

## **Business Development Manager**

### **Kinghorn Community Centre**

**Closing date for applications 28th February 2019**

#### **Summary:**

Kinghorn Community Centre is a registered charity which supports and runs initiatives that encourages social, educational and sporting initiatives. The centre's facilities are available for companies or individuals to hire. The Community Centre relies heavily on the public using the centre's facilities to maintain its financial stability.

The Community Centre is run by a voluntary Management Committee and employs a small group of paid staff.

#### **What you'll do:**

We are looking for a Business Development Manager who can utilise diverse forms of market research to generate new business helping to increase financial revenue for the Community Centre.

You will also be tasked with developing long-term based customer relationships with new and existing customers using the Community Centre facilities.

Knowledge & experience of charitable grants and funding available and how to successfully apply for these grants would be highly advantageous.

You will strive to achieve or exceed monthly new business sales targets as directed by the Management Committee

You will be responsible for managing a small team of 8 community centre staff along with the overall day to day running of the centre, ensure the building and the services provided are maintained to a high standard.

You will be fully supported in your role by the Management Committee.

#### **Who you are:**

You'll be highly motivated with a positive outlook, adept at building relationships and engaging with people at all levels.

You will be responsible for managing the small team of centre staff. You will also have a basic understanding and knowledge of HR functions & processes in terms of: - staff personal development, grievance policies, absence reviews, annual leave allowances etc.

#### **Additional key skills we would like you to have:**

- Understand the role of a charitable organisation and the need for financial stability.
- Competent use of social media and other BD avenues to promote a business or organisation.
- Identifying and delivering fundraising activities to support the financial requirements of the Centre.
- First aid (certificate is preferred).
- Food Hygiene Certificate (desirable or could be applied for).
- Flexible working, out of normal hours and/or weekends.
- Disclosure Scotland clearance (or could be applied for)

## **Job Activities & Responsibilities:**

### **People Management**

- Recruiting new staff working in conjunction with the Management Committee.
- Managing staff rotas & holidays to ensure appropriate staff cover.
- Carrying out regular staff performance reviews & identifying areas for development
- Carrying out basic HR processes to support and guide centre staff
- Being a conduit between Centre staff and the Management Committee.

### **Building/Facility Management**

- Identifying and overseeing repairs and maintenance of the building.
- Obtaining tradesman quotes and providing recommendations to the Management Committee.
- Liaising with Fife Council (landlord) for approval to proceed with any works.
- Sourcing funding for building/equipment repairs and upgrades.
- Recording fire checks and responsibility for all mandatory Health & Safety Requirements.
- Requirement to be the primary out-of-hours keyholder (on a rotational basis)

### **Administration**

- Maintain records, staff evaluations and make monthly project reports in respect of all activities to the Management Committee.
- Maintain and order all stock, stationery and equipment.
- Take bookings, operate the till and cash handing and deal with enquiries.
- Promote all activities and events including the active use of social media.
- Manage Social Media and ensure accurate and up-to-date information is presented.

### **Finance**

- Support the Chair and Treasurer of the Management Committee towards achieving financial sustainability of the Centre.
- Oversee/manage the daily cash balancing, banking & accounts records
- Oversee/manage the issuing of bills/invoices/receipts and collection of payments.
- Oversee/manage the management and payment of staff wages.
- Responsible for sourcing and securing external funding.
- Responsible for working with external agencies to secure new business.

### **Customer Care**

- Establishing and sustaining strong working relationships with user groups, Fife Council, local organisations and individuals.
- Issue resolution and prevention, working positively with Centre customers
- Being a conduit between customers of the Centre and the Management Committee.

### **Cafeteria Operation**

- Ensure the effective and efficient delivery of café and shop services, maximising potential income and footfall through the Centre.
- Ensure adequate stocks are maintained and regular stocktaking is undertaken.
- Compiling meal and snack menus with realistic costings.
- Ensuring standards of preparation and presentation are maintained.

### **Your Working Conditions:**

**Hours:** 25 hours per week, between 9am and 10pm over 5 days Monday to Sunday.  
**Salary:** £13.50 per hour.  
**Holidays:** 30 days per annum.