

## Richmondshire Building Preservation Trust

### Job Description - General Manager

NB This is a 2-year fixed term appointment.

#### A. Job purpose

Reporting to the Director of Operations (or in their absence, the Director of Finance) ...

- Contribute to the development and delivery of the Trust's strategic commercial and community aims and objectives;
- Develop The Station as a leading-edge community enterprise that is vibrant and exciting, all based on the key themes of Food, Film and Art;
- Manage and maintain the financial stability and sustainability of The Station.

#### B. Key responsibilities

##### 1. Business and Financial Management

- Produce annual business plans and operating budgets
- Gain the agreement of and support from Trustees, the staff team and other stakeholders to business plans
- Ensure business plans are delivered on time and within agreed resource requirements
- Ensure effective and robust finance, IT and admin processes are developed and maintained
- Deliver effective and timely reports covering all Station activities

##### 2. Tenancy Management

- Attract, maintain and engage effectively with an appropriate mix of tenants
- Maximise rental income by ensuring units are fully let at best possible market rates
- Ensure tenancy agreements deliver commercial benefits, add value to the culture of The Station and where possible benefit the community
- Manage all tenancy negotiations and lease agreement compliance

##### 3. Commercial Operations

- Oversee the development and delivery of all Station events and activities in consideration of profile, reputation, financial return and, where necessary, engagement with/support from tenants and other stakeholders
- Develop effective and agreed business and marketing plans across all core functions; and ensure buy-in from and positive engagement by all staff
- Regularly review the performance of the various functions and activities with a view to maximising revenues and profile

##### 4. People and Team Management

- Manage and motivate The Station team, providing at all time the necessary levels of leadership and accountability

- Manage individual performance and support and develop staff within their roles
  - Create and maintain a strong ethos of teamwork, collaboration and effective communication
  - Manage all HR and employment issues
5. Community & Culture
- Support the strategic direction of the Trust and engage in Trust projects as required
  - Promote the Trust and The Station across the community
  - Engage as appropriate in local and regional business and cultural forums and in community partnership activities
  - Propose and develop actions to reduce the environmental impact of The Station's activities
6. Legal & Compliance
- Ensure all legal liabilities of The Station are managed appropriately
  - Ensure compliance with all current legislative requirements inc. Health and Safety; Equality; Safeguarding of Children and Vulnerable Adults; Public and Employer Liability
  - Ensure The Station has the necessary liability insurance cover in place to cover all planned activities
  - Deal with all statutory complaints, inspections and licensing issues
  - Contribute to the management and development of risk management registers

## C. Job Holder Profile

### 1. Experience

#### Essential

- Managing and delivering profit responsibility for a business unit with complex stakeholder requirements
- Successfully leading and developing a team of people across various functions
- Experience in Retail, Tourism, Heritage, Leisure sectors or similar
- Ability to understand and interpret financial and management accounts
- Managing complex commercial contractual relationships
- Good knowledge of IT solutions, including social media

#### Desirable

- Working in the 'not for profit' sector (charities, social enterprise or voluntary organisations), especially in areas of fundraising and community engagement
- Marketing and business development

### 2. Personal skills and attributes

- Planning - think ahead and develop clear business and operational plans
- Negotiation skills - manage complex contractual negotiations
- Commercial understanding - identify profit potential and make sound commercial judgements
- Personal presence and confidence - develop rapport and build relationships
- Strong verbal and written communication skills - influence and persuade others

- Participative and supportive leadership style - lead and motivate others to work on their own initiative
- People - develop and manage performance and resolve employment issues
- Organised - prioritise issues and manage a demanding and flexible workload