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***Business Manager***

***Job description and person specification***

***Context***

Owing to the forthcoming retirement of our current business manager we are seeking to appoint a new Business Manager to lead the charity into the next phase of its development.

North Ormesby Neighbourhood Development Trust (NONDET) is a Company and a registered charity dedicated to improving the quality of life of people in the community of North Ormesby and surrounding areas.

We provide a range of services to the community and have achieved remarkable growth, success and recognition since forming in 1996 we now have more than 16 staff with and a turnover in excess of £300,000.

***The Role***

The Business Manager will be responsible for providing leadership, developing and implementing NONDET’s strategic and business plans, leading on partnership and business development, and being an effective advocate for the charity and its beneficiaries. He/she will also provide operational management and financial control, and ensure good governance across all aspects of the charity.

***Job description***

Role: Business Manager

* Hours: Full Time (37 hours per week): 25 days annual leave plus bank holidays
* Place of Work: NONDET’s Head Office (currently 8 Kings Road, North Ormesby, Middlesbrough)
* Reports to: Chairperson of Board of Trustees
* Line management: Playgroup staff, Community Shop staff, Market Supervisor, Finance admin, Housing Admin, all volunteers
* Salary: £30,000- £35,000 pa depending on experience
* Benefits: Contributory Pension Scheme

***Main duties and responsibilities:***

***Leadership***

1. Be the face and voice of the charity - its principal ambassador.
2. Liaise with, support and motivate all staff and secure their loyalty and commitment to the charity’s aims, objectives and ambitions.
3. Seek out, develop and maintain effective working relationships with all relevant organisations and

individuals to promote the work of the charity and facilitate the implementation of its strategic objectives.

1. Lead by example, instilling a culture of professionalism and inclusion, supported by coaching, training and development.

***Strategy***

The new manager will liaise with the Board in relation to the development of the charity’s strategic vision and be responsible for leading the implementation of it.

1. He/She will be responsible for the development and delivery of the NONDET’s agreed business plan.
2. He/She will identify strategic risks, issues and opportunities and take responsibility for initiating and leading associated changes.
3. He/She will seek out and implement opportunities for innovation and ensure that NONDET remains at the forefront of positive change in the Housing and Community sectors.

***Partnership and Business Development***

The new manager will lead the promotion and development of all NONDET’s work including the development of a new housing registered provider board, raising the charity’s profile and maximising its reach.

1. He/She will seek out, develop and nurture beneficial partnerships with supporters, donors, other charities and all relevant authorities/organisations
2. He/She will work towards the achievement of long term sustainability, developing the charity’s business model and maximising income, for example from fundraising, service contracts and earned income.
3. He/She will adopt a creative and innovative approach to development, remaining open to new ideas and opportunities.

***Advocacy and influencing***

1. He/She will be a passionate and effective advocate in advancing NONDET’s objective to bring about change so that meaningful activity is increasingly funded, prioritised, and delivered for all North Ormesby Residents.
2. He/She will grasp every opportunity to champion quality of life for people and to share and promote good practice especially in the housing sector.

***Operations***

1. He/She will be responsible for the implementation of all the charity’s organisational plans.
2. He/She will oversee all operational functions including administration, finance, fundraising, marketing, communications and IT.
3. He/She will ensure that NONDET services, contracts and projects are delivered to the highest standard with due regard for time scales, targets and budgets.
4. He/She will take overall responsibility for the recruitment, management and effective deployment of staff and ensure that there is robust HR processes covering recruitment, performance management, appraisal and remuneration.
5. He/She will line manage Playgroup Manager, Community Shop manager, Market Supervisor, Finance admin, Housing Admin and any new Project staff.
6. He/She will be responsible for the custody, maintenance and efficient use of the charity’s assets.

***Financial Control***

1. In conjunction with the Finance Director, ensure that the charity’s financial resources are managed effectively and that NONDET remains in good financial health, identifying risks and taking appropriate action.
2. In conjunction with the Finance Director, liaise with the Board to develop and lead on the implementation of the charity’s financial plans, including setting budgets, formulating income generation strategies and overseeing all fundraising activities.
3. In conjunction with the Finance Director Maintain effective financial management and control systems; ensure delivery within budgets and to performance targets and oversee production of management accounts, statutory accounts and annual reports.

***Governance and Compliance***

1. He/She will liaise with the Board to ensure that the charity’s overall governance structure, policies and procedures are appropriate and effective, taking remedial measures and implementing changes as necessary
2. He/She will attend all Board meetings (held monthly) and prepare a written report in advance of each meeting detailing matters of interest and concern regarding the charity’s activities during the previous period; ensure that the Board is made aware in a timely fashion of any matters requiring its attention.
3. He/She will develop and maintain effective operational policies and processes in all the charity’s functions. Review and update scope and content to meet legal, regulatory and best practice needs.
4. He/She will ensure the development and practical application of all organisational policies and procedures e.g. with regard to health and safety, equality and diversity, and safeguarding.
5. He/She will ensure that the charity complies with best practice in all areas of operation including Housing regulations, Health and Safety, Fire Regulations, Ofsted Regulations.
6. He/She will ensure the safeguarding of the vulnerable adults with whom the charity works through rigorous DBS procedures and staff/presenter training.
7. He/She will ensure that collection and protection of personal information complies with current General Data Protection regulations.
8. He/She will ensure that all of the charity’s activities are conducted safely and that Health and Safety policies are understood and followed by everyone.
9. He/She will ensure that all major risks are identified and regularly reviewed and that systems and procedures are in place to mitigate all such risks; be responsible for the development and implementation of the charity’s Risk Register.

***Person specification***

***Qualifications Desirable***

* Educated to degree level or equivalent professional qualification.

***Experience Essential***

* Proven track record of achievement in a senior position within a charity/not for profit organisation over at least ten years
* Experience of working in the Housing sector.
* Experience of working in the Childcare sector.
* Experience of effective partnership working and development and external relationship management.
* Experience of managing, motivating and developing staff.
* Experience of business planning, business development and fundraising.
* Experience of project management and service delivery across multiple functions.
* Financial management skills including budgeting and delivery of cost and income targets.
* Robust approach to governance, controls and definition/implementation of new processes. Experience of financial and risk management.

***Experience Desirable***

* Experience of working in Outdoor Markets
* Experience of managing organisational change.

***Skills and knowledge Essential***

* Inspirational leadership, management and motivational skills.
* Highly organised and personally effective.
* Exceptional verbal and written communication skills.
* Excellent interpersonal skills.
* Ability to persuade and influence, both face to face and in writing.
* Strong financial skills, including the ability to analyse budgets and accounts and manage an annual budget of over £300,000.
* Outstanding business development skills.
* Rigorous analytical skills.

***Skills and knowledge Desirable***

* An understanding of the issues affecting people in Middlesbrough community.
* Knowledge of the housing sector.

***Personal attributes Essential***

* Positive, confident, assertive, pro-active and dynamic.
* Inclusive and flexible, with a consultative approach to leadership.
* Ability to pursue the mission and objectives of NONDET with demonstrable passion, drive and commitment.
* Committed to best practice and with a drive for continual improvement.

The appointee will also be expected to be fully IT literate and have access to a car and a clean driving licence.

***Terms and Conditions of employment***

***Salary:***

* £30,000 - £35,000p.a. (depending on experience)
* Salaries are paid monthly in arrears and reviewed annually.

Conditions of employment:

* The post is full time (37.5 hours per week), mainly worked 9am to 5pm Monday to Friday. However, given the seniority of the position and the requirements of the job, the appointee will be expected to work as required outside these core hours, including, on occasions, on evenings and at weekends. No overtime is paid, but in relation to any significant additional hours (and subject to prior agreement with the Chair of Trustees) time off in lieu may be allowed.

***Location:***

Based at NONDET’s office at 8 Kings Road, North Ormesby, Middlesbrough TS3 6NF.

The appointee will be required to travel and may be required to stay away from time to time.

***Management:***

The appointee will report to the charity’s Board of Trustees.

**Please note:**

This job description is for guidance only. All members of staff are expected to be flexible and co-operative and to undertake additional duties as required.

***Application details:***

* For further information (including NONDET’s Organisational Structure Diagram please contact Alan J Mackay ([alan@nondet.org.uk](mailto:alan@nondet.org.uk) 01642 909840)
* To apply, please complete the application form provided. Tell us how you meet the requirements of the person specification and how your experience, skills and knowledge and personal attributes make you the ideal candidate for this role. Please give any other information that you consider appropriate to your application. Please email your completed application form to [alan@nondet.org.uk](mailto:alan@nondet.org.uk)
* Please do not enclose your CV unless you have completed the application form.
* The closing date for applications is
* First interviews will be held at the 8 Kings Road North Ormesby
* Shortlisted candidates may then be invited to a second interview on

If you have any questions or would like to discuss this role, please contact Business Development Manager, Alan J Mackay, on [alan@nondet.org.uk](mailto:alan@nondet.org.uk) or 01642 909840

Closing date for all applications is 30th June 2019