

## Crawley u3a Committee and Support Role Profiles (November 26<sup>th</sup> 2022)

This document shows the latest role profiles, reflecting, for the non-Officer roles, the additional roles developed for the sub-committees as part of the proposed new organisation. Notes under each role describe how they relate to the June 2018 profile document, the last update pre 2022.

Note that:

- The previous SUN (Sussex u3a Network) representative support role has been omitted as the SUN is due to be dissolved on 30<sup>th</sup> November.
- An Equipment and Storage role (floating i.e. not part of any team) was listed in the June 2018 role profile, though no description included.
- Currently some of the tasks of the Vice Chair role are being undertaken by the other Officer roles, and some of the Events Coordinator's role effectively being picked up (or not) by Committee members and the Support roles within Events.

Many of the role profiles are needlessly detailed and it is suggested that the more Operational tasks such as distributing AGM documents, reimbursing expenses, notifying Charity Commission of Trustee changes, Beacon updates, editing webpages etc are transferred to an Operational Tasks document showing which role currently is responsible for what. This can then be kept under continual review.

Tasks such as the AGM, submission of the Trust's Annual Return, membership renewal, publication of newsletters, and Coffee Mornings which take place on a regular basis (annual, termly, and monthly) will also be referenced in the Trustees Calendar.

## OFFICER ROLES WITH THEIR SUPPORT ROLES

### CHAIR (Jim McGough)

As approved by the Committee June 2022, when it was updated to move the emphasis on merely chairing meetings to that of leading on governance and strategy.

1. To provide inclusive and democratic leadership of the board of Trustees (the committee).
2. To ensure the committee fulfils its responsibilities for the overall governance, strategic direction, financial stability, administration, and sustainability of the u3a.
3. To ensure that Crawley u3a sets clear and achievable goals, which are regularly monitored and reviewed.
4. To ensure that Crawley u3a applies its resources exclusively in pursuance of its charitable objects/purposes, abides by its governing document (the constitution) and complies with charity law and other relevant legislation.
5. To ensure that Crawley u3a upholds the guiding principles of the Third Age Trust.
6. To oversee adherence to the terms and conditions of affiliation to the Third Age Trust.
7. To ensure the effective and efficient administration of the u3a.
8. To safeguard the good name and values of the u3a organisation.
9. To act as the principal ambassador of Crawley u3a and assist its development by taking every opportunity to publicise its positive objectives to a wider audience.

### VICE-CHAIR (vacant)

As approved by the Committee June 2022, when it was updated to move the emphasis on merely acting as deputy to the Chair and leading on policies and guidance to one of leading on new initiatives and mentoring and guiding other Committee members.

1. Assisting the Chair in providing leadership and direction to the Executive Committee, enabling them to fulfil their responsibilities.
  - (a) Assisting the chair in protecting and enhancing the reputation of Crawley u3a by regular formal and informal engagement with relevant areas of the wider Crawley community and other, local, u3as
  - (b) Acting as a sounding board for the Chair discussing ideas, issues, and new initiatives.
2. Taking a leading role in promoting and evaluating new initiatives and ensure the continued growth and development of Crawley u3a.
3. Assisting the members of the committee in reflecting on their roles and performance with a view to ensuring the continuing effective of the executive committee.
4. With assistance of other members to regularly reflect on the vice chair role and performance, and so produce solutions to issues which arise.
5. Assisting in the implementation of organisational Committee policies and ensuring appropriate administrative systems are established and maintained to give effect to them.
6. Deputising for the Chair at committee meetings, other meetings, and events, when the Chair is unavailable.
7. Undertaking assignments at the request of the Chair.

8. Chairing assigned committees or working groups
9. Supporting the Chair in the induction of new trustees and assisting with their mentoring and training.
10. Ensuring the welfare of the Committee members, listening to, and assisting them in resolving their concerns.  
Yes, keep welfare separate from induction (in case they are concerned they have not had a proper induction)
11. Assisting the chair in a regular review of committee changes and structure in order to optimise the process of succession planning

### SECRETARY (Margaret Lloyd)

As approved by the Committee June 2022, but little changed from the June 2018 version, apart from the inclusion of items 5, & 9.

1. Committee Meetings:
  - Request agenda items and monthly reports from Committee members and then agree agenda with Chairman.
  - Collate Committee members supporting documents for Committee meetings preferably no later than one week before the meeting
  - To monitor the progress of decisions and agreed actions from the previous meeting(s)
2. To give notice of the Annual General Meeting for distribution as per the Constitution and receive proposals and nominations from members for the appointment of the new Committee.
3. To oversee the compilation of the Annual Report and production of all documents for the AGM and to circulate to all Crawley U3A members as per the Constitution.
4. To respond to all correspondence received for Crawley u3a, including Third Age Trust business, using email where possible. To redirect it to a more appropriate person for action or disseminate it to all Committee members for information/action.
5. To stay up to date with information, policy and procedural changes and legislative requirements as advised by u3a Third Age Trust
6. Notify the Charity Commission of any changes to the Register of Charities.
7. To contact the u3a Office with insurance queries or potential claims.
8. To retain a file copy of all papers for Committee meetings, Group Leaders' meetings and AGM plus any sub-committee reports.
9. To oversee the induction process for all new members of the Committee and ensure that they sign the Trustee's Declaration on appointment.
10. To work with the Minutes Secretary ensuring consistency and timely production of all minutes

### MINUTES SECRETARY (as June 2018 role descriptions). Unfilled November 2022

1. To take the minutes at the Committee, Group Leader, AGM and EGMs meetings, to pass written minutes to the Secretary for checking.
2. To distribute agendas and minutes when requested
3. Place meeting agendas, papers and minutes onto the Crawley webpage

## TREASURER (Graham Friday)

As approved by the Committee June 2022, as the June 2018 version but with inclusion of responsibility for financial policies, controls and governance (items 1,2, and 11) and the item 10 (previously equipment list kept by Secretary).

1. To be responsible for having the necessary financial policies in place to ensure the smooth day-to-day running of all u3a activities.
2. To ensure that the appropriate accounting procedures and controls are in place, and they are in line with the requirements and recommended practice of the charity regulators and national legislation.
3. Maintain accurate records of all receipts and payments, to be presented to the agreed nominated Accountants for Independent Examiner purposes.
4. Attend Committee meetings and provide clear and concise reports on current financial activities
5. To prepare and present the Certified Accounts at the AGM.
6. To receive accounts and monies from Group Leaders or their appointed treasurers and any monies due to Crawley U3A and to pay into the appropriate Bank Account.
7. To reimburse Officers and other members for expenses incurred in carrying out their duties in the activities of Crawley U3A within reasonable time scales.
8. To make the appropriate annual Gift Aid claim to the Inland Revenue on behalf of Crawley u3a.
9. To set up and maintain accounts and relationships with the appropriate financial institutions (e.g. Banks, Auditors).
10. To propose and implement a policy for the management of any property or assets, including the maintenance of an Asset Register and associated Equipment list.
11. Ensure the highest level of financial transparency and accountability
12. To oversee the work of the Assistant Treasurer and allocate suitable tasks commensurate with the post

## ASSISTANT TREASURER (as June 2018 role descriptions). Unfilled November 2022

To undertake an agreed set of financial tasks to support the Treasurer.

## NON-OFFICER ROLES WITH THEIR SUPPORT ROLES

### COMMUNICATIONS COORDINATOR (Sue Parker)

As produced by Sue Parker in September 2022 for the proposed new structure. The Communications Coordinator, Newsletter Editor and Publicity Organiser roles were based on the June 2018 roles. Item 1 of the new Website Editor role is taken from the June 2018 Webmaster role, which otherwise remains as June 2018.

1. Deliver a Communications Strategy to effectively manage all internal and external communication, advertising and promotion undertaken by the u3a
2. Review the Communications Strategy regularly to ensure that it remains fit for purpose and the actions contained therein are being carried out
3. Oversee communications and publicity for members and potential members, including newsletter editing and distribution
4. Oversee collection of material and provision of displays for monthly meetings and the annual Open Afternoon
5. Update and restructure the website before taking on a website editor to help out when this restructuring process is complete
6. Coordinate and support the work of the other non-trustee roles within the Communications team:

#### NEWSLETTER EDITOR (currently within Communications Coordinator role)

1. Produce monthly newsletters to be sent to members electronically via Beacon on the first Monday of the month (to include the quarterly newsletters) and upload on to the Crawley u3a website
2. In addition, print and post quarterly newsletters to members without email. The quarterly newsletter to have more content than the monthly newsletters and to share any important information those members might have missed by not being on email
3. Collect items of interest to members, such as monthly meeting reports, important notices affecting members and reports from the various groups as well as ensuring that the newsletter has sufficient content of relevance and interest to members, adequate coverage of groups and their activities, photos, and quizzes

#### WEBSITE EDITOR (New for Reorganisation but currently within Communications Coordinator role)

1. Keep information on the website up to date
2. Keep the Groups Directory up to date, ensuring that the contents are the same as on the website, upload an updated copy on to the website and share it with the Membership Secretary

#### PUBLICITY ORGANISER (currently within Communications Coordinator role)

1. Publicise the monthly meetings, coffee mornings (three times a year), Open Afternoon (once a year) and any one-off events held during the course of the year

#### WEBMASTER (Stuart Spreadborough for the foreseeable future)

1. Maintain the Crawley u3a website in liaison with the Communications Coordinator and liaise with group leaders, the Committee, and other relevant persons regarding content
2. Ensure consistency and relevance of information on the website

## MEMBERSHIP COORDINATOR (Jacqui Mercer)

These roles were drafted by Graham in August 2022 in liaison with Ann Sole but were not fully completed. The Coordinator plus the two new Member Support roles were based on the June 2018 roles with more detail.

The Welfare Support role is as the June 2018 version, except that it was then within the Groups' Coordinator function and included the attendance of Crawley Community Older Peoples' Forum. The Database (Beacon) administrator role is as the June 2018 version.

1. Publish contacts locally and on the national u3a website and database for new member enquires.
2. Respond to enquiries for membership and requests for information on Crawley U3A
3. Develop and maintain joining packs for new members.
4. Arrange events for the community to become aware of the u3a and what it offers
5. Manage the annual membership renewal process, liaising with the Treasurer on all financial aspects of membership e.g. accepted methods of payment, Gift Aid declarations, membership fees etc.
6. To process renewals and update beacon system accordingly.
7. Issuing of Membership cards.
8. To update members details as and when advised of changes
9. Send updated membership address database to Third Age Trust for 'Third Age Matters' magazine as requested by the Third Age Trust.
10. Prepare articles on membership matters for publication on the website and newsletters
11. To provide support and guidance to Database Administrator to ensure the accurate and timely maintenance of members records on the Beacon system.
12. To coordinate and support the other non-trustee roles within the Membership team.

### NEW MEMBER SUPPORT (New for Reorganisation)

1. To aid in the setting up of new members records and providing support to help them join the activity groups they are interested in general help them fit into the organization over their first year of membership.

### EXISTING MEMBER SUPPORT (New for Reorganisation)

1. To provide a support service to existing Members.

### WELFARE SUPPORT (Brenda Ashenden for the foreseeable future)

1. To be the point of contact to receive information from Groups Coordinator, Group Leaders or members regarding illness/incapacity/death of any Crawley u3a member and offer appropriate support.
2. To research and evaluate any organisations (national or local) that may be of use to u3a members and to disseminate information accordingly, either directly to members or generally via the website or newsletters.
3. To be responsible for providing advice and assistance to those Members with additional needs.

### DATABASE (Beacon) ADMINISTRATOR (John Walton for the foreseeable future)

1. Act as the main focal point for communications with the national Beacon team
2. Perform local back-ups of the data weekly.
3. Allocate and maintain user roles and privileges for the Beacon system.
4. Act as a 'help desk' for Crawley Beacon users, for example giving out new passwords to people who have forgotten theirs, unblocking email addresses on Beacon when an email has been blocked for some reason.

5. Train new users of the Beacon system.
6. Act as the Crawley coordinator for the Beacon forum.

### GROUPS COORDINATOR (Peter Beckley)

As drafted by Graham in liaison with Peter in August 2022. Much of the Coordinator role and the Activity Developer support role were taken from the 2018 roles, with some added detail.

The Venue Health and Safety role is completely new,

1. To be the first point of contact and support for all Group Leaders in Crawley U3A
2. Responsibility for the co-ordination and input of an annual programme of group meetings and activities both in the Beacon system and displayed on the website.
3. Responsibility for securing bookings for all group meetings including the input of data where appropriate on to the Beacon system
4. To oversee the production of a documented procedural guide for Group Leaders to amongst other things:
  - Venue hire
  - Managing group finances
  - Policies and procedures e.g. Safeguarding, GDPR, Equality, Diversity and Inclusion
  - Accident and incident reporting
  - Access to educational and learning facilities and material
  - Use of equipment
  - Dealing with problems
  - Communication with group members
5. Ensure that all Group Leaders have a copy of the guidance as well as access to or copies of all relevant forms e.g. accident reports, expense claims.
6. Provision of reports to Crawley u3a Committees as required
7. To manage the day-to-day booking and working relationships with the venues used by the groups and ensure that all bookings made are undertaken in accordance with the venue's terms and conditions of hire.
8. Arrange Group Leaders' meetings so that knowledge, issues, problems and new ideas can be shared and discussed.
9. To resolve any minor conflicts that might occur in groups, referring more serious issues to the Committee for consideration.
10. Work with Group Leaders to ensure that all information on group numbers, member lists and vacancies are up to date on Beacon.
11. To communicate all relevant information to Group Leaders from the committees, relevant networks, the region and Third Age Trust Office.
12. To work with the Communications Coordinator to publicise group activities via the website, newsletter, monthly meetings etc.

### ACTIVITY DEVELOPER ( New for Reorganisation)

1. Identify opportunities to establish new activity groups.
2. Support in setting up new interest groups, e.g. communicate opportunities making list of interested members, arranging start up meetings etc.

3. Maintaining regular contact with newly established groups to discuss and review progress
4. Monitoring interest groups where there are waiting lists and encouraging existing members to start new groups
5. Encouraging members with known skills and interest to become Group Leaders

#### **VENUE HEALTH AND SAFETY ( New for Reorganisation)**

1. To undertake, document and publish annual risk assessments on all venues used by the Crawley u3a activity groups
2. To ensure that Crawley u3a are using venue that are compliant with Health and Safety legislation.
3. To undertake assessment as to the level of accessibility each venue has to meet the diverse Membership of the u3a.

#### **OPEN AFTERNOON ORGANISER ( New for Reorganisation)**

1. Plan the event to showcase the Activities undertaken by Crawley u3a to the public.
2. Liaise and coordinate the necessary input from Group Leaders and other key members.

### **EVENTS COORDINATOR (vacant)**

As drafted Graham after talking to Liz Tenant in August 2022. All roles essentially as they were at June 2018.

1. To establish and deliver an annual programme of social events (seasonal outings, monthly meetings and coffee mornings) that are open to all Members.
2. To arrange the bookings of venues required for the social events
3. Manage the day-to-day relationship with the Friary to ensure that the venue is layout to meet requirements.
4. Organise annual celebration event
5. To coordinate and support the other non-trustee roles within the Events team (Speaker Organiser, Events' Organiser)

#### **SPEAKER ORGANISER (Liz Tennant)**

1. To identify and engage speakers for the monthly meetings using appropriate paperwork
2. To agree charges and expenses with individual speakers.
3. Confirm the arrangements one week prior to the meeting, providing route and parking instructions
4. Meet and greet the Speaker on the day
5. Process paperwork required by the Treasurer to make associated payments.
6. Send a communication of thanks to the speaker

#### **EVENTS COORDINATOR: SEASONAL OUTING ORGANISER (Liz Tennant)**

1. To identify dates, venues, timings and costs for outings open to all members of Crawley u3a.
2. Prepare publicity for each event and ensure that is adequately circulated via the website and newsletters allowing adequate time for responses
3. Manage all the bookings for the event.
4. To liaise with tour company, checking availability of selected outings, booking outings and paying deposits.
5. Contact coach company and book transport for outings on selected dates.



6. Receive booking forms checking membership details, cheques etc. and record these details.
7. To provide nominated coach supervisors with a list of names and their details including emergency contacts.
8. Liaise with Treasurer regarding banking of cheques and payments to tour and coach company.

#### **REALLY USEFUL GROUP (RUG) LEADER (Admin Isabel Baker, Teas Sue Mearns )**

1. Upon the receipt of requests from Events Coordinator, identify enough RUG members to cover the tasks agreed
2. Ensure the engaged RUGs are given information of time, venue and role
3. Organise annual RUG get-together

#### **ACCESS COORDINATOR (Janet Newson)**

*Provisional pending the role holder's own experience in the role and further consultation within Crawley u3a.*

1. Assess the existing accessibility of the venues used for Group meetings with details to be placed on the website (possibly on a new Access webpage or linked to the Groups page).
2. Recommending to the Committee additional adjustments, with estimated costs where relevant, which can be made to improve the experience of members suffering from any disability.
3. Liaising with external venues and members who run activities in their own homes on accessibility matters.
4. Contact new members and existing members who indicate that they have a disability or health related issue that may need additional support and/or adjustment and discuss with them what needs they have and how these could be met.
5. Ensure that a designated person (often the Access Coordinator themselves) is present at all events open to all Crawley u3a members and/or the general public, to ensure that people with special access requirements are provided with appropriate seating or access (e.g. near the front for those with impaired hearing or vision, aisles sufficiently wide to allow for wheelchairs etc)
6. To liaise with Group Leaders to ascertain which Groups require a certain level of fitness and/or mobility.
7. To act as Group Leaders' point of contact where there are concerns about an individual's ability to participate in a group's activities.
8. To liaise with the Membership Coordinator, Groups Coordinator and Welfare Support roles as appropriate.
9. To seek additional advice and support from the Regional Trustee, National Office, the Trust's Website and external specialist organisations as required.

Secretary 26th November 2022

#### **Version Control**

Changes vs November 21<sup>st</sup> version

- Inclusion of provisional Access Coordinator Role agreed Committee 22/11/22