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| **Job title** | General Manager |
| **Reports to** | *The SCRATCH board of trustees* |

**Job purpose**

This role is accountable for the delivery of strategic objectives agreed by the SCRATCH Board in line with the SCRATCH Business Plan.

To provide vision and direction, to make business decisions in line with the agreed SCRATCH Business Plan. To have overall responsibility for all aspects of operational objectives.

To ensure daily operations are completed safely and effectively, managing the overall financial budgets and company property.

To ensure that SCRATCH complies with all statutory responsibilities.

**Duties and responsibilities**

**Strategy**

* In partnership with the SCRATCH Board be responsible for setting and executing the SCRATCH organisational strategy and Business Plan.

**General**

* Ensure SCRATCH is:
  + operating in a safe and lawful manner,
  + compliant with legislation, regulations, policy and procedures,
  + compliant with Companies House and Charity Commission guidelines,
  + suitably indemnified.
* To achieve the targets set and agreed by the Board of Trustees, providing relevant information for Board meetings.
* To deliver SCRATCH Business Plan, working to agreed targets, reporting to the Board.
* Line Management of Warehouse and Volunteer Manager. Line management of Office Manager after Senior Manager (Resources) retires.

**Operational**

* To ensure sufficient stocks of white goods, furniture and other appropriate resources, to meet clients’ identified needs.
* To ensure all necessary onsite equipment is provided and maintained.
* To maintain excellent relationships with staff and volunteers.

**Financial**

* To prepare and monitor budgets, projections and reports to ensure a sustainable operation, following agreed financial policies and procedures.
* Ensure annual accounts can be accurately prepared and audited.
* Ensure VAT returns are completed.
* Prepare financial information and projections for SCRATCH board meetings.
* Liaise with external accountants and VAT advisor.
* Monitoring staff and volunteers’ expenses to ensure probity.
* Ensure payroll is administered effectively.

**External Relationships**

* Jointly responsible with Senior Manager (Resources) for developing and maintaining external relationships.
* Developing funding opportunities alongside fundraising consultants, Competitive Solutions Ltd (CSL).
* Submitting returns to funders where required.

**Site Management**

* Overall responsibility for ensuring the SCRATCH site is maintained in a safe, legally compliant manner.
* Ensuring repairs completed as necessary.
* Contracting for services such as fire safety, insurance, utilities, waste and maintenance.
* Ensuring site is safely secured each evening, delegating to responsible person when not available.

**Skill and Qualifications to do this job**

Educated to degree level or equivalent vocational qualification.

Skills:

* Business acumen and experience.
* Financial Understanding and Budget setting
* Change Management
* High level of interpersonal and communications skills
* Effective staff management
* Able to maintain confidentiality
* Organisational skills
* Project and general management
* Empathy and resilience
* Conflict resolution
* Able to support SCRATCH’s Ethos Statement and abide by its policies and procedures

Experience should include

* Either working in the voluntary sector or understanding the unique complexities of a voluntary organization.
* Project management
* Fundraising

**SCRATCH General Manager**

**Job Description and Specification**

Job Title: General Manager

Reports to: SCRATCH Board of Trustees

Job Purpose: To provide high level leadership to enable delivery of strategic objectives agreed by the SCRATCH Board of Trustees in line with the SCRATCH Business Plan.

Salary: £40000, per annum. (Note: to be reviewed upon retirement of Senior Manager Resources, when additional line management duties will ensue.)

Position: Permanent

Contract: Part time, 4 days per week

Location: Southampton

SCRATCH is looking for a new General Manager to join us as we seek to consolidate and build on our important work in alleviating hardship for families and individuals in Southampton and the local area. The successful applicant will be pro-active, determined to serve our clients and will bring with them a strong track record of leadership. They must be a good communicator, very adaptable and be able to work with staff, volunteers and funders to ensure that SCRATCH continues to flourish and meet its objects.

Duties and Responsibilities

**Leadership**

* Provide strong leadership, motivating staff and volunteers to maintain and develop SCRATCH’s performance.
* Provide vision and direction, working with the Board to develop strategy.
* Create strategic partnerships outside the charity and act as an ambassador for SCRATCH.
* Shape and influence a positive staff culture and communicate ownership of policies and decisions across the charity.

**Management and compliance**

* Have overall responsibility for all aspects of operational objectives, achieving the targets set and agreed by the Board of Trustees, providing relevant information for Board meetings.
* Monitor the effectiveness of our work in making a difference.
* Ensure daily operations are completed safely and effectively, managing the overall financial budgets and company property.
* Ensure that SCRATCH complies with all appropriate statutory responsibilities.
* Carry out all appropriate roles and responsibilities required by the Charities Commission.
* Ensure the SCRATCH site is maintained in a safe, legally compliant manner.
* Ensure repairs are completed as necessary.
* Contract for services such as fire safety, insurance, utilities, waste and maintenance.
* Ensure the health and safety and safeguarding of all SCRATCH staff and volunteers.
* Oversee and implement recruitment, selection, training, development and performance management of staff.
* Directly manage the Warehouse and Volunteer Manager and be ready to step in to fill gaps in operations when required. Directly manage Office Manager when Senior Manager (Resources) retires.
* Maintain good relationships with staff and volunteers.
* Maximise the efficient utilisation of our resources.
* Ensure sufficient stock to supply clients’ identified needs.
* Ensure all necessary onsite equipment is provided and maintained.

**Financial**

* Produce regular financial reports and forecasts for the board and manage the charity budget.
* Ensure full and accurate reporting including the preparation of an annual report and financial statements to the Charities Commission.
* Prepare and monitor budgets, projections and reports to ensure a sustainable operation, following agreed financial policies and procedures.
* Ensure annual accounts can be accurately prepared and audited.
* Ensure VAT returns are completed.
* Liaise with external accountants and VAT advisor.
* Monitoring staff and volunteer expenses to ensure probity.
* Ensuring payroll is administered effectively.

**Communication**

* Jointly responsible with Senior Manager (Resources) for developing and maintaining external relationships with stakeholders, funders, etc.
* Developing funding opportunities alongside our fundraising consultants, Competitive Solutions Ltd (CSL).
* Submitting effective returns to funders where required.

**General Responsibilities of all Staff**

* Maintain discretion and confidentiality as appropriate for the post.
* Comply with all SCRATCH policies and procedures particularly the health and safety, safeguarding and equality policy and procedures.
* Promote a positive image of SCRATCH in the community.
* Use and develop IT where appropriate.
* Recognise the need to be flexible when working for a small organisation and carry out other duties that may be required.

**Person Specification**

*Qualifications*

* Honours degree or equivalent level of education/competency for the post.

*Experience*

* Sound strategic planning and a track record of leading teams to achieve targets.
* Successful financial planning, budget setting and management.
* Project management.
* Change Management
* Experience of developing strong external public relationships promoting and representing an organisation.
* Securing funds and working with funding partners and grant making organisations.
* Experience of working with a small team.
* An understanding of the key measures of financial management and control in a challenging environment.
* Either working in the voluntary sector or understanding the unique complexities of a voluntary organization.

*Skills*

* Strategic thinker with the ability to develop and articulate a clear vision.
* Leadership style which encourages, motivates, inspires and develops staff and volunteers.
* High level of interpersonal and communications skills.
* Highly effective decision-making skills.
* Strong administrative, organisational and IT skills.
* Effective staff management
* Able to maintain confidentiality
* Project and general management
* Conflict resolution
* Able to support SCRATCH’s Ethos Statement and abide by its policies and procedures

*Personal Qualities*

* Empathy with the needs and aspirations of families and individuals in hardship.
* Personal and professional integrity.
* Commitment to relevant legislation and good practice in relation to equality and diversity and safeguarding and promoting the welfare of all people.
* Willingness to confront issues and make difficult decisions.
* Personal resilience, optimism and an openness to change.
* Resourcefulness and creativity.

**How to apply**

If you would like to apply please submit the completed application, your CV and a covering letter to by 23.59 on Tuesday 19 August. For an informal and confidential conversation about this position, please email [mike@scratchcharity.co.uk](mailto:mike@scratchcharity.co.uk) or [reception@scratchcharity.co.uk](mailto:reception@scratchcharity.co.uk) (for response by a member of our Board of Trustees.

Interviews will be held on Thursday 4 September.

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage / civil partnership status.