



TRUSTEE FOR FRIENDSHIP TERMS OF REFERENCE/ ROLE DESCRIPTION

Purpose of role:

The Trustee for Friendship will ensure there is regular and effective communication to Friends and other stakeholders about the Charity's purpose, values, work and achievements including information that enables them to measure the charity's success in achieving its purpose. The Friendship Secretary is responsible to the Executive Committee for ensuring members are welcomed, membership is up to date and that trust and confidence in the work of the Charity is enhanced.

Duties and Tasks:

- Work with the others to promote recruitment of more Yeatman Friends.
 - Write Welcome Letters to all new Friends.
 - To be the first point of contact for matters relating to Friends and provide the initial response to Friends' questions consulting with Committee Officers as required.
 - Ensure that there is effective communication with stakeholders about the Charity's purposes, values, work and achievements
- Including:
- Collaborate with the Marketing and Communications Team to Friends and stakeholders of upcoming events via monthly emails.
 - Assist with the bi-annual production of the FOYH Newsletter.
 - Compose articles for the FOYH Newsletter or other publicity publications on Friendship matters.
 - Create displays for events or activities.
 - Provide regular briefings to Friends in conjunction with advice from the Marketing and Communications Team.
 - Understand what Friends want from the Charity and constantly seek to enhance the Friends' experience.
 - Review the Friends Database at least annually in conjunction with the FOYH Secretary, Database Manager and Treasurer.
 - Responsible for the annual Collectors' Event (including Collector's Packs) and Autumn Thank You Party.
 - Compose reports for the Executive Committee on Friendship matters.
 - Advise the Executive Committee on setting annual Membership rates.
 - Report any safeguarding concerns involving Collectors to the Safeguarding Trustee.

Knowledge and Skills:

- Excellent communication skills both verbal and written
- Ability to problem solve and respond quickly to concerns
- Ability to work to deadlines and use of initiative
- Forward Planning (Often work can be done ahead of schedule)
- Understanding of the Values of the Friends and the Charity Commission Code
- Understanding of data protection and GDPR regulations
- Understanding of safeguarding