# Forth Valley Top Toes Co-Ordinator

**Forth Valley Top Toes Co-Ordinator (30 hours per week)**

**Salary:** £27,300 per annum (£21,840 pro-rata)

**Location**: Falkirk

**Reporting to**: General Manager and the Board of The Braveheart Association  
**Responsible for**: Staff and Volunteers of Forth Valley top Toes

**Closing date:** 22 June 22

Forth Valley Top Toes is a social enterprise hosted by The Braveheart Association covering NHS Forth Valley based in Falkirk. Forth Valley Top Toes operates thirteen clinics at nine facilities throughout Forth Valley offering a toenail cutting service to adults who can no longer cut their own toenails. Forth Valley Top Toes understands that many people have been shielding due to the recent pandemic and have been impacted negatively by the results of the lockdowns over the past two years. Lockdowns have seen an increase in obesity and a decrease in physical activity due to the various restrictions during the pandemic. As a result of both lockdowns many older people could not access podiatry services either via NHS and this has resulted in a significant increase in demand for the service during 2021/22.

**Organisation’s Vision**

The Objects of the Association shall be to provide a framework of active support and encouragement for adults and their families with any long term condition and those at risk of developing a long term condition and, to promote their current and future wellbeing.

Braveheart has an excellent reputation and track record of providing community-based health services in Falkirk Stirling and Alloa. Our client group are older adults and people with a limiting long-term health condition or disability and those at risk of ill health.

**Specifics of the role include:**

**Organisational Management**

* Support the Board of Directors in strategically planning for the organisation and in their work in developing new clinics and links with partners.
* Day to day management of all the operations of Top Toes.
* Ensure compliance with all legal, employment, insurance and Health & Safety with regards to the operation of Top Toes.
* Advice the board of any requirements to amend current policies and procedures.
* Maintain relationships with potential sponsors, partners or funders
* Create and implement a monitoring and evaluation process to monitor and assess the impact of services and assist in reporting to funders
* Report monthly to the Board on progress and liaise with lead Board members for specific areas of operation

**Staff and Volunteer Management**

* Lead and manage the staff of Forth Valley Top Toes, including day to day HR matters,
* Appoint and manage the necessary volunteers to ensure the smooth running of the clinics
* Engage with, recruit, and manage volunteers, together with project staff
* Ensure volunteers of the organisation are well supported and have equipment and PPE necessary for their work.
* Develop pathways to qualifications or certificated acknowledgment of their services, as well as celebration and thank you events

**Clinic Management**

* Develop new clinics to meet the needs of local communities and partners
* Write and submit funding applications when necessary
* Engage and communicate with local people and organisations to inform them as our work progresses, and ensure buy in of all key stakeholders
* Manage and co-ordinate clinic appointments and volunteers
* Report to funders, as required

**Enterprise and Marketing**

* Develop income generating opportunities to ensure the longer-term sustainability of the organisation
* Create and manage a marketing strategy and promotion of Forth Valley Top Toe’s activities
* Oversee marketing activity and manage the organisation’s social media channels
* Promote Forth Valley Top Toes through networking and liaison with all relevant stakeholders and potential collaborators

**Financial management**

* Manage organisational finances and work with the Treasurer to produce financial reports and budgets
* Oversee Forth Valley Toes’ banking, finances and computerised accounting system
* Ensure accurate records of project financial activities and financial reports are available for funders and the Board
* Produce monthly management accounts for the Board
* Work with the company’s auditors and Treasurer to prepare annual accounts

**Person Specification**

**Personal skills and attitudes**

 You will be able to demonstrate an entrepreneurial attitude

 You should have excellent interpersonal and communication skills

 You will be able to lead, support and manage a team of staff

 You are confident, approachable, and considerate of others

 You have a flexible approach to the job combining energy, enthusiasm, and a will to succeed

 You are resourceful and proactive

 You are methodical and well-organised

 You will have the experience to sell and market Forth Valley Top Toes to clients, other organisations and supporters

 Knowledge and experience of good practice in staff management is essential

 Financial management and business planning experience is essential

 Excellent administration skills are essential

 You should have prior experience of helping to develop commercial and social projects that will help Forth Valley Top Toes realise its mission

 An understanding of social enterprise is essential, and experience of managing a social enterprise would be desirable.

**Work skills**

 You will be able to demonstrate excellent organisational skills and be able to manage your work to meet targets using your own initiative

 You have the skills to negotiate deals on behalf of Forth Valley Top Toes

 Essential requirements for the post are computer literacy and a sound working knowledge of office systems. Previous experience of working with administrative systems is essential

 Financial skills are essential

**Competences required for the post**

Entrepreneurial

 Spots opportunities for commercial development

 Displays creative thinking

 Has the drive to follow through on ideas

 Will address financial issues by developing new income streams

 Will find new partners

Marketing and promotions

 Sells Forth Valley Top Toes effectively to its markets

 Maintains high standards of customer care

 Has the ability to develop promotional campaigns

 Can maintain organisation’s website

 Can use social media to support activities

People management

 Manages performance of staff and volunteers to give of their best

 Communicates with the staff team to maintain clear focus, clarity of purpose, roles and responsibilities

 Identifies training needs and addresses them

Planning and financial management

 Will maintain a clear focus on business planning

 Identify operational problems and find solutions

 Pay attention to detail

 Will be aware of the financial position at all times

 Make the best financial decisions according to Forth Valley Top Toes resources

 Will meet deadlines

 Will involve staff in forward planning

 Will be self-managing

Strategic development

 Understands The Braveheart Associations values and priorities

 Supports the Board in developing new projects by providing impartial and evidenced information

 Creates strategic directions in partnership with the Board and other staff

 Can create a viable long-term plan for Forth Valley Top Toes

Communication and negotiation

 Writes clear and concise reports

 Can speak clearly, confidently and persuasively about Forth Valley Top Toes

 Understands how to find win-win situations with others

 Maintains effective relationships with stakeholders

Leadership

 Understands the importance of listening to and consulting others

 Can develop the respect, loyalty and commitment of all stakeholders

 Accepts responsibility for ensuring Forth Valley Top Toes success

Decision-making

 Maintains an evidence-based approach to making decisions

 Can judge priorities when making decision

 Able to recognise the scope of authority and refer to others where necessary

 Involves relevant members of the team in making decisions