

Impact Housing Association Ltd

Role Profile

JOB TITLE: Social Enterprise Manager

SCALE: Team Leader (SCP 34 – 37)

TEAM: Social Enterprise Team

LOCATION: IFS West, based in Workington & will also be required to travel Countywide to attend meetings.

REPORTS TO: Head of Social Enterprise

DATE: November 2018

Job Purpose

- To manage the IFS Workington site, and lead on the development and implementation of void clearances, garden maintenance contracts and the delivery and collections of furniture in line with current practise.
- To lead on the budget setting and management at IFS, with specific responsibility for IFS (West), Garden Maintenance Contracts and the Logistics Service, ensuring they are financially viable and sustainable social enterprise business.
- To play a lead role in the development of the IFS service as a whole in line with the business plan, working closely with the Head of Social Enterprise and the IFS North/Added Value Team Leader.
- To support with the development of training programmes and to maximise opportunities for training, employment and life skills to adults and young people which improve their future opportunities.

Key Valued Behaviours

The Valued Behaviours for all staff throughout the Association are attached separately.

Key Responsibilities

1. To be responsible for embedding a positive, dynamic, vibrant and creative culture and atmosphere throughout the service.
2. To be a motivational leader providing full line management and support for all staff.
3. To ensure IFS West offers a range of affordable, good quality products and services.
4. To lead on and support IFS team leaders in the South and North with delivery, collections and the distribution of collected furniture from void clearances, enabling them to run efficient services.
5. To liaise with the Asset Management Team and lead contractors to ensure that void clearances are carried out within required timescales.

6. To ensure the Garden Maintenance contracts are carried out to the specification and within expected timescales.
7. To ensure that the IFS warehouse and vehicles operate in strict accordance with policy, procedure and risk assessments.
8. To ensure that all licences and necessary compliance methods are in place for all services.
9. To be responsible for the control of monies received against sales, the completion of all month end accounts and the recording and submission of all relevant statistical data.
10. To be responsible for performance ensuring sales targets are achieved and that expenditure does not exceed budget limits.
11. To prepare and manage budgets, business plans and to be responsible for financial reporting of IFS West the Logistics Service and Garden Maintenance Team.
12. To be responsible for data collection and preparation of reports as required.
13. To be responsible for providing high quality customer care for members of the public and organisational representatives.
14. To provide (or oversee provision of) supervision, training, support and guidance of all volunteers/people on work or community placements.
15. To take a proactive and value for money approach to problem solving and service development, making recommendations on reviewing and revising systems and services where necessary.
16. To comply with all external programmes, with health and safety, funding and legislative requirements.
17. To assist the Head of Social Enterprise with the implementation of effective and efficient policies, procedures and systems to manage, monitor and evaluate all IFS operations.
18. To provide advice and support to the Head of Social Enterprise on strategy, policy and financial issues in order to solve problems identify/deliver service improvements and manage risk.
19. To work with the Head of Social Enterprise to develop and monitor an Annual Plan that sets out IFS's priorities for the year and shows how the service will help to deliver against Impact's Business Plan, utilising the SHAIIP Performance Management system to inform reports and evidence progress.
20. To work with the Social Enterprise Manager to develop new partnerships to ensure the success of the new business.
21. To support the Head of Social Enterprise in the development of new business such as county wide bulky waste contracts or equivalent.
22. To develop services in line with the new business plan, and Impact's key priority of tackling poverty, maximising the opportunities that arise from IFS's goals of affordability, quality and opportunity.

23. To represent IFS and Impact by attending meetings with external organisations where appropriate.
24. To contribute positively to wider, organisational strategies and aspirations, including at Managers meetings, in training courses and in review activities.
25. To work with internal business support managers to ensure the best use of organisational resources.

General

26. To ensure internal business processes are followed in line with the IHA's policy, procedures and statutory requirements.
27. To ensure that all data protection requirements are met in accordance with IHA's policy, procedures and statutory requirements.
28. To attend and actively participate in team meetings (where appropriate), line managements, appraisals, training and Impact mandatory events. To be an active and effective member of the team.
29. To take a full and positive role in training courses as and when required, which may include responder First Aid training.
30. To undertake your duties in a manner that takes care of your own health & safety and that of others who may be affected.
31. To co-operate with Impact so that Impact can fulfil its duties under health & safety legislation.
32. To undertake health and safety duties in line with all Impact's Health & Safety policies and arrangements; in particular carrying out and reviewing risk assessments relevant to your service provision and locations and implementing relevant control measures.
33. To work flexibly and collaboratively with other staff and partners to ensure delivery of an excellent and seamless service. To work at all times to achieve the key requirements of Impact's Blueprint and Customer Offer, as appropriate.
34. To undertake all duties in accordance with Impact's Diversity Policy and all other relevant policies and procedures.
35. Any other duties as are reasonably required within the general nature and level of the post as agreed with the line manager.

PERSON SPECIFICATION FOR SOCIAL ENTERPRISE MANAGER

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
Practical & Intellectual Skills <ul style="list-style-type: none"> • Entrepreneurial approach • Negotiation skills • Actively promotes value for money • Excellent communication & interpersonal skills (both verbal & written) • IT skills, including a working knowledge of cyber tills and reporting systems 	Essential 1 Essential 2 Essential 3 Essential 4 Essential 5	Application Form/Interview Interview Application Form/Interview Application Form/Interview Application Form/Interview
Experience <ul style="list-style-type: none"> • Staff management and development • Performance Management including quality and target setting • Budget preparation and management • Collaborative working • Developing innovative and creative service offers • Experience of managing contracts • Working with community groups, statutory and voluntary agencies • Experience of securing grant funding • Experience of working with volunteers • Business Development experience 	Essential 6 Essential 7 Essential 8 Essential 9 Essential 10 Essential 11 Desirable 1 Desirable 2 Desirable 3 Desirable 4	Application Form/Interview Application Form/Interview Interview Interview Application Form/Interview Application Form / Interview Interview Application Form Application Form Interview
Education/Qualifications <ul style="list-style-type: none"> • Good standard of education • IOSH or COSHH qualification • Management or leadership qualification 	Essential 12 Desirable 5 Desirable 6	Application Form Application Form Application Form
Other <ul style="list-style-type: none"> • Ability to work flexible hours, to meet the peaks and troughs of the workload, including evenings, weekends and bank holidays • Full driving licence valid for the UK & access to a car for business purposes 	Essential 13 Essential 24	Application Form Application Form
Valued Behaviours <ul style="list-style-type: none"> • See separate document on organisational valued behaviours 	Essential 15	Interview

Valued Behaviours

Business Focus –

- Ensuring we achieve VFM, efficiencies and source opportunities in our day to day activities
- Optimise the efficiency of your part of Impact's business within the social objectives of the wider organisation

Courageous -

- Be passionate, optimistic and resilient in a fast changing environment
- Be proactive in driving change
- Have the confidence to assess and make decisions. Take calculated risks that will have a positive outcome for the business

Communication –

- Have good listening, communication and people skills to enable you to interact, liaise, and negotiate effectively with teams across the organisation, internal and external partners. Sharing information widely (up, down and across)
- Listen to the opinions of others, and be clear and persuasive in communicating your own, appropriate to the organisational needs.
- Celebrate success

Develop your potential –

- Have a focussed attitude, explore solutions to problems prior to escalating them
- Have a desire to keep learning whilst sharing knowledge and skills with colleagues. Seek out best practice internally and externally
- Actively develop yourself and support and enable others in their own development

Customer Focussed –

- Have an adaptable style according to the needs of your customers and recognising customer service is vital to Impact's continued success - in line with the Customer is Key

Valued Behaviours

Accountability –

- Be self-aware, acknowledging and assuming responsibility for individual actions
- Do what you commit to do within a timely manner and with a sense of urgency
- Hold others and yourself to account in a positive but challenging manner

Integrity –

- Be able to cope with difficult situations and handle them well, conduct yourself with the utmost integrity and transparency
- Live the organisation's values and be a role model to others
- Be authentic in all dealings internally and externally

Collaborative –

- Make a positive contribution to team culture with the ability to inspire and enable others.
- Develop the organisation's common purpose by effectively working with teams and partners.

Equality and Diversity -

- Value people from all sections of the community and have an equitable approach to the rights and responsibilities of everyone.
- Recognise and respect the needs of everyone ensuring that no resident, customer or member of staff is discriminated against or receives less favourable treatment
- Maintain a proactive approach to diversity and communicate in a way that staff, contractors, volunteers and clients are fully aware of our commitments.

February 2017