



Job Description and Person Specification – General Manager

Contract Type: Fixed-term, 12 months (with potential to renew by mutual agreement).

Hours: 33 hours per month (flexible), with an average of 1 day per week, with one fixed half day per week. Please note some months are busier – especially January, April and December.

Remuneration: £38,000 – £42,000 FTE (pro rata - approx. £7,600 – £8,400 per year); paid monthly in arrears.

Location: UK based, remote working with occasional travel for meetings or events.

Reports to: Trustee Board.

Probationary Period: 6 months.

Date for interviews: Week commencing 20th April.

About the Natural Voice Network

The Natural Voice Network (NVN) is a membership organisation (CIO) that celebrates the power of singing together and supports leaders who share that ethos. We believe that singing is everyone's birthright, and that voices grow stronger, freer, and more connected when nurtured in inclusive, welcoming environments. The NVN supports voice leaders through promotion, resources, events, community connection, and advocacy.

This new staffing structure is being introduced on a one-year trial basis to strengthen the NVN's operational capacity and allow the Trustee Board to focus on strategic development and governance.

Purpose of the Role

The General Manager will provide leadership and day-to-day operational management for the Natural Voice Network, ensuring smooth running of its activities and services. Working under the strategic direction of the Trustee Board, the General Manager will implement decisions, oversee the Administrator, and manage finances and communications at an operational level.

They will have delegated authority to make operational and financial decisions (within agreed limits) on behalf of the NVN and its Trustee Board, enabling trustees to focus on governance, strategy, and long-term development.

Key Responsibilities

Operational Management

- Manage the day-to-day running of the NVN, ensuring all activities are delivered efficiently and in line with the organisation's values and policies.
- Maintain and store confidential documents and archives.
- Work closely with the Administrator to ensure smooth coordination of membership services, communications, and events.
- Support the development and implementation of the NVN's strategic and annual plans.
- Represent the NVN in meetings and collaborations, acting as a central point of contact for members, partners, and external organisations.
- Assist with the organisation and delivery of NVN events, training, and gatherings (online and in person).

Financial Management

- Manage operational budgets and approve expenditure within agreed limits (e.g. up to £1,000 per transaction or as defined by the Trustee Board).
- Work alongside the Treasurer on financial planning, reporting, and compliance.
- Prepare financial reports, budgets, and forecasts for trustee meetings.

Governance and Reporting

- Ensure systems are in place to support good governance, including accurate records, risk management, and compliance with relevant legislation.
- Prepare reports for the Trustee Board, highlighting progress, challenges, and key decisions.
- Keep policies and procedures up to date and support trustees in implementing policies and procedures, ensuring that staff and volunteers are informed and aligned.
- Oversee preparation of agendas, papers, and minutes for Trustee Board and working group meetings in collaboration with the chair and administrator.
- Manage trustee induction when new trustees are elected onto the Trustee Board.

Staff Supervision

- Line-manage the Administrator, setting clear priorities and providing regular supervision and support.
- Foster a positive, inclusive working culture consistent with the NVN's ethos.

Person Specification

Essential

- Proven experience in organisational or project management, ideally within a charity, arts, or membership setting.
- Experience of delegated authority and decision-making within clear accountability frameworks.
- Strong financial management skills, including budgeting and expenditure approval.
- Experience of line management or team supervision.
- Excellent communication, leadership, and interpersonal skills.
- Strong organisational skills and ability to balance multiple priorities.
- Understanding of governance and the relationship between staff and trustees.
- Commitment to the values of the Natural Voice Network.
- Experience working with Xero or other digital accounting software.
- Event management skills.
- Self-motivation.
- Commitment to equal opportunities.
- Not currently a member of the NVN.

Desirable

- Understanding of membership systems and engagement.
- Knowledge of community arts, singing, or the Natural Voice approach.
- Experience of dispute/conflict resolution.