ensure sustainability and cost-effectiveness.
 - Compile and present the quarterly accounts for review by trustees, providing insights and explanations.
 - Contribute to the annual report for submission to the Charity Commission by the trustees.
 - Oversee and ensure continuous improvement of financial operations including arrangements for banking, running of the payroll and payment of invoices.
- **Office administration and publicity:**
 - Recruit and oversee the work of volunteer administrators.
 - Working with the team administrator, ensure effective systems are in place for managing client communications into New Hope (i.e. phone calls, emails, etc.)
 - Review and update policies and procedures on Health and Safety, ensuring risk assessments, PAT testing, fire procedures etc. are up to date.
 - Review and update policies on the charity's operations and interactions with staff, volunteers and clients, for example the safeguarding and data protection policies.
 - Ensure appropriate insurance is in place for the charity, and support the Counselling Manager in reviewing and implementing as necessary any recommendations from the ACC (Association of Christian Counsellors).
 - Ensure that contracts are in place, are appropriate and are regularly reviewed as necessary, for example for the rent of premises at the various sites where New Hope operates.
 - Develop a communications strategy and oversee the implementation of this to ensure New Hope is promoted effectively and appropriately.
 - Prepare quarterly management reports for trustees, in conjunction with the Counselling Manager and the team administrator, to inform decision-making.
- **Fundraising and support:**
 - Develop, implement and review the fundraising strategy.

- Creatively research a variety of fundraising options and make recommendations in line with our Christian Ethos.
- Where appropriate ensure that existing applications for local grants are completed in a timely and efficient manner.
- Ensure a good prayer network is in place for New Hope, and maintain a close relationship with existing partner churches.
- Develop new relationships with local churches to seek support for New Hope through prayer and encouragement, financial giving and through expertise and advice.
- Seek opportunities to network, and develop and maintain good relationships with individuals or organisations linked to the provision of mental health services or alleviating poverty in the local area. Identify areas of commonality and opportunities for working partnerships.

Knowledge, Skills and Experience required:

We are seeking someone with the following skills, knowledge, experience and attributes, recognising that these are transferable from a wide range of other occupations, not just those jobs within the arena of mental health.

Essential:

- Agreement with and desire to embrace New Hope's vision to help people in need through the provision of counselling.
- Passion for improving mental health of the community.
- Understanding of our Christian Ethos and willingness to be respectful of Christian traditions and practices.
- Strong communication and interpersonal skills, underpinned by a high level of self-awareness and emotional intelligence. Motivated to actively seek feedback on own performance and approach.
- Proven experience of leading, managing and developing successful teams.
- Strong experience managing business operations.
- Able to think strategically, have insight and identify objectives to achieve longer-term aims.
- Good ability to identify and solve problems.
- Ability to identify opportunities for continuous improvement to deliver service excellence.
- Experience managing a budget and longer-term financial planning.
- Having a positive and proactive approach to ongoing personal learning and development.
- Highly driven with a positive attitude.
- Flexible approach to working hours and able to work occasional evenings and Saturdays for training events.
- Eligible to work in the UK and with a full UK driving licence.
- Good working knowledge of MS Office, email and Google calendar.

Desirable:

- Understanding of counselling practice/service provision.
- Experience of writing and executing strategic business and financial plans.
- Experience of fundraising, either in the planning and/or execution of a fundraising strategy.
- Some knowledge or experience of team dynamics and/or personality theories or tools.
- Proven experience delivering organisational change.
- Experience of seeking out and developing new relationships and partnerships.

Further details and benefits:

- This role will report to the Chair of Trustees.
- The role will be based in Warwick with the possibility of occasional homeworking. Occasional travel is anticipated to other sites where New Hope operates (Leamington Spa, Kenilworth and Stratford-upon-Avon).
- The contract is for a 12 month fixed-term (with the possibility of becoming permanent).
- The start date is hoped to be by July 2019, or earlier.
- The working pattern will be part-time, 3 days per week. The exact working pattern can be discussed and agreed.
- The salary will be £21,000 pro rata per annum (£35,000 full time equivalent), plus 17 days paid holiday and occupational sick pay is provided. Employer contribution 5% into pension scheme. A laptop and phone will be provided.

Application process

For an informal discussion about the role please contact Alison Oliver, Chair of Trustees via email alison.newhope@gmail.com or phone 07891 902476. Please submit completed application forms to carolinehboyd@gmail.com by 5pm on Monday 22nd April, please note CV applications with covering letters cannot be accepted.

New Hope Christian Counselling - Vision, Christian Ethos and Values

This document is designed to explain what New Hope Christian Counselling aims to achieve (our vision), and how our Christian faith has inspired and continues to inspire our work and our values.

All staff and volunteers, and candidates applying for roles at New Hope should ensure they read and understand this document.

Our vision

We aim to show God's love by offering counselling to people in need within the local area, who are finding it hard to cope with psychological or emotional challenges. Our counsellors seek to help people, regardless of their beliefs or financial situation, to find solutions and discover new hope for the future.

Christian Ethos

New Hope was founded by Christians and is overseen by a body of Christian trustee/directors. The charity was established out of a desire to show God's love and compassion in practical and relevant ways in the local community. That is still central to our vision. **Put simply, as Christians, we have been shown love and we want to show love to others in response.**

- We express our **faith through our actions** in loving others; inspired by our God who is full of compassion and mercy.
- As God shows no partiality or favouritism, **we offer support without partiality**, offering counselling to anyone in need that we have the capacity and expertise to support. We provide counselling to those of all faiths or none. Our counselling models are generally secular (i.e. person centred, CBT, integrative). Christian resources such as the Bible or books written from a Christian worldview would only be used with clients who request their counselling to have an explicitly Christian content. Clients are free to discuss faith issues if that is something they particularly want to bring to their counselling. We also will try our best to match Christian clients with a Christian counsellor if that is important to them.
- We strive to be part of God's work of **healing**, and we particularly want to help those who are suffering with psychological or emotional challenges. We believe God offers hope to humanity and we want to give new hope to our clients through the provision of counselling.

- We want to be **good stewards of God's gifts** to us, particularly the gifts of listening and counselling.

Our Christian traditions and practices

At New Hope we believe in the power and effectiveness of **prayer**. We have Christian partners who pray for our work and we also pray at meetings and training events. Christian counsellors may pray privately, but prayer is not normally included in the counselling sessions. When the trustees meet we pray because we want to seek God's guidance in our decision-making, and we trust that he will provide it.

We will be guided by our Christian beliefs when we **make decisions** about how we run our charity, as this is appropriate, for example, in how we choose to seek funding for our work.

New Hope is also affiliated to the **Association of Christian Counsellors**, and all counsellors working for us will be asked to read and adhere to their Code of Ethics and Practice. More information about the ACC can be found on their website www.acc-uk.org, or please speak to one of the staff team.

We do not insist that our counsellors are practising Christians, however we ask that all staff and volunteers please show respect for and consideration of our Christian traditions and practices and refrain from comments or behaviours that may cause upset and offence.

Our values

Finally, we want to share here our values. These describe the way we work and how we treat others, and also stem from our Christian beliefs and our desire to serve in the manner of the servant-hearted Jesus Christ.

Compassionate...suffering with others and having a desire to help, with kindness and gentleness.

Integrity...acting with honesty and fairness, trustworthy.

Evolving...always motivated to learn and improve the way we do things.

Inclusive...impartial, open, welcoming.

Responsible...taking our duties seriously and working diligently.

Encouraging one another and building each other up...working as a supportive team.

The trustees of New Hope Christian Counselling, 2019

Privacy Notice for Recruiting

1. Introduction

Personal Data is information that New Hope holds about you and which identifies you.

New Hope collects and processes personal data as part of its normal recruitment processes.

We are committed to being transparent about how we collect and use that data to meet our data protection obligations. Under the General Data Protection Regulations (GDPR) we are required to tell you how and why we collect your personal data and what we do with that information. We also need to tell you what decisions you can make about your own data.

The information we hold and process will be used for our management and administrative use only. We will keep it and use it to enable us to run an effective recruitment process. This includes using information to enable us to comply with any legal requirements, pursue the legitimate interests of New Hope, and protect our legal position in the event of legal proceedings.

2. What information does New Hope collect?

Much of the information we hold will have been provided by you, such as

- your application form or Curriculum Vitae - which includes personal details such as your name, address and contact details (including email address and telephone number), details of your qualifications, skills, experience and employment history - including start and end dates - with previous employers
- information about your nationality and entitlement to work in the UK

We also collect personal data from third parties, such as

- references
- information about your criminal record where the role requires this by law

3. Why does New Hope process personal data?

New Hope has a legitimate interest in processing personal data in order to effectively and efficiently run a recruitment purposes – for example, to ensure we know how to contact you should we need to, and to screen / shortlist candidates and judge their suitability for the role for which they are applying.

In some cases, New Hope needs to process data to ensure that we are complying with our legal obligations. For example, we are required to check an employee's entitlement to work in the UK. For certain positions, it is also necessary to carry out criminal records checks to ensure that individuals are permitted to undertake the role in question.

4. Where does New Hope store your personal data and who is the data is shared with?

Data is stored in a range of different places. Most of the data is stored in a paper file kept secure in a locked filing cabinet in the New Hope office. However there will also be information held in New Hope electronic files and its email system to ensure the effective running of the recruitment process.

Your information will be shared internally only as appropriate for management and administrative use, and only with those directly involved in the recruitment process (for example, with trustee/directors).

5. How does New Hope protect your data?

New Hope takes the security of your data very seriously so that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees and trustee/directors in the performance of their duties:

- Manual files are securely locked away
- Any electronic files holding personal information are password-protected
- Personal information is not taken out of the office unless necessary for work reasons
- If personal information is taken out of the office (for instance to travel to a different venue to conduct interviews) it is the staff member's responsibility to make sure that it is kept safe and no-one else can access it
- Personal information from manual files or print outs no longer needed is treated as confidential waste and shredded

In addition:

- New Hope staff are aware of how to report any losses or potential losses of information

7. For how long does New Hope keep your personal data?

New Hope will only keep your data for as long as it is necessary for us to do so.

All recruitment records, including personal data for unsuccessful candidates, will be held for 6 months after a candidate has been notified that their application has been unsuccessful. This is to ensure that full records are available to respond appropriately should a candidate wish to bring an Employment Tribunal claim. Individuals may also be contacted in case of future vacancies which they may be appropriate for, to give them the opportunity to apply.

All recruitment records relating to a successful candidate who becomes an employee of New Hope will be transferred to a personal file and held for the duration of their employment and after the end of their employment in accordance with the relevant retention periods set out in the New Hope *HR records retentions schedule*.

8. Your rights and further information

You have a number of rights. You can:

- access and obtain a copy of your data on request (known as 'making a subject access request')
- require New Hope to change incorrect or incomplete data
- require New Hope to delete or stop processing your data (known as 'the right erasure or the right to be forgotten') in certain circumstances
- require New Hope to restrict the processing of your data in certain circumstances
- if you have provided consent for the processing of your data you have the right to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn
- require New Hope to provide a copy of your data in a way that is accessible and machine- readable, and to transfer this data to another organisation (known as the right to data portability)

For more information on your rights please refer to the ICO website <https://ico.org.uk/your-data-matters>

If you would like to exercise any of your information rights or have a concern about the way that New Hope is processing your data, please contact Liz Charton, (liz.charton@newhopecounselling.org.uk). It would be helpful if data requests were in writing. Template letters and guidance may be found on the ICO website if required. All requests will be responded to within one calendar month.

March 2019

New Hope Christian Counselling
70 Saltisford Warwick CV34 4TT

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