This Team Guide supports the Terms of Reference of the St Mary's Hall Association and is lodged alongside it on the website. It acts as a guide for current and new members of the Team managing SMHA and will be updated on an ongoing basis for continued relevance and accuracy.

Each member of the Team must be a member of the SMHA Virtual Common Room on "Facebook" and able to access Skype (or other agreed e-forum) for Team Meetings.

ST MARY'S HALL ASSOCIATION MANAGEMENT TEAM

(1) Team Manager

- **To handle any correspondence as required. ("Correspondence" in this context is written, as opposed to email)**

Receive and respond to any correspondence.
Correspond with members on actions arising from the Team work stream.

- **To manage the Association database in accordance with UK Data Protection legislation. To keep it updated and to liaise quarterly with the Website Administrator to ensure the website copy is up to date.**

The database is kept on Google Drive, shared with the Facebook Administrator or Website Administrator via the Cloud.

Manager is to respond in a timely manner to emails or messages from any member with change of any details. Updating database immediately.

Receive & process emails sent through website relating to changes/new members.

Members who ask to join through the Virtual Common Room and answer the questions will be added to the database by the Manager/Website Administrator.
Whoever adds them will also welcome them, including tagging contemporaries.

Welcome/tagging is achieved by sorting the database by (a) VCR and (b) 'leaving' columns. Then cc/paste the name, first name and name at school lists for the year before year of and year after leaving of the new member into a post and tag, removing extraneous text. Add a comment such as "please look around the posts and photos while waiting for your contemporaries (list) to say hello"

At the end of each month create a 'backup' named with that month and save it[2].

At the end of each quarter (if changes have been made) create a web based version by removing all red text (not to be shared with membership); all other pages and email to Website Administrator for the website.

Remind members from time to time c/o VCR of the need to keep details up to date. Ask for help to find those we have lost.

Review the database regularly to ensure no errors have slipped in.
ASAP, contact by whatever means possible (letter, telephone, FB etc.) any whose emails bounce-back**.**

- **Updating the list of those who have died**

News of members who have died will be added to that sheet of the database as it is received.

Note that the Manager is the nominated Data Protection Officer and a notice covering the holding of data was, by 25th May 2018, be lodged on the Association's website, and reference to it included in the SMHA Virtual Common Room and in a newsletter to all members.

- **Liaise with other Team members as necessary.**

Ensure no member has too much to do or that tasks are being left.

Regularly review the normal tasks of the members to ensure they are being carried out to the ToR and in accordance with the needs of the Team and the Association.

Regularly review the ToR and all other documentation to ensure the face of the Team is seen as professional and forward thinking in order to encourage interest in the work of the Team and make it more attractive for younger members to take on the tasks in future. Also ensuring the ToR reflect the needs of the Team and the Association.

- **With the agreement of the Team manage, supervise or delete the presence of such additional services to members as LinkedIn, (etc.) as may be initiated by Team members or co-opted members.**

Liaise with Team members or co-opted members who manage additional services on behalf of the Team and ensure these are either running effectively and in line with the ethos of the Team/Assn. or removed/deleted.

- **Call meetings of the Team or the Association as necessary.**

Follow up with Team members and agree dates for meetings which are presently scheduled on the first Saturday in March on Skype.

Minute these meetings to set the work stream for the next 12 months, ensuring each Team Member is happy with those tasks she has accepted responsibility for.

Review, with the Team, whether a meeting of the Association is practicable and if so how best to achieve it at minimum outlay and work to the Team**.**

- **Approve expenditure as requested by Finance Officer.**

Approve expenditure as requested by Finance Officer, ensuring that it is appropriate (query if necessary).
Reply to email giving authorisation. Keep copy for your records.

- **When alerted to posts/comments/ emails ensure that Team is made aware.**

Motivation – professional, forward thinking, engagement… In general terms never accept complacency or feel that there is nothing more to be done.
It may also result in the need to alert other Team members to actions needed such as adding information to website.

- **Act as Facebook Administrator for monitoring/posting tasks, keeping lines of communication open to ensure support.**

- **Manage the FB account "StMarys Hall" which is used to contact potential members.**

Log on is smhaenquiries@gmail.com and password is known to all Team Members. Website Administrator shares responsibility for using the account, messaging etc. This means two people can be responsible to review and respond to all 'reactions' and 'comments' in the open page.

StMarys Hall 'likes' and 'follows' groups and pages relevant to SMHA and whoever is logged on to it will share relevant posts on the Open page.

- **Assist with Website editing and updating (if knowledgeable enough on the subject / requested to do so by Website Administrator)**

(2) Finance Officer (FO)

- **To keep a financial record of the Association's accounts in electronic spreadsheet and to reconcile these with the bank statements at least quarterly.**

Spreadsheet set up with summary page and detailed pages for each heading where further information is needed (e.g. 100 club) Page for CSV download of bank statements to be flowed in for immediate and easy reconciliation*.

- **To circulate the reconciled record to the Team members no later than by 15th of each month and on sending for independent examination which should be no later than end January each year.**

Immediately following end of month, the bank statement and spreadsheet are reconciled and the resultant sheet* is circulated to the Team. *Please see end of (2) for details on how to achieve this.

- **To produce an Income and Expenditure account and Balance Sheet to 31 December each year.**

These are to be circulated to the Team for confirmation that they are in agreement then independently examined by a suitably qualified third party. Following this they will be placed on the website for members' review. Members on social media will be notified of this, as will those who have asked for e-mail updates of such matters. This should be achieved by 14th April each year.

An independent examiner local to the FO is to be identified and agreed with the Team. The FO is to liaise with him/her to ensure that by the deadline the accounts are ready to be summarised and placed on the website.

- **To bank any cheques received and pay any expenses incurred.**

Any physical cheques are banked as soon as possible after arrival.
Expenses are paid by following the strict procedure set down in the ToR using online banking.

- **To notify by email the relevant Team members when a payment is requested and retain the acknowledgments of their agreement for these payments**

Emails sent and replies retained electronically in folders set up for this purpose.

- **To keep all receipts and invoices for six years.**

Electronic records whenever possible; hard copies when not.

- **Log on to bank account at least fortnightly**

Online banking is available to FO and one other Team member, (Melanie Heidler). The FO will log on at least fortnightly to ensure no unusual transactions and monthly to download a statement to add to the log in the spreadsheet. If she is unable, in any given fortnight, to do this herself she will contact the Team member to ensure it is done.

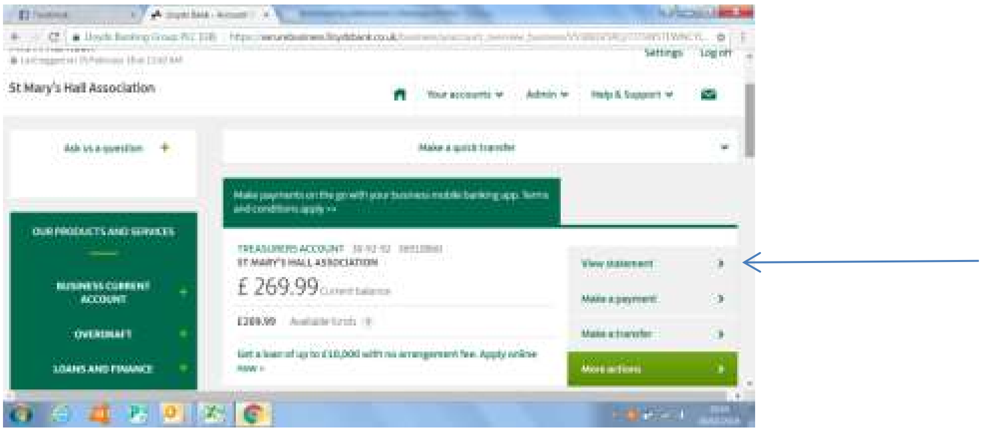
- **Receive the annual meeting notes, acknowledging & achieving any specific task**

Feedback on these to the Team as and when progress is made. Send report to Manager on the year's activity in time to flow it into the annual Agenda.

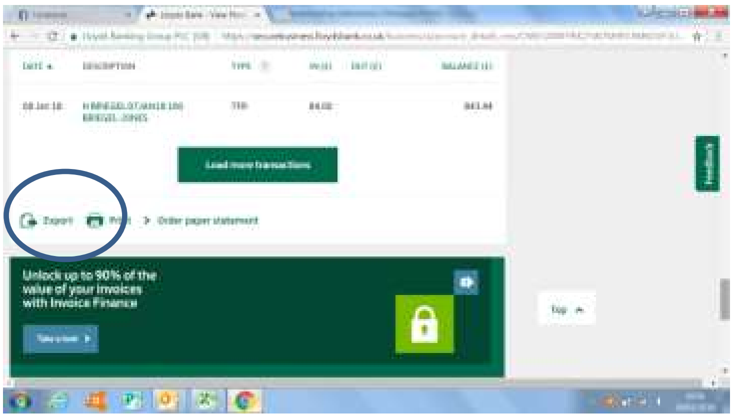
*To download statements:

Firstly, log on as yourself. (This section applies to both signatories).

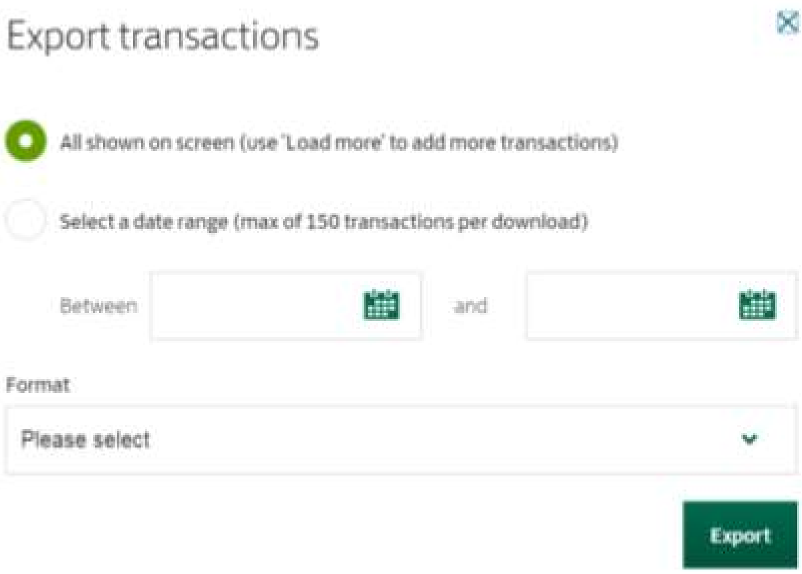
Go to View Statement



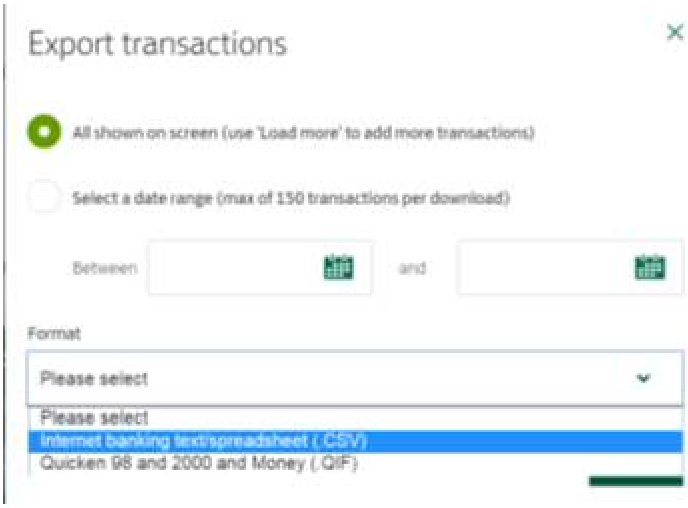
Scroll to the bottom of the statement to "export"



This window will open



Select the date range you want – for the monthly .csv it will be 1/1/18*- end of the months in that quarter, so 31/1/18 (done) 28/2/18 (will be done by me then) and 31/3/18. Then it will be 1/4/18-end April, May and June. Then select the .csv option (Note that for the examination of accounts the statements can/should be downloaded as PDFs for the relevant months).



Press "Export" and it will download into your download folder. From there you can open it and annotate entries as required

Here is a line or two of each to show what should happen:

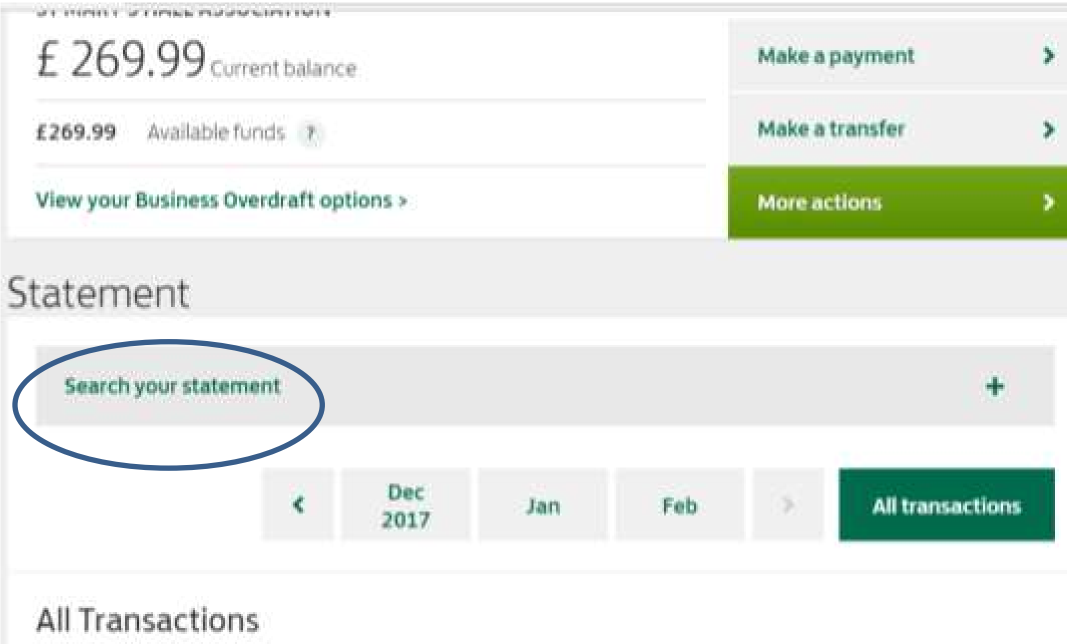
Firstly, original version, as downloaded:

Transaction Date	Transaction Type	Sort Code	Account Number	Transaction Description	Debit Amount	Credit Amount	Balance
15/02/2018	FPO	309292	36910860	MISS M C ELLIS 200000000335470481 100 CLUB 090127 10 15FEB18 11:43	8.8		269.99
15/02/2018	FPO	309292	36910860	IRH & TS SCOTT 300000000340779957 100 CLUB 180002 10 15FEB18 11:42	13.2		278.79
14/02/2018	TFR	309292	36910860	ST MARY'S HALL ASS 309292 37036060	300		291.99

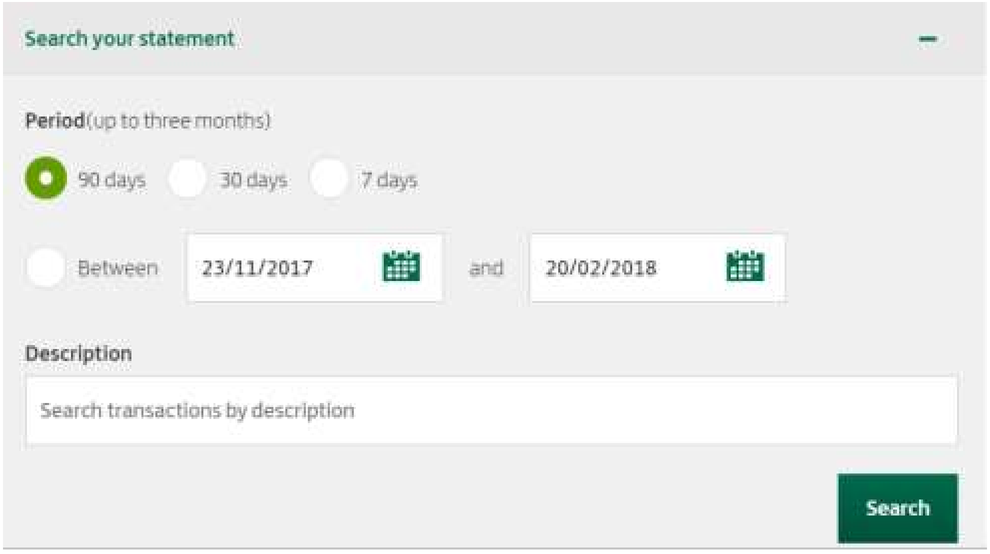
Now, the manually, annotated version of same rows:

Transaction Date	Transaction Type	Transaction Description	Debit Amount	Credit Amount	Balance
15/02/2018	FPO	Margaret Ellis 100 club prize for Feb	8.8		269.99
15/02/2018	FPO	Tracey Scott 100 club prize for Feb	13.2		278.79
14/02/2018	TFR	Transfer to savings account	300		291.99

When downloading the Statement, as a PDF, you go to “Search your statement”:
And you need to “search” first, for the dates you want

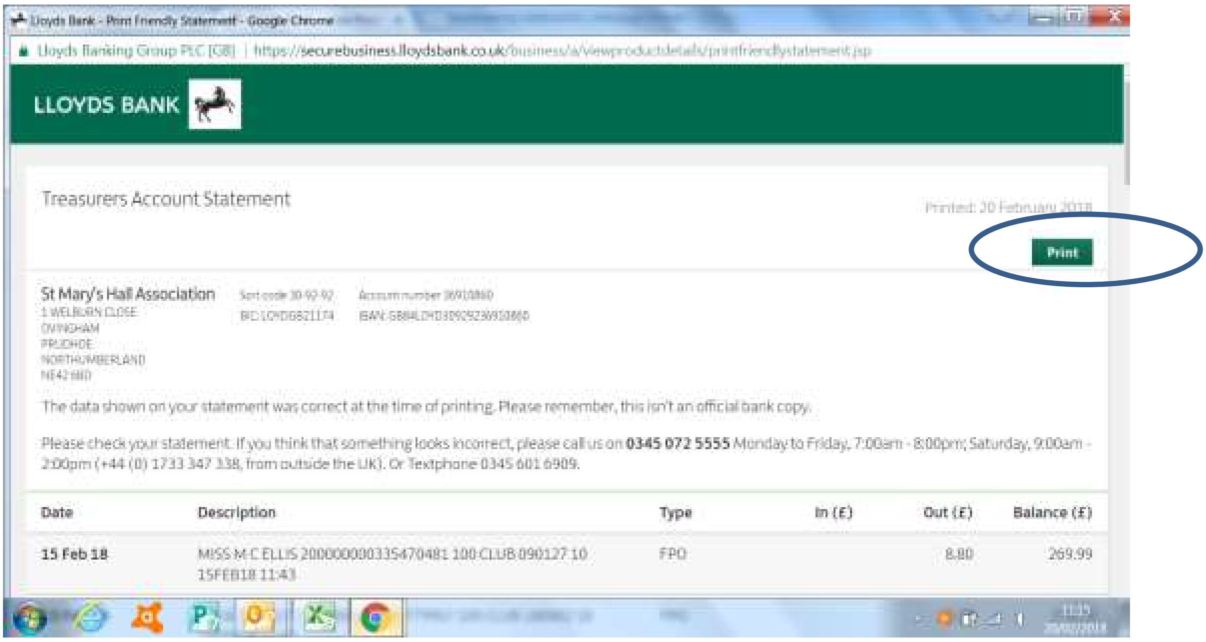


Choose the range of dates you want.



Put in the date range but nothing in 'description' and press **Search** and it will bring up all transactions in the period you want.

Then scroll to the bottom and press "print" which opens this window:



Then press Print again (circled above) and it opens this screen for you to send to your printer as a PDF.

If a formal statement is required for year end there is the option to order a paper statement. So if by 31st December no statements have been sent, automatically, the FO can simply order one on or near to 1st January for the YEAR and they will send it.

- **Maintain PayPal account for SMHA using the email address smhafinance@gmail.com (to be used to receive overseas payments).**

(4) Facebook Administrator

Note that the Facebook Administrator may manage a majority of aspects of this work with limited 'App' facility but will log on fully at least every week to ten days to ensure full access to functionality and to documents such as database. The role may be undertaken by the Manager in which case the Website Administrator will act as assistant Facebook Administrator and as Assistant to the Manager across the full range of her duties.

- **Manage the Association's Facebook pages/presence, working with the Website Administrator.**

At all times there should be at least two individuals set up as Administrators on the 'open' Facebook page and the 'closed' page, the VCR.
This is so that should one admin resign, or be permanently incapacitated in any way, the other Administrator can delete the details of the person no longer actively acting as Admin and add another.
In order to become an administrator, it is essential that the person concerned has a Facebook profile.
At present the other person is the Website Administrator.

<u>For the 'open' page - St Mary's Hall Association - SMHA, Brighton.</u>

<u>Give Someone a Role</u>
If you are you are an admin:
Click Settings at the top of your Page.
Click Page Roles in the left column.
Type a name or email in the box:
If the person is your Facebook friend, begin typing their name and select them from the list that appears.
If the person isn't your Facebook friend, type the email address associated with their Facebook account.
Click Editor to select a role from the dropdown menu.
Click Add and enter your password to confirm.
Keep in mind that if you are not friends with the person you are adding, they'll have to accept your invite before they can start helping you manage your Page.

<u>Remove Someone Who Has a Role</u>
If you are an admin:
Click Settings at the top of your Page.
Click Page Roles in the left column.
Click Edit next to the person you want to remove, and then click Remove.
Click Confirm. You may need to enter your password.

You can always remove yourself from a Page, but if you are the Page's only admin, you'll need to add another admin first.

There are 6 roles available, although we only use one – Admin. The rest can be seen here. https://www.facebook.com/help/289207354498410?helpref=faq_content

For the 'closed' group - SMHA Virtual Common Room and any other closed group set up alongside this – of course, a new Administrator has to be a member of the closed group first.

Add an Administrator or Moderator:

Select Members from the drop down menu

Each Member has a 'settings' cog by their name. Left click the cog - the window comes up with the option to 'Make Admin', 'Make Moderator', 'Remove from Group' or 'Mute member'. For the purposes of this exercise – 'Make Moderator' or 'Make Admin' are the only two relevant options. Click the appropriate one.

Remove an Administrator or Moderator

Click on their settings cog (as above) and select 'Remove as Admin' or as appropriate.

It is the role of the Administrator(s) to edit and moderate (deleting if necessary) the comments made, in accordance with the wishes of 'the Team'. Unfortunately, it is not practical to give a 'blow by blow' account of how to 'work' Facebook – it is largely a matter of 'live & learn'.

Regular tasks within Facebook include:

- **Review posts/comments/ from members both on the open page and the VCR to see who is engaged and what is interesting them.**

Motivation – professional, forward thinking, engagement… In general terms never accept complacency or feel that there is nothing more to be done. Ensure the Manager is aware and alerting all members of the Team to everything of importance.

- **Respond to comments in VCR and on open page so that members are encouraged to carry on contributing (Manager will act as back-stop to Facebook Admin)**

- **Check those commenting/liking posts in the open page and encourage those who are not members to contact us if they are OGs. Use the links https://www.facebook.com/St-Marys-Hall-Association-SMHA-Brighton-265334070191137/notifications/ and https://www.facebook.com/St-Marys-Hall-Association-SMHA-Brighton-265334070191137/settings/?tab=people_and_other_pages to do this and mark as 'read' when done.**

- **Post extracts from website to promote travel to that page. (This is a duty, presently, of the Website Administrator)**

- **Use "StMarys Hall" profile to message potential members (see 'Manager' role for details of this and other activities which include, but are not restricted to approving & welcoming new members who have asked to be approved through VCR, updating/editing the Database accordingly.)**

- **Arrange the forum in which the Team can meet virtually if required. (This may be undertaken by Website Administrator)**

- **Act as approving member for expenditure as requested by Finance Officer.**

Approve expenditure as requested by Finance Officer, ensuring that it is appropriate (query if necessary).
Reply to email giving authorisation. Keep copy for your records.

- **Receive the annual meeting notes, acknowledging & achieving any specific task**

Feedback on these to the Team as and when progress is made. Send report to Manager on the year's activity in time to flow it into the annual Agenda.

Additional Tasks:

- **Share Management of Database (held on Google Drive) with Manager.**

See "Manager", above, for detail. When Manager is also the Facebook Administrator the Website Administrator will act as Assistant FB Admin., and will, if requested or if knowing Manager is unavailable, add or amend member details and [3]welcome new members to VCR. She will save the database on or near to 15th of each month to her own computer so that in the event of a crash of the Google Drive document the database will never be more than two weeks out of date.

- **Any other tasks as requested and accepted –** e.g. sales initiatives based on Facebook trends.

(5) Website Administrator (role supported by Manager)

- **Proactively update the website on a regular basis.**

Following the move of host to "Wix" the following section is being updated to include information on (e.g.)
Adding/deleting text
Adding/deleting pictures
Publishing changes to the website:
Adding new pages:
Making a page password protected:
(etc.)
An updated version of the Team Guide will be posted on the website when this section has been completed. No Team approval will be required.

- **To arrange the forum in which the Team can meet virtually if required. (This may be undertaken by Facebook Admin)**

At the moment this is achieved through the Skype platform.

To set up a Skype group click the 'Create group' icon (looks like an ink stamp with a + at time of writing). Add the required people and 'Create Group'. To set up a conference call it is simply a matter of starting a call and hoping that all the others are at their computers and with Skype switched on.

Other electronic communication platforms, such as FB Messenger may be used at the wish of the majority of the Team at any given time.

- **Receive & process emails sent through website relating to matters excepting (i.e.) sales, changes and new members which will be dealt with by Team Member for Memorabilia / Manager respectively .**

- **Summary of routine actions**

1. Proactively check Latest News / Non-Members News and liaise with Manager for something to refresh the pages.
2. Request (if they have not been sent) and publish latest "Find a Friend" and "Friends no longer with us"
3. Publish documents sent for Admin Page when we update or add to suite of docs.
4. Check links are still functioning.
5. Ensure site is live and arrange to have bills paid to keep it there.

Plus: Regularly (at least once a month) share content/snippets from the website in the VCR, StMarys Hall and the open page on FB to drive traffic to the website.

- **Monitor the email address smhawww09@gmail.com and use it for dealing with Wix.**

- **Act as approving member for expenditure as requested by Finance Officer.**

Approve expenditure as requested by Finance Officer, ensuring that it is appropriate (query if necessary).
Reply to email giving authorisation. Keep copy for your records.

- **Receive the annual meeting notes, acknowledging & achieving any specific task**

Feedback on these to the Team as and when progress is made. Send report to Manager on the year's activity in time to flow it into the annual Agenda.

Additional Tasks:

- **Chair Virtual Meetings of Team – acting in this capacity to free up Manager to Minute the meeting**.

- **The Website Administrator will act as assistant Facebook Administrator and as Assistant to the Manager across the full range of her duties.**

- **100 Club Administration.**

See Rules of 100 Club for full details of joining.
Each month the draw is carried out by the 100 club administrator using a manual or electronic form of random selection to select 1st and 2nd Prize - and is overseen by an independent person (i.e. someone who has no entries in the 100 club).
Prizes paid as per rules – FO sent copy of updated spreadsheet with winners' details to arrange payment. (Enables check of amounts / number of entries and supports the accounts when being examined at year end).
Names of winners publicised in VCR and on website each month 'advertising' winners to incentivise more players.

- Contact members through smha100club@gmail.com which address is also to be used e.g. on website to publicise the Club and attract new members.

(6) Team Member, Memorabilia and Special Projects. (Jan Johnson):

- **To assist the Team where necessary to maintain cover in all areas.**

- **Actions to lessen impact/purchase previous web domain**

SMHA has refunded the Team Member's purchase of a domain with a name which might cause confusion. It will continue to be renewed, for as long as the Team wishes this to happen.

Team member will purchase the 'fake website' at renewal if possible but carry on monitoring if not.

Keep the Team informed of any issues.

- **Act as approving member for expenditure as requested by Finance Officer.**

Approve expenditure as requested by Finance Officer, ensuring that it is appropriate (query if necessary).
Reply to email giving authorisation. Keep copy for your records.

- **Receive the annual meeting notes, acknowledging & achieving any specific task**

Feedback on these to the Team as and when progress is made. Send report to Manager on the year's activity in time to flow it into the annual Agenda.

- **Memorabilia**

Keep safe the current stocks of cards/notelets, liaising with Manager re. stock levels, any enquires or orders.
Sell these at various 'car boot' and similar sales.
Explore the possibility of sales on eBay of historic photos passed over by Team member(s).
Post off orders made through other sources, seeking reimbursement from Finance Officer (sending a scan of proof of postage)

- Monitor smhasales@gmail.com and use it for incoming/outgoing correspondence on sales of memorabilia

(7) Team Member supporting FO . (Melanie Heidler):

- **Act as second signatory to bank account and access accounts online.**

Review online accounts to ensure if FO is unable to do so they can still be accessed.

Download and circulate if required. Highlight any issues (early warning system). Support FO as needed.

- **Act as approving member for expenditure as requested by Finance Officer.**

Approve expenditure as requested by Finance Officer, ensuring that it is appropriate (query if necessary).
Reply to email giving authorisation. Keep copy for your records.

- **Receive the annual meeting notes, acknowledging & achieving any specific task**

Feedback on these to the Team as and when progress is made. Send report to Manager on the year's activity in time to flow it into the annual Agenda.