

# Manager Role Description

*Moray Carshare, 10<sup>th</sup> September 2019*

## Summary of main tasks

- Strategic planning: identifying suitable opportunities for continued evolution;
- Fund-raising & writing of grant applications;
- Project management and the implementation of new services and processes;
- Maintaining and developing our relationships with other organisations;
- Supervising our two other part-time staff members;
- Preparing and facilitating trustees meetings;
- Procuring and selling our vehicles;
- Handling member requests, hereunder the introduction of new members;
- Financial reporting and monitoring, book-keeping, generating member bills, VAT returns, PAYE payroll, etc.;
- Maintaining our website, booking system and internal documentation.

## Management Tasks

Holding the overall vision, purpose and ethos of the car club.

Responsibly managing the organisation and it's assets and ensuring its ongoing financial viability.

Hiring and managing all contractors, hereunder the Maintainer, the Cleaner and any volunteers.

Representing the car club in relation to the local community and the wider world.

### Meetings:

- ◆ Calling & preparing trustee and member meetings
- ◆ Facilitating meetings
- ◆ Writing minutes and implementing actions agreed at meetings

### Cars:

- ◆ Liaising with & overseeing the carpool maintainer & cleaner
- ◆ Overseeing the purchase of new cars and the release of old cars

### Development:

- ◆ Responding to enquiries from other organisations
- ◆ Evaluating requests for improvements and implementing these
- ◆ Reflecting on the running of the carpool and suggesting ways of improving or expanding the service
- ◆ Preparing larger development proposals that require more resources
- ◆ Writing grant applications for the funding of development projects
- ◆ Project managing development projects
- ◆ Carrying out development projects

## Member Care

- ◆ Responding to enquiries from potential new members: explaining the benefits of the carpool, and the boundaries and commitments of our membership agreement
- ◆ Following the application procedure and introducing new members to the mechanics and ethos of the car club, providing them with appropriate information
- ◆ Answering member queries: phone calls and emails
- ◆ Sorting out specific problems, e.g. with member mistakes, car problems, unexpected situations
- ◆ Responding to requests for improvements
- ◆ Completing with members who leave

## Administrative tasks

- ◆ Renewing insurance and dealing with claims
- ◆ Monitoring and paying for road tax
- ◆ Updating and distributing information (phone lists, newsletters, etc.)
- ◆ Maintaining the online booking system
- ◆ Maintaining the website
- ◆ Maintaining our telecommunications systems (Flextel, Localphone MessageBird)
- ◆ Maintaining appropriate documentation

## Accounts

### Monthly accounts & bills:

- ◆ Checking the bank account corresponds to known income and expenditure
- ◆ Entering data into accounting programme about this month's income (member payments), expenses (on cars and wages), trips.
- ◆ Responding to and implementing special requests in relation to the monthly bills.
- ◆ Generating and distributing monthly bills
- ◆ Following up on members who have not paid on time
- ◆ Collecting trip sheets from cars and replacing them with new ones
- ◆ Maintaining appropriate records in addition to the actual accounts

### Annual and monthly accounts:

- ◆ Producing and verifying them
- ◆ Presenting them to the trustees (and to the members for annual accounts)
- ◆ Liaising with our accountants on their independent examination

## Measurement

Ways in which we can measure if the role is being carried out satisfactorily:

- ◆ Members express subjective satisfaction with the overall running of the car club and the tasks performed by the Manager.
- ◆ Member bills are sent out within 8 days from the end of the month.
- ◆ Queries from members are normally responded to and dealt with in a time frame appropriate to their urgency – and within a *maximum* of 1 week, unless it is more appropriate to complete the task during the monthly accounts or another larger task, in which case the maximum completion time is one month.
- ◆ All payments of road tax, insurance and other bills are made on time.
- ◆ Meetings are held regularly in accordance with the definition of the circle in question.
- ◆ The budget set by the Trustees is being adhered to, unless changes of circumstances justify variations.
- ◆ Availability and utilisation of cars are satisfactory: e.g.
  - Less than 5% of members are inconvenienced more than once a month due to lack of an available car.
  - All cars in a given district booked out at same time for less than 5% of chargeable hours in the majority of weeks.
  - Overall average utilisation during chargeable hours is above 35% and utilisation in each district is above 30%. For districts created within the last 18 months, about 20% is acceptable.
- ◆ Development targets are being met on time, unless changes of circumstances justify variations.