

GRASSMARKET

COMMUNITY PROJECT

Providing Sanctuary • Giving Support • Developing Skills

General Manager Grassmarket Community Project JOB DESCRIPTION

TITLE:	General Manager
SALARY:	Circa £30,000+ 3% pension contribution
HOURS:	Contracted at 35 hours per week
LOCATION:	GCP Centre, 86 Candlemaker Row, Edinburgh EH1 2QQ
CONTRACT:	Full time with a review on completion of 6 months in post
HOLIDAYS:	20 days annual leave plus 9 public holidays

Job Purpose:

To carry out the social aims of the Grassmarket Community Project within the framework of the GCP ethos and Business Plan. To oversee the effective planning, delivery, monitoring and evaluation of all aspects of the GCP project and develop sustainable initiatives and a robust commercial strategy to further its objectives and maintain financial viability in the new building due for completion at Christmas 2012. To further the aims of *Providing Sanctuary, Giving Support, Developing Skills*, and ensure the project targets are achieved within agreed financial limits. It will be important that the post holder will be keen to work with our existing client group of those who are vulnerably housed and with a multiplicity of complex needs. GCP has been developing a close partnership with Crisis UK and strengthening and developing this bond will be a key outcome over the next two years. In addition, 2012 will see the development of a new £1.9 million facility and the task of expanding into the new building and developing its potential for GCP and as a revenue generating resource will be key to future sustainability.

Responsible to: The Chair, on behalf of the Directors

Key Objectives:

Management

- Strategic and operational management of the organisation, including implementation of the business plan
- Oversee day-to-day operations of the organisation in cooperation with the Operations Manager and lead, recruit, manage and motivate an integrated team of staff and volunteers.
- Manage relationship with key partners in particular Crisis Skylight, Edinburgh
- Take overall responsibility for HR, policies, practices and procedures in consultation with Directors as necessary.
- Provide a structured programme to improve organisational performance of GCP, quality and sustainability of services
- Work with Operations manager to ensure that administration systems for the

organisation, including finance, digital and paper filing systems, a contacts database, HR, facilities, and project monitoring and evaluation systems are a good fit for the organization.

- Monitor and evaluate performance in all areas of the projects and make recommendations for improvement.
- Maintain accurate financial records (including VAT records), monitor and control budgets to ensure financial systems demonstrate the highest standards of integrity and provide adequate financial advice and reporting to the Directors.
- Ensure, along with the Treasurer, that Directors are aware of all significant variances against agreed budgets.
- Manage the maintenance of the building to ensure that it is available both for GCP's own use and for outside users on a commercial basis
- Provide the Directors with clear guidance on policy issues and ensure the organisation's policies are adhered to
- Ensure all activities of the organisation comply with relevant Health & Safety legislation and regulations and advise the Directors on all matters concerning Health & Safety

Development

- Business planning – work with the organisation to continue the development and implementation of the business plan for GCP and conduct regular reviews of work programmes relevant to funding and project status.
- Work towards a robust social enterprise portfolio, developing GRoW and Clout and the new building as growing revenue sources.
- Research and identify relevant sources of funding and advise the Directors in the development of their funding strategy to secure ongoing external funding.
- Prepare and negotiate appropriate service level agreements
- Research and cost new services and provisions
- Record all funding applications and their outcomes and report to the Directors

Marketing and Promotion

- Promote GCP and its services to attract new and additional income, including fundraising events and seek to develop and nurture the social capital and good will that already surrounds the project.
- Develop partnerships with other local community groups to promote the project and develop good joint working arrangements and the establishment of a network of local support for charitable donations
- Develop relationships with commercial and arts and charitable organisations with a view to their use of space in the building on the basis of short term licences, in order to generate revenue for GCP
- Assist the Directors to develop networks and partnerships and represent them as appropriate
- Ensure that the website, social network sites and other relevant communication pathways are maintained and updated

Information, Advocacy & Support

- Disseminate information to stakeholders
- Evaluate training provided and make recommendation for improvements
- Co-ordinate appropriate support to stakeholders
- Co-ordinate mediation service with other organisations for stakeholders
- Organise representation for stakeholders when requested

Carry out any other relevant duties as designated by the Directors.

CANDIDATE

- Management experience with strong organisational skills and able to demonstrate success at senior level.
- The ability to balance social and commercial activities effectively.
- Experience of developing and managing community-based projects
- Able to lead, motivate and inspire a team through a period of change and development with a good understanding of human resource issues.
- Experience of managing and working with volunteers
- Experience in running projects which have successfully galvanised a high level of community involvement
- Strategic development experience is desirable with business planning skills, high level of skills in financial management including setting and monitoring budgets and managing cash flow.
- Proven skills in fundraising
- An ability to be creative in promoting new initiatives and engaging with the local community.
- Strong IT skills in word processing, spreadsheets and developing and using databases.
- An ability to work both on your own initiative and as part of a team
- An ability to work to deadlines.
- Exceptional interpersonal and communication skills, able to engage socially and commercially at all levels internally and externally.
- Participative and collaborative manager who understands and assimilates other perspectives.
- excellent understanding of marketing and fundraising.
- Experience of working within a charitable organisation.

Values

- A belief in the value of grassroots action and community empowerment
- A commitment to engaging meaningfully with all sectors of the local community, including those groups who are disadvantaged and hard to reach.