

Job Description

General Manager

Arnotdale House and Cafe, Falkirk (Social Enterprise)

Full-time 37 hours per week

1 General

Cyrenians working in partnership with Falkirk Council has transformed Arnotdale House in Dollar Park into a centrepiece of the community. The building houses our café, events/meeting/party spaces and office accommodation, all of which we run as a social enterprise. This generates income to provide sustainability and local jobs and help Cyrenians in our work tackling the causes and consequences of Homelessness

The renovated building includes office space currently let on a long-term basis, a growing and successful Café and fully equipped meeting and event space. It is open to members of the public and has function rooms available to hire for a range of activities, such as: community group meetings, bistro evenings, small concert evenings/recitals, family gatherings, educational courses, etc.

The key areas of responsibility for this post are:

- Following a business plan that will enable Arnotdale House to reach its full potential as a successful social enterprise and helping to devise further longer-term plans
- Managing the day-to-day activities relating to the social enterprise's building, customers staff – including food and beverage, event space, building rental and local partnerships.

2 Tasks and Responsibilities

Develop, promote and manage delivery of the Social Enterprise

- Follow a business plan that supports Cyrenians Arnotdale House to maximise its potential including the café, event space and catering, reviewing and adapting the business model ongoing to meet changing circumstances
- Develop and maintain a strong presence with strategic partners and within the wider business community to encourage usage of the facilities
- Ensure day-to-day service delivery, including staffing, rota management, stock ordering and retail merchandising
- Support those we work with through our services and through employability programmes to offer people the best opportunities
- In partnership with our Marketing and Communications Manager, develop and deliver a robust marketing and communications strategy
- Strive to achieve the highest level of customer service; supporting Arnotdale House to become Falkirk's best destination café and event space
- Work within the Cyrenians systems of measurement and attainment to plot outcomes and monitor impact of interventions such as our 'pay it forward' scheme

Manage Arnotdale House - the property

- Fully supported by contractors, ensure the property, its equipment, fixtures and fittings are maintained to meet the required health and safety standards
- Manage engagement with external contractors and stakeholders
- Respond appropriately to urgent and emergency situations
- Ensure a prominent and accessible presence within the building

Compliance

- Adhere to all external regulatory and legal requirements including, but not restricted to, Health & Safety, Food Hygiene and GDPR.

Manage staff and resources

- Provide line management to the enterprise team adhering to relevant HR policies and procedures
- Ensure each staff member has an individual work-plan and understands how this contributes to the overall strategy and plan
- Responsible for budgetary management and control for the enterprise and property management of the House.
- Lead by example, and ensure staff commitment and adherence to the principles of the 'Cyrenians Way of Working' – values-led and person centric.

3 Person Specification

Knowledge and Experience	
Proven experience managing people - recruitment/retention, mentoring and personal development	Essential
Front-facing customer service experience	Essential
Knowledge of business planning and budgetary management	Essential
Food and beverage/hospitality experience/rota management	Desirable
Knowledge of marketing principles and social media	Desirable
Experience of writing grant applications	Desirable
Skills	
Excellent organisational and leadership skills	Essential
Financial planning and forecasting	Essential
Good analytical/critical thinking/problem solver	Essential
Flexible and adaptable	Essential
Excellent verbal and written communication skills	Essential
Qualifications and training	
Relevant qualification in hospitality and event management or significant demonstrable experience	Desirable
Food Hygiene/Fire Safety/First Aid	Desirable
Values and attributes	
Committed to Cyrenians' values	Essential
Committed to service excellence and continuous improvement	Essential
Honesty, energy, drive and enthusiasm	Essential
A motivating and encouraging influence on those around you	Essential
Empathetic and flexible	Essential
Innovative and pro-active in approach	Essential

About Cyrenians

For 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with the homeless and vulnerable to transform their lives.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

Compassion: We believe that everyone should have the chance to change, no matter how long that might take.

Respect: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

Integrity: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

Innovation: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Cyrenians Chief Executive)
<u>Line Manager:</u>	Director of Commercial and Trading
<u>Liaison with:</u>	Senior Manager for Falkirk services, Falkirk Council, Friends of Dollar Park
<u>Workplace:</u>	Falkirk
<u>Working Hours:</u>	37 hours per week, working predominantly 5 weekdays but also 5 from 7 days where event management requires a presence – some limited evening and weekend work will be required in this role
<u>Annual Leave</u>	25 days plus 10 public holidays
<u>Salary:</u>	£30,740 - £35,030 per annum (scale points 31-36)
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 3% employee and 2% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Funding:</u>	This is a permanent post
<u>Disclosure:</u>	PVG membership required

5 Application deadline and Interview dates

Closing Date:	25 th October
Interview Date:	27,28,29 Oct - Falkirk
2 nd interviews:	TBC

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.

Candidates may be required to make a presentation on the day of interview.