



Musicians Benevolent Fund

Role context. Strategic aims for 2010-2014:

1. Ensure that every musicians who is eligible for the Fund's help knows about its role and function.
2. Provide the highest quality benevolent service to support professional musicians, both aspiring and established.
3. Raise public awareness and understanding of the challenges that musicians face in their working lives and take action to overcome them.
4. Ensure that the Fund has the resources to support its beneficiaries for another 100 years.

Role profile part one - role requirements

Job title	Welfare and Advice Manager
Hours	35
Department	Giving unit
Location	7-11 Britannia Street, London WC1X 9JS
Reports to	Director of Giving
Responsible for	<ul style="list-style-type: none"> • Senior Musicians Support Officer [2] • Musicians Support Officer (Welfare) • Visitor and Volunteer Officer • Interns and volunteers
Role purpose and role dimension	<ul style="list-style-type: none"> • To manage and develop the Fund's Welfare policy • To provide an excellent benevolent service for the Fund's Welfare beneficiaries • To develop and lead on specific projects as directed by the Director of Giving which relate to the delivery of the organisation's strategy
Key external contacts	<ul style="list-style-type: none"> • Applicants and beneficiaries • Professional musicians • Music organisations • Benevolent, music, entertainment and other charities • Association of Charitable Organisations [ACO] • Statutory Health & Social Services Departments
Key internal contacts	<ul style="list-style-type: none"> • Director of Giving • CEO and senior management team • Other managers • Trustees and advisory committees • Fund staff teams
Financial dimensions	<ul style="list-style-type: none"> • Prepare Care and Welfare annual budgets • Prepare budgets for any other special projects • Approve financial awards within policy guidelines • Financial sign off responsibilities as agreed

<p>Key areas for decision making</p>	<ul style="list-style-type: none"> • Decisions concerning management, development and delivery of Welfare policy • Ensuring services are developed and delivered within budget • Decide on all issues concerning management of Welfare team and performance • Identifying especially vulnerable beneficiaries and arranging appropriate care and support
<p>Other considerations</p>	<ul style="list-style-type: none"> • CRB check required • Working away from home required • Full driving licence required

Key Result Areas	Key elements	% of time
Lead develop and coach the staff team	<ul style="list-style-type: none"> • Effectively manage the team to ensure best success in the care and welfare area. • Follow internal supervision and appraisal processes • Tackle performance issues effectively • Provide or arrange appropriate training and/or coaching for team members • Recruit appropriately skilled staff with Director and undertake induction 	20%
Manage and develop Care and Welfare policy	<ul style="list-style-type: none"> • Ensure the Fund provides the highest quality benevolent service to all Welfare beneficiaries • Lead on policy development initiatives in welfare area. • Ensure the most vulnerable beneficiaries are identified and develop a strategy of support for them, including phone calls and visits • Carry out assessment and support visits for complex cases • Ensure all applicants and beneficiaries have individual care plans • Ensure all grant and loan payments to beneficiaries are processed efficiently and recorded to audit requirement standard • Develop processes for monitoring and evaluation • Support staff to deal with difficult or complex cases • Research and develop new initiatives as directed by the Director of Giving • Liaise with Musicians to ensure that the Fund's Welfare policy best serves their needs 	40%
Collaborate with external agencies –musical and social care - to ensure grant making reflects best practice and meets the needs of individuals	<ul style="list-style-type: none"> • Liaise regularly with other voluntary sector organisations to co-ordinate help and share best practice • Ensure the Fund's help reflects up-to-date thinking in the field of welfare rights and state support 	20%

<p>Ensure new and expanding areas of work support the Fund's strategic aims</p>	<ul style="list-style-type: none"> • Assist the Director of Giving in the development and implementation of policies including identifying new areas of need, expansion of current grant making and extension of help in relation to current and changing needs of musicians • Support the Awards and Partnerships Manager in setting up a robust volunteer network which will support all areas of the Fund's work 	<p>10%</p>
<p>Manage and set departmental budgets</p>	<ul style="list-style-type: none"> • Ensure that individual budget targets are met and that projects are delivered within agreed financial limits • Set accurate annual departmental budgets in consultation with the Director • Prepare financial reports • Review expenditure ensuring all aspects of the Giving unit's work represents value for money 	<p>10%</p>
<p>Commitment and effective teamwork and communication</p>	<ul style="list-style-type: none"> • Ensure clear communication within the Giving unit and across the Fund • Work co-operatively and thoughtfully across the organisation to ensure a high quality service is provided • Work collaboratively, especially with other managers • Ensure work schedules are planned taking into account the needs of the business • Cover colleague workloads in staff absences • Lead and participate in team and organisational meetings 	
<p>Active engagement with the Fund's work and values</p>	<ul style="list-style-type: none"> • Represent the fund at events and promote key messages • Endeavour to raise the profile of the Fund at every opportunity, including educating beneficiaries on the scope of the Funds' work • Engagement with the Fund's activities and ensure up-to-date knowledge and understanding of its 	

Training, development and other support	<p>work</p> <ul style="list-style-type: none"> • Ensure cost-effectiveness in all areas of work • Undertake and identify relevant professional development activities and training as agreed with the Director • Undertake other duties relevant to the post as agreed with the Director 	
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Role Profile part two – Person Specification

Essential knowledge	<ul style="list-style-type: none"> • Educated to degree level or equivalent relevant experience • Knowledge of welfare rights and statutory provision • Knowledge of processes connected with grant making to individuals and associated operational systems • Knowledge of carrying out individual assessments and evaluating cases • A knowledge and interest in music
Essential skills and abilities	<p>Skills</p> <ul style="list-style-type: none"> • Strong and confident communication skills • Ability to use CRM and IT to an advanced level • Excellent written and spoken English • Organisation and planning skills • Team player with positive attitude • Objective and logical thinker • Research and evaluation skills • Finance skills – managing and setting budgets <p>Abilities</p> <ul style="list-style-type: none"> • Ability to analyse complex cases and make decisions • Flexibility of approach to colleagues and beneficiaries • Ability to work under pressure and prioritise • Ability to manage a heavy and varied workload • Ability to communicate sensitively and empathise with elderly, vulnerable or disadvantaged people • Ability to motivate and inspire others • Ability to collaborate effectively internally and externally • Commitment to the strategic objectives of the Fund and incorporating these into all areas of influence • An ability and willingness to learn new skills
Essential experience	<ul style="list-style-type: none"> • Experience of grant making • Experience of a management role, from recruitment through to performance review, development and training • Experience of policy and operational development • Experience in a social care environment • Experience of budget preparation and management
Special conditions	<ul style="list-style-type: none"> • A willingness to occasionally work outside office hours and at weekends <p>Bound by the Musicians Benevolent Fund confidentiality</p>

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