

**TBC (Graham Rankin)**

**Job Description**

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| **Job title:** | Social Enterprise Manager (Business Centre) (Maternity Cover) |
| **Accountable to:** | Deputy Chief Executive |
| **Reporting to:** | Head of Supported Training and Marketing |
| **Hours:** | 30 hours per week\* (Flexibility will be granted in reference to candidate preference of specific days and hours worked)*\*We will also accept applications from candidates who would be interested in taking up the role on a full-time (37.5hour) basis. Please specify preferred hours on your application form)\**  |
| **Salary:** | £20,258 (based on a 30 hour week) + 7% non-contributory pension scheme (after qualifying period).  |
| **Location:** | Orchardville, 144 – 152 Ravenhill Road, Belfast, BT6 8ED |
| **Holidays:** | 24 days + 12 statutory days  |

**Main Purpose:**

The post holder will be responsible for the management and daily operation of a vocational training project for people with a learning disability. The unit provides office support services to public, private and voluntary sector organisations throughout Northern Ireland. The post holder will be required to continually seek to develop the portfolio of products and services offered by the Centre to further augment the range of training opportunities available to its students.

**Main Responsibilities:**

1. **Operational Targets**

 Support the achievement of operational targets as detailed in annual work plans including:

* Recruitment
* Qualifications achieved
* Purchase Order Control
* Procurement,
* Work placement attendance.
* Supervision of staff including P&D sessions, motivating and mentoring.
* To actively promote the Business Centre’s products and services to potential new and existing customers.
* To research then implement opportunities to develop the strategic direction of services offered by the Business Centre and in doing so expand the range of training opportunities available to its students.
* To facilitate volunteering throughout the organisation
* Supervision and support of volunteers that work within the Business Centre
1. **Staff Supervision**

 Day to day management and supervision of the Business Centre, including:

* Responding to day to day operational queries
* Quarterly planning and development meetings with ICT Job Coach and Back Office Skills Job Coach
* Motivating all staff to ensure targets are met
* Training and mentoring of new/ less experienced staff
* Quality assurance checks regarding administration and practice.
1. **Reporting the following issues to the Head of Service**
* **Immediately:**
* Vulnerable Adult issues and/or concerns
* Performance Management concerns
* **Monthly/as required:**
* Monthly information required for funders
* Progress against targets.
* Statistics generated from Social Impact Tracker
* Sales Plan
1. **Service Users:**
* To work as directed to assist and support individuals with Learning Disability/ ASD whilst attending the employability Hub
* Assist our service users to gain transferable office and ICT related skills by actively participating in 1 to 1 and group monitoring support,
* Reinforce appropriate work behaviour in all settings
* Ensure service users attending the employability hub receive the appropriate level of support required to sample the range of ICT and back office skills and tasks currently available.
* Motivate and mentor service users to achieve personal goals.
1. **Other Stakeholders**
* Liaise with colleagues and families to ensure smooth running of placements
* To ensure that our customers exacting needs and deadlines are met.
* To develop / maintain external relationships with funders, customers and business networks
1. **Quality Assurance**

 Ensure all service user information is recorded and compliant with Orchardville processes and procedures in line with your remit. This will include:

* Compiling written records and progress reports.
* Inputting information onto Social Impact Tracker (internal database) and EU database (external) as required
* Monitoring of the Quality Control of all Business Centre work.
1. **Health & Safety**
* Ensure all aspects of H&S, in line with your remit, are adhered to and compliant with organisational processes and procedures as outlined in staff hand book.
* Report potential risks in relation to service user safety; ensure risk management procedures are followed as required.
1. **Training, Develop and Practice**
* To take part in quarterly Planning & Development meetings and annual appraisal with line manager.
* To identify personal and departmental training needs and provide comprehensive feedback on training undertaken.
* To ensure the core values of Orchardville (**E**mpowerment, **Q**uality, **U**ser, **I**ntegrity and **P**assion) are evident and form the basis of professional conduct.

This description is not exhaustive. In addition to the above duties, the post holder may be required to undertake additional tasks to reflect changing priorities or circumstances.

**Personnel Specification**

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| **Criteria** | **Essential** | **Desirable** |
| **Education and Qualifications** |  |  |
| 3rd level qualification | **✓** |  |
| **Additional Training** |  |  |
| Knowledge of Financial Accounts | **✓** |  |
| Knowledge of health and safety |  | **✓** |
| Knowledge of Sage 50 Accounts |  | **✓** |
| Knowledge of learning disability within an employment setting. |  | **✓** |
| **Experience** |  |  |
| 1 year’s management experience in a business environment | **✓** |  |
| Experience of working in the social economy sector |  | **✓** |
| **Other Requirements** |  |  |
| Experience of using the Microsoft Office package inc. Word, Excel & PowerPoint  | **✓** |  |
| Ability to Demonstrate Strong Report Writing Skills | **✓** |  |
| Ability to manage in a diverse environment with a focus on client and customer services | **✓** |  |
| Current full driving license, valid in the UK, and access to a car or other form of transport which will permit you to carry out the duties of the post in full.*Alternative transport methods will be considered for those who have a disability and cannot obtain a driving license.*  | **✓** |  |
| **Required Behaviours** |  |  |
| * To be able to lead, manage and motivate a team.
 | **✓** |  |
| * Able to demonstrate good communication skills.
 | **✓** |  |
| Proven ability to deliver results within timeframes | **✓** |  |
| * Able to demonstrate flexibility, self motivation, confidence and ability to use initiative.
 | **✓** |  |
| * Able to demonstrate good organisational skills.
 | **✓** |  |
| * Experience of working within a modern service sector business
 |  | **✓** |
| **Special Circumstances** |
| Successful candidates will be required to undergo an Enhanced Access NI disclosure check. |

**NB:** Criteria may be enhanced to assist short-listing.