



Who are we?

Befriended is a small charity based in Mid Sussex with a Big vision. Our vision is to end loneliness and isolation amongst older people living in Mid Sussex working in partnership with local churches and organisations. We aim to fulfil our vision by addressing the main causes and consequences of loneliness and isolation.

Our Christian Ethos

- We have a Christian Foundation
- We represent local churches
- We are underpinned through prayer
- We value every human being, just as God does
- We acknowledge that we are a multi-faith society and we welcome people of all faiths or none

Befriended has achieved recognition for its impact in the community through a Coronation Champions award in 2023, Mid Sussex applauds award in 2022 and 2024 and an invitation to No 10 Downing street in 2024.

How do we do that?

We offer a range of services and activities that not only bring people together to improve wellbeing, encourage spirituality and build friendships but we also connect people with befrienders in their homes. We support people through the journey of bereavement and bring joy through our community choir, outings and tea parties. Our current activities are one to one befriending, telephone befriending, befriended buddies, Chaplaincy in care homes, Community Choir, Befriended Balance, Bereavement courses, Bereavement café, Bus trips, Acts of kindness, Monthly tea parties and special events.

We currently have around 500 clients, 90 volunteers and 400 partners who receive our newsletters

Why do we need an operations leader?

Befriended has grown exponentially in the last 2 years increasing its client base by over 300% and increasing its activities from two to twelve. We have a fabulous team of volunteers, but the operation of the charity is now needing underpinned by an efficient co-ordinator who will enable the charity to flourish and grow. Are you that special person who will bring your gifts and skills to benefit Befriended.

What do we need?

Befriended needs someone who firstly is passionate about what we are doing and why we are doing it. Secondly, we need someone who aligns with our values and vision, but thirdly we need someone who is brilliant at admin and organising.

We need someone who is happy working alongside and assisting the CEO in her multitude of tasks, bringing order out of chaos and efficiency in everything we do. Someone who is efficient in working on their own as well as being part of a team and is confident in using their initiative.

This role will play an active role within the growth, development and fulfilment of Befriended's Vision.

Gail Millar 31.5.24



Registered Charity no.
1175623

office@befriended.org
www.befriended.org
0300 7727703

Local churches
bringing
people
together

Job Description

Operations co-ordinator for Befriended.

Salary: £11,700 Plus 3% pension contribution.

Hours: 15 hours a week - flexible. Two days a week

(Possibility of a third day depending on funding, as the charity grows so this role with grow.)

Reporting Relationship: Founder & CEO, Trustees.
Line Managed by CEO through monthly meeting.

Other key relationships: Anna Chaplains
Volunteers

Location: Mainly working from home, charity is based in Mid Sussex with an office in Hurstpierpoint, with attendance there when required.

Contract: Permanent with 6 months probation.

Start date: As soon as possible, following references and DBS application.

How to Apply: Email with covering letter telling us about you, why you would like to be considered for this role and CV to gail@befriended.org

Main Responsibilities

To provide administration support for all Befriended services and events.

To process referrals, liase with clients, family members and volunteers ensuring our appropriate services are offered.

To maintain, grow and develop our volunteer recruitment, administer our volunteer training programme, application process, DBS applications and develop a volunteer recognition and reward system.

To communicate with clients, volunteers and partners via email, phone, whatsapp.

To support with the promotion, marketing and social media of all Befriended services and activities including special events.

To maintain and develop Befriended database system -zoho , Inputting and ensuring records are up to date and accurate.

To develop and update policies and procedures for good practice within Befriended (eg: health and safety, safeguarding, GDPR, Risk assessments etc).

To develop a staff manual in conjunction with trustees

To support and assist the CEO in fundraising providing sustainability for the role and the charity

Undertake any other duties as may be determined from time to time within the general scope of the post.





Finance

Maintain financial records including income and expenditure reports

To assist preparation of bimonthly finance report for Trustees.

To assist the CEO in preparing annual report each year for charity commission.

Marketing, information and promotion

To promote and represent Befriended at external events, raising awareness of our services, volunteer opportunities and faith opportunities.

Contribute to content for monthly newsletters, website and social media.

Bimonthly trustee meetings

To prepare all reports and paperwork for trustee meetings

To take minutes and keep records of all meetings

Person qualities and expectations

Skills and experience

Essential

- All applicants must be committed to the vision, Christian ethos and values of Befriended
- Excellent IT skills
- Proficient at using Teams, Zoom, Mac Office and CRM systems
- Experience of co ordinating events/projects
- Understanding and sympathetic to the needs of older people
- Ability to maintain accuracy and have an eye for detail
- Ability to work on own initiative

Desirable

- Able to drive
- Experience of fundraising and funding applications
- Experience of pr and marketing
- Experience of working in the charity/voluntary sector
- Experience of working in partnership with other organisations

Personal Qualities

Creative thinking with passion

- To be sympathetic and in agreement of our Christian ethos
- To be of good character, honest, open and have integrity
- To be willing to attend monthly team meetings where we pray for the work of Befriended
- To be flexible, encouraging and willing to bring ideas to the table
- Exceptionally well organised, with strong attention to detail and accuracy, particularly in written communication and presentation.
- Curiosity for new systems and opportunities.
- Persistent in finding solutions, with adaptability and flexibility



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