

| | JOB DESCRIPTION |
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| Job Title: | Charity Manager |
| Reporting To: | Chair |
| Responsible for | Café Supervisor Park keeper Cleaner Cycle Hub Manager Communications Manager |
| Role Purpose: | <p>We are looking for an enthusiastic Charity Manager to take overall responsibility for the day to day operations and financial performance across the various elements of the Hardie Park project – including (but not limited to) our Café, Old Spokes Home Cycle hub, Men’s Shed, Gardening project and our “Pop-up” shop.</p> <p>In addition to this, the Charity Manager will hold responsibility for financial processing, serve as the day-to-day contact for our many local partners (in particular Council Staff, Police, Community Payback team, local residents etc.), and to plan and manage operations during park events.</p> <p>The Charity Manager will work closely with the Board, who through the Finance, Fundraising, Communications and Events sub-groups support the charity’s operations.</p> |
| KEY ACCOUNTABILITIES & RESPONSIBILITIES | |
| Organisational Operations | |
| <ol style="list-style-type: none"> 1. Overall responsibility for staff and volunteer management 2. To ensure customer care and service delivery to those coming into contact with the charity is friendly, supportive and timely 3. To ensure grounds and buildings provide a visually appealing, comfortable, healthy and safe environment for all 4. Oversight of financial processing (to include cash handling / cash management, banking, tills, input of financial information into financial system, security and preparation of payroll) and support to Finance Sub-Group (who maintain responsibility for financial planning and financial governance). 5. Focal point for work with local partners (Council, Police, Schools, Community Payback team etc.) 6. Ensure effective liaison between park groups – co-ordinating information for Board report (for discussion at Trustee meetings) 7. Development of sales/commercial opportunities across charity projects | |
| To ensure a high level of employee engagement | |
| <ol style="list-style-type: none"> 8. To ensure effective recruitment, retention, motivation and performance management of all staff and volunteers within Hardie Park | |

9. To develop, monitor and review the staff structure, ensuring clarity of the management/operational function within Hardie Park
10. To ensure effective staff/volunteer timetables, rota and shift planning to cover the provision of service throughout the agreed opening times
11. To identify individual and team training / development needs to meet service delivery requirements and ensure staff can maximise their potential in their careers with Hardie Park
12. In conjunction with the Board, develop, implement and monitor good practice HR policies and procedures and ensure that these are followed by all staff
13. To ensure effective team functioning and promote good working relationships.

Support Board and Board Sub-groups

14. Assist Chair with production of annual plan detailing goals & targets, goal/project-based budgets and key performance indicators
15. Support Finance Sub Group with work on cash flow forecasts and other financial planning analysis to ensure realistic and viable annual business plans and project plans.
16. Support Fundraising Sub-Group with the processing and provision of data to enable reporting against any grant funding/restricted funds
17. Support the Communications Manager and broader Communications sub-group with any information required for the purposes of marketing/comms
18. Support Board in respect of high-level Government/funder relationships
19. Ad hoc assistance to help Board fulfil governance responsibilities

PERSON SPECIFICATION (*Knowledge, Experience, Skills & Abilities*)

1. Experience of leadership and a leadership style that is values driven
2. Commitment to diversity, openness and inclusive leadership
3. Excellent people management skills with a collaborative style
4. Experience of working with voluntary boards and committees
5. Experience of business and financial planning, cash flow forecasting, setting and managing budgets and of providing financial analyses and other management information
6. Excellent communicator and advocate for the charity
7. Excellent interpersonal skills, able to relate well with all those who come into contact with our park, presenting a professional image and good customer care skills
8. Creative approach to problem solving
9. Experience of the management of Community charity in either a professional or voluntary capacity (including as Board member) preferred.

Diversity and Inclusion – Hardie Park values people as individuals with diverse opinions, cultures, lifestyles and circumstances. We recognise that a diverse team and an inclusive culture where everyone can be comfortably and openly themselves leads to better results. We want to do more to meet our aspirations in this area and welcome candidates from all sections of society.