

# JOB DESCRIPTION

# GENERAL MANAGER

**Job Title:** General Manager

**Location:** 11, Holmview Terrace, Omagh, Co. Tyrone, BT79 0AH

**Contract Duration:** Permanent contract subject to the successful

completion of a 6-month probation period and the ongoing availability of funds.

**Accountable to:** The Board of Directors

**Reports to:** The Chairperson of the Board of Directors

**Salary:** £38,380 - £42,420 gross per annum. This scale is not an incremental one and salary position will depend upon factors such as qualifications and experience.

**Pension:** A workplace pension scheme is in operation in accordance with Government Auto Enrolment Regulation NI 2012. The scheme is provided by Workers Pension Trust.

**Hours:** 37.5 hours per week

The satisfactory discharge of the duties associated with this post will require considerable flexibility on the part of the post holder. (See Personal Qualities)

**Annual Leave:** 23 days per annum plus 10 statutory holidays

**Role**: The General Manager will play a pivotal role in seeking to ensure the sustainability of the Tara Centre, as set out in the Strategic/Business Plan, in a manner which honours the Centre’s purpose as articulated in the Vision Statement, Core Values and the Company Articles of Association.

## Strategic Management and Financial Administration

The General Manager will:

* ensure the efficient and sustainable running of the Centre in line with an agreed budget and appropriate Corporate Governance systems;
* be the key driver in sourcing and securing resources to maintain and sustain the Centre;
* ensure that appropriate human and financial resources and structures are in place so that the Centre is able to meet and deliver its planned services;
* oversee the timely and proper preparation, review, auditing and publication of accurate financial records such as are required for the effective management of the Centre;
* identify and propose new opportunities for the Centre which complement and strengthen the established programme of services and provides for future development;
* evaluate all aspects of the Centre’s functions and operations and recommend appropriate efficiencies;
* act in collaboration with the Co-Ordinator of Therapeutic Services, (COTS), and with the Assistant Manager, (AM), to ensure that plans and processes are implemented in a timely, proper and appropriate manner;
* ensure that the Centre is legally compliant in all aspects of its statutory duties and adheres to all relevant legislation, Policies and Codes of Practice, in particular ensuring that all responsibilities pertaining to the safeguarding of children and of adults are discharged to the highest possible standards;
* be the Designated Officer for Safeguarding, (children and adults), as set out in the Centre’s Safeguarding Policies;
* ensure the security/safety of the Tara Centre premises and its other assets; this includes ensuring the efficient and effective discharge of key holder duties by designated employees;
* have clear, open communication with the Board of Directors, Chairperson, staff, employees, volunteers and other relevant stakeholders as is necessary for the management of the Centre.

## Human Resources

The General Manager will:

* provide leadership and management to a team of staff members to ensure the Tara Centre fulfils its responsibilities at all levels in an ethical, efficient and effective manner;
* ensure that the staffing structure is suited to all aspects of the provision of the services on offer at the Centre in a manner which upholds Tara’s core values and is in accordance with the Strategic/Business Plan and the Action Plan;
* oversee the recruitment and selection of suitable personnel, ensuring that the highest calibre of candidate is sourced and that all statutory obligations are met in the recruitment process;
* develop and promote harmonious, positive staff relations at all levels;
* regularly update the operational Action Plan for the Centre and present it to the Board of Directors for approval as and when necessary;
* advise and support staff members who have a managerial dimension in their role, e.g., COTS, AM, in addressing any personnel issues, which may arise within their respective areas of responsibility.

## Marketing and Administration Duties

The General Manager will:

* embrace and develop the strong, professional and respectful working relationships with individuals, groups and organisations which have shaped the ethos and leadership style at the Centre to date;
* take final responsibility for the content and branding of all material in relation to the Tara Centre, including social media and web-based marketing, this includes all internal and external communications, written and electronic;
* identify marketing opportunities and co-ordinate and contribute to the successful implementation of such opportunities as are selected for adoption at the Centre.

## Other Duties

The General Manager will:

* act as an ambassador for the Tara Centre at all times;
* attend regular meetings of the Board of Directors and present reports on all matters pertaining to the operational activities of the Centre;
* discharge such other duties within the competency of the post holder as may reasonably be required by the Board of Directors through its Chairperson.

**This Job Description may be amended in the light of changing circumstances and may include other duties and responsibilities consistent with the post which will be determined by the Chairperson in consultation with the post holder and approved by the Board.**

**The Tara Centre is in the process of commissioning a strategic review of the company andits services with a view to producing an updated 5 year business plan. The General Manager will be required to contribute fully to the review process and implementation of the business plan.**

**PERSON SPECIFICATION**

**GENERAL MANAGER**

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| SECTION 1: The Essential Criteria in this section will be measured at the shortlisting stage of the recruitment process. They may also be further explored during the interview/selection stage. The Selection Panel reserves the right to utilise one or more of the Desirable Criteria in addition to the Essential Criteria for shortlisting and at interview. You should therefore make it clear on your application form whether or not you meet both the Essential Criteria and the Desirable Criteria. Failure to do so will result in you not being shortlisted.  |
| **Factor** | Essential Criteria | Desirable Criteria |
| Qualifications | * A third level qualification in a relevant discipline, (e.g. Business, Healthcare, Community Development, Marketing, Communications, Education, Human Resources).
 | * Membership of a relevant professional body
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| Experience | * At least three years’ experience in a management position.
* A track record of effectively assisting with the development and implementation of business/organisation- related plans and strategies and associated Action Plans.
* Proven experience of successfully sourcing and securing appropriate levels of funding through a range of sources.
* Experience of recruiting and managing staff and volunteers.
 | * Experience of working within the Voluntary/3rd Sector.
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| Other | * Full driving licence and the use of a car.
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| SECTION TWO | **The Essential Criteria in this section will be assessed at interview**  |
| Knowledge and understanding | * Understanding of and empathy for the Community and Voluntary Sector.
* Knowledge and understanding of the Tara Centre’s vision, ethos and values.
* Knowledge and understanding of HR processes e.g. staff recruitment and performance management.
* Knowledge and experience of managing and formulating budgets, identifying variances and advising on and/or implementing remedial action.
* Knowledge and experience of implementing a range of policies and procedures (operating under) in line with the requirements of Company Law and Charity Law, N.I.
* An in-depth knowledge and understanding of safeguarding issues related to children and adults
 | * Relevant training and/or experience of any of the range of services on offer at the Centre
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| Skills | * A high level of computer literacy consistent with the duties of the post.
* Ability to take effective, essential business decisions in a manner which respects core decent human values at all times and which are consistent with the role.
* Ability to inspire and motivate staff.
* Commitment to and a proven track record of honouring the highest levels of confidentiality and discretion such as are implicitly required of all staff in this organisation, the nature of whose services sets a high premium on confidentiality.
* Capacity to exercise independent, sound judgement, together with accuracy and attention to detail.
* Considerable networking, interpersonal and communication skills, both verbal and written.
* Ability to adjust communication style and format to suit a variety of audiences.
* Excellent organisational and time management skills.
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| Personal Qualities | * Awareness of and sensitivity to human vulnerability.
* Availability and willingness to work flexible hours including evenings and weekends as required for the satisfactory level of responsibility inherent in the role, at a Centre which commits to being open the public for five days a week and on certain weekends.
* Highly motivated team leader who is gifted with a gracious and affable manner and the ability to share skills and knowledge with others.
* Resilient, with a positive approach to problem solving, ability to think on one’s feet and deal with the unexpected, ability to use initiative and to make sound decisions.

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