

StreetDoctors Resource Manager Guidance

Thank you very much for offering to take on this vital role! We want to make sure that we run StreetDoctors as efficiently and effectively as possible. As a charity we need to be careful about keeping records of what we spend money on - the Charity Commission keeps a very close eye on charities to make sure that all donations, grants and income charities raise are spent on the right things.

What does the resource manager do?

The main responsibilities of the resource manager will be:

1. Supports budgeting for events your team organises
2. Supports the Fundraising Specialist with fundraising events
3. Deposits cheques
4. Processes volunteer expenses
5. Supports the Delivery Specialist with team equipment

As a resource manager you have access to your team's finance email and will be given the log in details for this.

1. Budgeting

Do this task in collaboration with your Fundraising Specialist or Social Secretary within the team. Sometimes when a local team puts on fundraising events they will need to spend some money in order to raise money – this is fine and we can cover any reasonable expenses related to fundraising events. If you think your event will cost more than £50 please fill out an “event budget planner” document found in the Fundraising section of the Playbook and send it to fundraising@streetdoctors.org. It is advised to fill out one of these forms even if your event will cost less than £50.

It's worth thinking as a team about the following:

- ♡ How much will the event cost?
- ♡ What is the worst-case scenario amount of money you think you'll raise?
- ♡ Is it worth spending the money and time on the event?

2. Fundraising Events

- ♡ StreetDoctors is now a cashless organisation so we ask that you collect money for fundraising events one of two ways:
 - 1) Set up a JustGiving page, linked to StreetDoctors account, for your event. Speak to the Fundraising Specialist about this or contact nvc@streetdoctors.org or fundraising@streetdoctors.org
 - 2) Use a SumUp Bluetooth card machine. Contact NVC or Fundraising Manager who will be able to set your Team up a SumUp account if it does not already have one, or provide you with the login, and arrange a machine to be sent to you. These are the steps to set up the card machine:

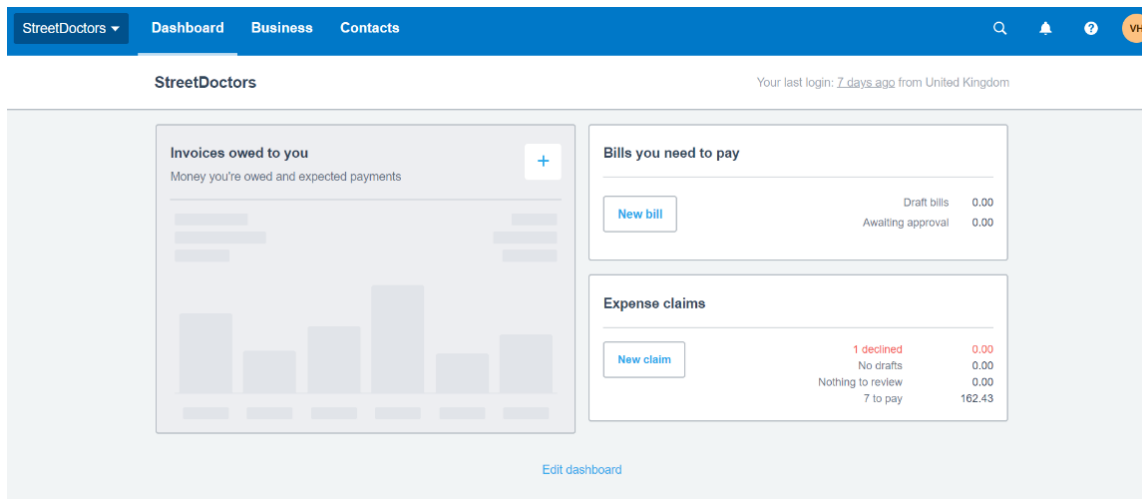
- Download the SumUp app onto your phone
- Log on using details provided
- Click on settings
- Go to Payment Methods
- Make sure your phone's Bluetooth is on
- Click on the Air device
- Make sure the three numbers match those on the back of the device and press connect
- Now it is set up to take payments
- [For help or instructions go to: <https://sumup.co.uk/manual/>]

3. Depositing Cheques

- ♡ If you have been given a cheque donation then this needs to be sent to Triodos bank to be processed.
- ♡ First take a photo/scan of the cheque and the letter that accompanies it and send it to finance@streetdoctors.org and fundraising@streetdoctors.org so we have a copy of it for our records.
- ♡ Then post the cheque to Triodos using their freepost service by writing on the envelope:
Freepost TRIODOS BANK
Bristol
- ♡ As well as the cheque you must include a note with StreetDoctors bank details on:
StreetDoctors Ltd
Triodos Current
Sort Code: 16-58-10
Account number: 21111731
- ♡ You do not require a stamp for this but if you need to purchase an envelope StreetDoctors will reimburse the cost.
- ♡ For further information on this process: <https://www.triodos.co.uk/faq/how-do-i-pay-into-my-current-account?id=b8a91ed1d28c>

4. Claiming Expenses on Xero

- ♡ You will be trained on how to use Xero from your previous team's resource manager or can book some online training with the National Volunteer Coordinator (nvc@streetdoctors.org) but the main reason you will use Xero is for claiming volunteer expenses.
- ♡ Volunteers typically claim expenses for travel to/from a session, for session equipment or for travel to a StreetDoctors training event.
- ♡ To make the admin for expenses as simple and smooth for you as possible follow these steps:
 - 1) The volunteer who is claiming the expense takes a photo of the receipt or evidence of the travel and emails it to you.
 - 2) Logon to xero.com using the *[team].finance@streetdoctors.org* login.
 - 3) On the dashboard, click on "New claim" in the Expense claims box.



4) Attach an image of the receipt by clicking the 'Upload' button and fill in the form as below:

New expense claim Save draft Submit

Upload an image

Drag & drop here, or select your file manually

Upload

Purchase amount Itemise

GBP Total amount including VAT 0.00

Description 0/1000

What the cost is for – please be specific e.g National rail 2x train tickets from Nottingham to Manchester for Volunteer Training Day on 30th November

Spent at

Who needs to be reimbursed – if this is you put your name, if it is another volunteer put their name

Spent on

27 May 2019 Date

Account

Account will usually be "Events" (e.g Events – Travel – Volunteers) Or "Local team" (e.g Local team travel and other expenses)

Optional

Team

If this is a cost of running a session put your team name, if this is for a training event, e.g. a specialist day, enter the Event name

Fund

If this a cost of running a session put 'Unrestricted' if it is for a training event put 'Events'

Assign to customer

Volunteer who is being reimbursed (if they are not coming up a new contact needs to be created – see instructions below)

Label

Ignore

Subtotal including tax GBP 0.00

Select tax rate GBP 0.00

Total **GBP 0.00**

- Purchase Amount = Total amount including VAT
 - Description = What the cost is for
 - Spent at = Who needs to be reimbursed NOT actually where the expense was spent
 - Spent on = Date
 - Account = Account will usually be “Volunteer Strategy” (e.g Volunteer Strategy – Travel – Volunteers) Or “Local team” (e.g Local team travel and other expenses)
 - Team = If this is a cost of running a session put your team name, if this is for a training event, e.g. a specialist day, enter the Event name
 - Fund = If this a cost of running a session put ‘Unrestricted’ if it is for a training event put ‘Volunteer Strategy’
 - Assign to customer = Volunteer who is being reimbursed
 - If they are not coming up a new contact needs to be created
 - At the top of the page click + and then ‘Contact’
 - Add their name to ‘Contact Name’
 - Add their email to ‘Email’
 - Add their bank details to the ‘Batch Payments’ section with the bank number going in the ‘Bank Account Number’ box and the sort code going in the ‘Bank Account Name’ box
 - Add their StreetDoctors team to the ‘Details’ box under ‘Batch Payments’
 - Click the blue save button at the bottom of the screen
- 5) To manage our banking account to the standard expected by the Charity Commission we need a receipt for every payment we make so please do upload a receipt or evidence of travel.
- 6) Click ‘Submit’ when all sections are complete.
- 7) This will be checked and approved by the NVC and paid at the end of the month.
- 8) You can go back onto the expense claim screen to see all claims submitted for you and your team.

5. Equipment

- ♡ Work with the Delivery Specialist to keep an inventory of all the equipment your team has. A template is part of your induction pack or you may receive an existing one from the volunteer handing over to you.
- ♡ Each team should have sufficient equipment to deliver sessions at all the venues you’re scheduled to teach at.
- ♡ Ideally, each delivery partner buys their own equipment and stores it at their venue. If this is not the case teams store their own equipment either at volunteer’s homes or at storage units made available at university sites.
- ♡ If you need to purchase equipment for sessions, please do claim an expense as above or contact the nvc@streetdoctors.org for certificates or card packs

What can you expect from StreetDoctors?

StreetDoctors can only work due to the hard work and commitment of people like you ensuring our funds are all in check. In return you can expect:

- ♡ A reference/letter of recommendation
- ♡ Your hours spent organising resources and finances to be taken into account for the StreetDoctors volunteer recognition scheme – make sure you log them on Lamplight
- ♡ StreetDoctors will support you in developing your resource management skills

The Resource Manager Pack contains:

- ♡ Guidelines on how to use Xero
- ♡ Expenses Policy
- ♡ Equipment inventory template