

JOB DESCRIPTION

Job Title: Services Manager (Commercial Focus)
Report to: Member of Senior Management Team (TBC)
Responsible for: Team Managers, Staff and Volunteers
Hours of Work: 37.5 hours per week
Salary: £30k
Location: Sutton Coldfield and surrounding areas (Office base Boldmere, Sutton Coldfield)
Contract Type: (i.e. permanent, fixed term etc.) Permanent

Job Purpose

To become a member of the middle management team managing a range of services and operations across Birmingham with a focus on Commercial services. To be the lead manager for the development and initiation of the business and commercial aspects of Age Concern Birmingham, developing existing services and identifying new opportunities and bringing them to fruition across Birmingham and local areas.

Line management responsibilities:

Line management and support to existing services both funded and income generated services.
 Line management of the Office Manager who oversees administration and facilities management, including the management of the Board of Trustees.
 Setting up new services.
 Staff recruitment.
 Support to volunteers.
 Additional management responsibility as and when required dependent on the needs of the business.

Essential Duties/Responsibilities:

This role holds the management of existing services and the responsibility for introducing new products to the trading function within ACB and for liaising with internal staff and external bodies to bring new products to market.

To provide Business Plans where relevant and forecasts for the short and longer term and implement these to deliver required income, working jointly with the Senior Management Team.

To market all non-charitable trading activities with a view to increasing self-generated income, in line with targets, via utilisation of social media, traditional media, outreach to potential customers and any other legitimate means.

To identify new opportunities for charitable trading and report to the Senior Management team on any significant developments.

To meet agreed Senior Management team targets.

To develop and maintain an online shop as an extension to the charity shop and independent living store

To be responsible for the line management of Age Concern Birmingham's charity shop team and café teams.

To manage Community Centres and maximise their income generation opportunities.

To develop commercial activities at Boldmere Road and any other premises.

To work to hit all deadlines and targets.

Where required, to attend meetings as a representative of ACB with both statutory and voluntary organisation.

Where required, to line manage staff as delegated ensuring all ACB policies and procedures are embedded and followed at all times.

To comply with Health and Safety arrangements within all places of work and to act in accordance with the ACB Health and Safety Policy and Procedures.

To work at all times within the Mission, Vision and Values and comply with all Policies and Procedures of the Charity.

Skills & Qualifications:

- Knowledge of charity based trading activities and requirements
- A high level of IT competence and expertise
- High standards of communication skills orally and in writing to facilitate excellent communication with all stakeholders
- Ability to present financial information clearly and accurately
- Commercial acumen with the ability to understand the organisation as a business
- Ability to work independently, assessing priorities, dealing with competing demands and meeting deadlines
- Ability to multi task and to organise, develop and maintain effective administration systems
- Ability to think creatively and laterally to meet new situations with innovative responses
- Ability to develop and maintain positive relationships with all stakeholders both internal and external

Special Conditions:

- Disclosure and Barring Service (DBS) check will be undertaken for this role.
- This is a description of the job as it is at present.
- It does not form part of the contract of employment.
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder.
- Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding: Promoting good practice and prevention of harm and abuse to ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

Person Specification –Services Manager

	ESSENTIAL	DESIRABLE
<p>Knowledge, Skills and Abilities:</p> <p>1. Knowledge of charity based trading activities and requirements</p> <p>2. A high level of IT competence and expertise</p> <p>3. High standards of communication skills orally and in writing to facilitate excellent communication with all stakeholders</p> <p>4. Ability to present financial information clearly and accurately</p> <p>5. Commercial acumen with the ability to understand the organisation as a business</p> <p>6. Ability to work independently, assessing priorities, dealing with competing demands and meeting deadlines</p> <p>7. Ability to multi task and to organise, develop and maintain effective administration systems</p> <p>8. Ability to think creatively and laterally to meet new situations with innovative responses</p> <p>9. Ability to develop and maintain positive relationships with all stakeholders both internal and external</p>	<p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p>	<p>*</p>
<p>Experience:</p> <p>10. Comprehensive and widely experienced direct management of projects and services, with demonstrable success</p> <p>11. Substantial practical experience of managing budgets, maintaining financial records and preparing detailed reports and business plans</p> <p>12. Experience of working within a quality driven environment</p>	<p>*</p> <p>*</p> <p>*</p>	
<p>Education and Qualifications:</p> <p>13. Professional management qualification</p> <p>14. Excellent standard of general education</p>	<p>*</p>	<p>*</p>
<p>Personal Characteristics:</p> <p>15. Determination and commitment to succeed in a challenging environment</p> <p>16. Confidence and ability to lead by example and exert a positive influence on staff and volunteers</p> <p>17. The willingness to go the extra mile and to be flexible to the needs of the post</p> <p>18. Willingness and ability to travel throughout Birmingham</p> <p>19. Car owner and driver</p>	<p>*</p> <p>*</p> <p>*</p> <p>*</p>	<p>*</p>

August 2022