

Job Description

Social Enterprise General Manager, Arnotdale House, Falkirk

This is a new position. Full-time 37 hours per week.

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.

1 General

Cyrenians is working in partnership with Falkirk Council to transform Arnotdale House in Dollar Park back into a centrepiece of the community. The building will house a café, events/meeting/party spaces and office accommodation, all of which Cyrenians will run as a social enterprise. This will generate income to provide sustainability and local jobs, offer volunteering opportunities for people from the local community as well as create work experience for people facing barriers to employment.

The renovated building will include office space for Cyrenians existing Falkirk services, with a move into the building planned for late 2018. The café and enterprise business are projected to be fully operational by early summer 2019.

The building will be open to members of the public and function rooms available to hire for a range of activities, such as: community group meetings, weddings, bistro evenings, small concert evenings/recitals, food markets, educational courses, etc.

The post holder for this exciting new opportunity will assume responsibility for three significant areas:

- Developing and implementing a plan that will enable Arnotdale House to reach its full potential as a successful social enterprise
- Managing the day-to-day activities relating to the social enterprises
- Responsibility for facilities management of Arnotdale House.

We consider that the ideal candidate will be well-organized with demonstrable leadership qualities and able to optimise the use of space whilst maintaining a keen eye on operating costs.

2 Tasks and Responsibilities

Develop, promote and manage delivery of the Social Enterprise

- Develop, implement and deliver a business plan that supports the enterprise to reach its potential including the café, event space and lettable office accommodation
- Continuously review, refine and adapt the business model to maximise the success of the enterprise
- Develop and deliver a robust marketing and communications strategy to ensure the success of the various strands of the enterprise
- Develop and maintain a strong presence within the local business community to best-benefit the enterprise
- Have an active role in day-to-day service delivery, including managing
 - A system of bookings for events, parties, groups etc.
 - Staff rotas to deliver on these bookings
- Support vulnerable adults, referred to Cyrenians by stakeholders and partner organisations, on work placements within the enterprise activities
- Ensure that the enterprise delivers its projected outcomes, and that these can be evidenced for reporting
- Strive to achieve the highest level of customer service; supporting Arnotdale House to become Falkirk's best destination café and event space

Manage Arnotdale House - the property

- Ensure the property, its equipment, fixtures and fittings are maintained to meet the required health and safety standards
- Respond to queries, issues, complaints, general requests from all stakeholders operating within the building
- Manage engagement with external contractors
- Where appropriate, respond to emergency situations or other urgent issues involving the facility
- Ensure a prominent and accessible presence within the building

Compliance

- Adhere to the principles of best practice relating to all aspects of social enterprise delivery
- Adhere to all external regulatory and legal requirements including, but not restricted to, Health & Safety, Food Hygiene and GDPR.

Manage staff and resources in line with the service plan and Cyrenians annual planning cycle

- Provide line management to the Enterprise team adhering to relevant HR policies and procedures

- Ensure each staff member has an individual work-plan disseminated from the Business Plan
- Responsible for budgetary management and control for the enterprise and property management of the House.
- Ensure adherence to the principles of the 'Cyrenians Way of Working' strategy

3 Person Specification

Knowledge and Experience	
Proven experience in hospitality and event management	Essential
Front facing customer service experience	Essential
Demonstrable experience in people management	Essential
Able to demonstrate successful examples of new business implementation	Essential
Facilities management experience	Desirable
Knowledge of budgetary management and control	Essential
Skills	
Excellent organisational and leadership skills	Essential
Good analytical/critical thinking/problem solver	Essential
Flexible and adaptable	Essential
Excellent verbal and written communication skills	Essential
Qualifications and training	
BSc/BA in hospitality and event management or equivalent	Desirable
Professional qualification in business administration or equivalent	Desirable
Values and attributes	
Committed to service excellence and continuous improvement	Essential
Energy, drive and enthusiasm	Essential
A motivating and encouraging influence on those around you	Essential
Calm, strong and positive in dealing with difficult situations including crisis and conflict	Essential
Innovative and pro-active in approach	Essential

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	Head of Enterprise
<u>Liaison with:</u>	Senior Manager for Falkirk, Falkirk Council, Friends of Dollar Park
<u>Workplace:</u>	Falkirk
<u>Working Hours:</u>	37 hours per week, working 5 from 7 days where event management requires a presence
<u>Annual Leave</u>	25 days plus 10 public holidays

<u>Salary:</u>	£29,110 - £33,172 per annum (SCP31-36)
<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 scheme membership required

5 Application deadline and Interview dates

<u>Closing date:</u>	Noon, Wednesday 5 th December
<u>Interview date:</u>	Tuesday 11 th December AM/PM (Falkirk)
<u>Stage 2 date:</u>	Wednesday 19 th December PM (Edinburgh)

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

(Note that candidates will be required to make a presentation on the day of interview)