

Dear Members

This historical note from almost two years ago is being made available at this time to inform discussions about problems that the management group is experiencing. The present Office Co-ordinator was not a member of North London LETS at the time of these discussions, and took her briefing from the then Office Co-ordinator, who according to these notes was not up to speed with what was being proposed to the Management Group. The proposals for involving MG members in the work of running NLETS were considered at the 17th November meeting, and some amendments to the job descriptions were proposed, then there was a gap until the January meeting, where apparently no follow-up figured on the agenda. However the idea of roles has been carried forward and is reflected in an open-access page displayed on the new online website:
www.nllets.org.uk/members/info/managementgroup.php - MF - 2/10/2009

Delivered-To: london@letslink.org

Date: Tue, 13 November 2007

From: Rebecca and Martine

To: Henu, Woody, Helen, Elizabeth, Suki, Andy, Mamta, MaryH, Milka, Precious, Sue, Letslink

Subject: **Management Committee**

PROPOSED NLETS JOB ROLES (FROM MARTINE & REBECCA)

Dear Management Committee

Have just forwarded to you (and below) a proposed list of NLETS job roles. We (Rebecca & Martine) drew these up following our last MC. We then met with Helen on Oct 15th and drafted an Office Co-ordinator (OC) job spec together. Helen is unwell at the moment and unable to make a scheduled office meeting today so we have continued the work and integrated the lists we did at our last office meeting. Off our own backs today we have attempted to break down the roles even further. We have proposed and drafted both an OC role and a separate Administrator role. Although this means there are two roles it means the OC one is less onerous.

Helen and other Office Co-ordinators s have held an enormous role, holding multi roles. Rebecca & Martine feel some of these need to be sourced amongst the MC, teams outside the office and advertised amongst the membership. The job of co-ordinating teams, for example, (intro/ trading & outreach) should be met within those teams (which should be self co-ordinated).

If someone is needed to fill a gap the teams and/or MC should find that extra person. We haven't had time to run this past Helen. MC is in 48hrs, she is unwell and you need time to read this before MC, so we are forwarding it now.

You will notice that there are a lot of vacancies. Some of you may recognise your job titles but there is no description. Please feel free to add them and bring to MC.

Any thoughts you have regarding these job roles, please bring along to MC.
We are running to meet directory deadlines at present and have no time to dialogue on this.

Last request: Please do not merge the issue of NLETS going online with these current job roles, but treat it as a separate issue on the MC agenda. These vacant jobs need physical bodies right now.

Regards, Rebecca & Martine

NB The Job Descriptions below have been slightly amended in the light of discussions at the Management Group meeting on 15th November 2009

NLETS Job Descriptions November 2007

OFFICE MANAGEMENT

Office Coordinator **VACANCY**

Co-ordinate the Office (3hours p/w), providing a regular, consistent presence

Requires a supervisory knowledge of all the office areas (a full induction to all aspects of the office and familiarity with systems/procedures in place will be essential)

* Verify Claims for Pledges (*added at meeting*)

Oversee & ensure all office work is done by the various individuals: Administrator, Membership Sec, Pledges & Offers & Wants inputted,

Ensure post, phone messages, e-mails have been dealt with

Arrange & facilitate office team meetings. In between times communicate & liaise with Office team via memo book/task book/text/e-mail as appropriate

Ensure practice & policies implemented are consistent eg decisions made at Office meetings/mc meetings are followed through

Liaise with MC. Report to & attend MC meetings (every 8 weeks). Report to MC any concerns Office have Also report back to Office & implement any new policy changes decided by MC

Print out minutes of MC meetings & file

Represent the Office team when appropriate/necessary eg following up more complex communication, possibly with landlord or dealing with complaints

Check & order stationery for the office & various NLETS teams

Record & collate update records for Office & MC (eg.members changes, policy suggestions & decisions etc)

Organise occasional help eg. filers, mailout, labellers etc

Maintain/supply equipment (computer/ printer/ phone/ scanner/ fax/ laptop)

Office Administrator *Vacancy*

To provide a regular, consistent presence in the office 2/3 hrs per week.

Process post, phone calls, answer machine messages, emails and pass them on to appropriate people eg Office Co-ordinator, Membership/ Pledges/ Offers & Wants secretaries, Chair, Treasurer.

Check stationary being used is correct and up to date. (check against pro formas)

Make copies of forms requested by members of various teams. (each team should take responsibility for checking and seeing what's needed)

Pass bills to treasurer

Send info packs where/ when requested

Put all member's changes in update drawer for bailouts.

Record members changes on database.

*Print out meeting minutes and store appropriately (*previously under Landlord Rep*)

*Check Documents used are correct (*new item added*)

Pledge Secretary

Keep pledge accounts up to date

Keep workers times up to date (enter into diary on their behalf where needed)

Resolve any lack of agreement to pledge accounts.

Check for members over 500 deficit, write letters where necessary to offer help.

(current rule is to ask for letter from them saying they wont spend til they bring it down and report them to Woody)

Explain/ clarify to members who get confused about how pledge cheques work.

Report to mc exceptional circumstances or problems.

Membership Secretary

2hrs a fortnight.

Enters new members, personal details and subscriptions onto the database, makes new member folders, notify them of their membership number.

Update all members, personal details as necessary.

Follow up any cases of returned, unopened post.

Request annual subscriptions from members and either enter the details onto the database as they are received or follow up with reminders if considered appropriate.

Make members inactive if subs are 6 months or more overdue.

Report to mc any exceptional problems or concerns

Offers and Wants Secretary

2hrs a fortnight.

Enters new members (Offers and Wants, details onto the database.

Sends out regular requests to all members for any changes to their Offers and Wants,.

Updates details as needed, to ensure details are as accurate and current as possible in each new directory.

Compile details of Offers and Wants, of any members joining since the last directory plus any recent changes they have been notified of to be included in mailouts sent to members between directories.

Directory Coordinator

Setting schedule and deadlines for bi-annual directories.

Ensuring deadlines are met eg offers & wants / Pledges, are entered, directory printed, proof read, edited and delivered to LBI (London Borough of Islington) printers.

Ensuring layout is correct and clear to printers.

Print labels for current members.

Organise a compilation team to compile @ LBI

* Make sure deadlines are met eg.mailout & directory dates (*duplicated under Office Co-ordinator*)

NLLETS Landlord Rep ****VACANCY**** (*Should be co-opted to the Management Group*)

(NLLETS landlord is Ethical Properties)

Attend 3 monthly meetings and represent NLLETS

Liaise with Ethical Properties and inform them of any problems we are having eg. Internet issues

To bring to MC/Office anything needed from meetings

Inform MC/Office of any new decisions implemented by E.P.

Occasional Jobs

Filing in office

Proof reading directories

Being part of the compilation team

Helping cooking/clearing at socials & intro eves

Helping on stalls at external events etc

EVENTS MANAGEMENT

Introductory Team ****VACANCIES****

Minimum two members of Intro Team to attend each Intro meeting (ideally team of 4+ members to rotate) • Host 1 Intro and Trading evening per month • Welcome any prospective members • Talk about LETS • Answer any questions • Hand out information and forms for new members to fill in and join or take away with them • Organise refreshments • Facilitate trading with existing members. • Log details of all visitors and any subscriptions taken at and pass this on to the Office Team. • Return joining subscriptions, signed Membership forms and Application forms to Office Team

Trading Day Team Coordinator/ Members ****VACANCIES****

Ideally available quarterly

Team of two or more members

Follow up enquiries/offers from members re. trading and liaise on the advertised Saturday

Be available from 2 to 6pm on booked Saturdays of events

Responsible for opening up the building, setting up room with/without traders

Combine this activity with monthly introductory meetings.

Social Evening Team Coordinator/ Members **VACANCY**

Ideally available quarterly

Team of 2 members

To be available from 6 to 11pm on booked Saturdays of events

Following up enquiries/offers from members and recruiting when necessary prior to the event re. performing

Liaising with performers on the advertised Saturday evening re payment of pledges, running schedule etc.

Liasing with cook as to when food will be available

Responsible for decorating the rooms used, preferably night before or from 5pm

Responsible for clearing rooms (with assistance from members attending!) and locking up

These two teams can overlap or coordinate. eg: food arranged for the day and evening?.

Also between them need to insure that the office has information &/or flyers in time for appropriate mailouts and distribution.

External Events Team Organiser/ Members **VACANCIES**

To co-ordinate external events on behalf of NLETS eg Camden Green Fair, Spitalfields Fair etc.

Book stall for event, organise co volunteers, if necessary, ideally team of 3 members

Take and distribute NLETS info

Answer any questions members of the public may have re NLETS

NLETS WORKERS BEER COMPANY CO-ORDINATOR

NLETS COOKS **VACANCY**

Needed for trading social events and intro evening

Responsible for preparing, cooking and serving food in collaboration with assistants they have organised from the membership

NLETS MGGT CTTEE

Chairperson/s

Treasurer

2hrs a fortnight & occasional meetings (can work from home)

Come into office to check post for any bills and take home or process at home

Enter details in accounts book in office and on a financial spreadsheet on computer

Deposit cheques in post office/ building society account about once a month

Occasionally act as cheque signatory as and when needed

Pay bills and annual insurance as necessary

Present a brief Treasurers report at 6 committee meetings and AGM.

Secretary

Committee Members