

# Forward Coupar Angus General Manager

## Job Description

### 1. JOB DETAILS

<b>Job Title</b>	General Manger
<b>Location</b>	Coupar Angus
<b>Reporting to</b>	Named Forward Coupar Angus (FCA) Director
<b>Salary</b>	£30,000 per annum pro rata, 4 days per week
<b>Deadline</b>	Friday 21st February 2020
<b>Apply to</b>	John Palfreyman, Chairman FCA, palfreyman85gmail.com

### 2. JOB PURPOSE

To manage Forward Coupar Angus daily business activities, improve overall business functions, oversee appropriate training, manage budgets, work with Directors to develop strategic plans, create and update policies and communicate business goals. This is with the aim of reducing the legacy carbon foot print of the town.

### 3. BACKGROUND

Forward Coupar Angus (FCA) is a community-led development trust founded to improve the economic, environmental and social sustainability of the town Coupar Angus and its immediate surrounding area. It has been successful in securing funding from, the Climate Challenge Fund, LEADER, various Scottish Trusts, EU and Government initiatives, PKC and more to help FCA achieve its vision of making Coupar Angus a lively and modern community that all residents enjoy being part of, and helping our community to create opportunities for a better social and working environment, while at the same time aiming to fight climate change by promoting low carbon living.

Through our projects, FCA has gained considerable support in and around the town for adopting carbon reducing behaviours and there is now real potential to help more people develop the knowledge, skills and understanding required to make carbon reducing behaviours an easier long term choice and reduce carbon emissions in the town.

Funding has now been obtained From the Scottish Government's Empowering Communities Fund to allow the Trust to appoint a suitably qualified and experienced person to act as a General Manager to help consolidate a range of projects and implement strategic development to allow the trust to become more self-sufficient in the future.

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#### Your Role

- You will work with the FCA board directors, funding organisations, appropriate community groups and other 3<sup>rd</sup> parties and will be responsible for leading the delivery of objectives of grants funded activities.
- Following the Trust's growth over the past years in terms of activities, finance and staff, you will review and ensure that FCA complies with governance and regulations around areas such as

finance, GDPR, IT and HR, to name a few, by implementing procedures and appropriate systems or tools to monitor adherence.

- You will play a key role in delivering the plan from the FCA Strategy Workshop and in raising the profile of FCA the Trust, improving on communications methods and channels to members, staff, volunteers, funders, partner organisations and the community at large to promote FCA's achievements in the town.
- You will attend FCA Board Meetings to report on progress and, on occasions, will be required to represent the FCA externally.
- You will develop and put in place a robust membership and affiliation programme and develop a plan to make FCA more self-sufficient in future years.
- You will have line management responsibility for our book keeper.

#### **4. ORGANISATION**

The General Manager, will report directly to a named Director and through them to the Board of FCA. As well as working with our other employees the General Manager will co ordinate volunteer workers who help deliver the various FCA projects.

#### **5.1 AREAS OF RESPONSIBILITY**

- to assess, review and ensure FCA adheres to all relevant governance regulations and policies; if need be implementing procedures and policies to ensure compliance
- to oversee the daily operations of FCA
- to help FCA finalise its Strategic Plan
- to implement the strategic goals of FCA
- to develop management tactics to attain these strategic goals
- to ensure overall quality of FCA activities
- to develop key performance goals for functions and direct reports
- to oversee staff recruitment and development
- to drive up membership numbers
- to evaluate key investments in equipment, infrastructure and employees
- to implement the H&S policy
- to manage PR/Communications/Social Media
- to report key results to FCA Board
- to communicate performance with respect to strategy to employees, FCA Board, members and Volunteers
- to engage with FCA Board, employees and volunteers in FCA strategic planning
- to manage complaints
- to manage budgets

#### **5.2 KEY RESULT AREAS**

- to manage finance and work closely with the Bookkeepers and accountant
- to present the Financial report at the FCA AGM
- to coordinate the delivery of non-CCF grants activities
- to ensure all FCA policies are up to date and appropriate
- to assist with the development of a Cafe at the Cycle Hub
- to attend FCA Board meetings and update Board members on projects
- to work closely with the Climate Challenge Funded Development Officer to ensure integration of our projects
- to work with individual Board members on future grant applications
- to manage volunteers and establish a Volunteer development programme, including induction
- to establish protocols and relevant documentation for the hiring of FCA facilities
- to take part in objective setting and regular appraisal
- to produce monthly reports for FCA on progress

#### **6. SKILLS, QUALIFICATIONS AND/ OR EXPERIENCE FOR THE POST**

## **SKILLS**

### **Essential**

- Broad knowledge of climate literacy and committed to low carbon living
- Excellent, proven, management , financial management and business development skills and ability to produce clear accurate financial reports
- Sound commercial understanding
- Excellent communication skills orally and electronically - to individuals and groups across all levels
- Ability to develop and execute strategy
- Ability to write effectively and clearly
- Ability to work in a committed and hard working team – a good team player
- High level IT skills
- High level PR, communications, marketing and social media skills
- Ability to work with minimum supervision

### **Desirable**

- Experience of writing, or assisting in the writing, of grant applications
- Knowledge of business development and marketing
- working with minority groups

## **QUALIFICATIONS and Training**

### **Essential**

- educated to degree level or beyond, or with equivalent experience

### **Desirable**

- qualification in project management
- qualification in environmental studies
- qualification in financial management
- qualification in training
- qualification in business management
- qualification in marketing and communications
- training in Health and Safety training
- food hygiene / safety training

## **EXPERIENCE**

### **Essential**

- low carbon living
- considerable management experience
- experience of strategic development and implementation
- managing staff or volunteers
- report writing
- oral and electronic communication
- project management experience

### **Desirable**

- food growing
- food leadership
- working with FE Colleges or schools
- running a business

## **7. ASSIGNMENT, GENERATION AND REVIEW OF WORK**

Work is generated against our draft Aims and Objectives and Job Description in conjunction with the named Director and FCA Board. The work plan of the General Manager will developed in conjunction with a named FCA Director.

The General Manager will report to the Director on a weekly basis initially but, once the project is fully underway, by agreement with the Director. Reporting will be, at a minimum, once a fortnight.

## **8. COMMUNICATIONS AND WORKING RELATIONSHIPS**

- An effective team player with excellent communications and interpersonal skills
- An ability to liaise with the general public, the Directors of FCA and a wide range of professionals involved in environmental issues, carbon reduction, training and education, food growing, food production, active travel, cycling and related areas
- Ability to understand a range of cultural beliefs and backgrounds
- Ability to communicate effectively with the public and participants at workshops and training events
- Ability to deal sensitively with individuals who may be vulnerable and traumatised and in a position of poor educational attainment, food or fuel poverty
- Ability to deliver training to a range of individuals
- Ability to manage casual staff and volunteers
- Ability to maintain confidential records in line with governance and regulations

The types of communication the post-holder conducts will include:-

- Written and electronic communication – email, letters, presentations, newsletters, advice sheets, instruction leaflets, financial reports, spreadsheets and accounts
- Verbal communications – working with people who have English as a second language, enthusing casual staff, volunteers, members and relevant professionals, giving clear explanations around Climate Literacy, Finance, GDPR and all FCA Policies

## **9. THE MOST CHALLENGING PARTS OF THE JOB**

- Communicating effectively with a wide range of people
- Progressing the FCA Strategic Plan
- Producing Business Plans
- Liaising with other professionals and trades people
- Producing material and conditions for effect training to take place
- Working with people from a very wide range of educational attainment and capacity
- Working with a disparate group of EU and migrant families
- Working with people for whom Climate Awareness is not a priority
- Managing casual worker and volunteers

## **10. EFFORT REQUIRED TO DELIVER THE REQUIREMENT OF THE POST**

### **Physical skills and physical resources**

- Use of IT equipment and systems (word processing, spreadsheets, desk top publishing and presentations, website, social media and communications systems such as Mailchimp, Survey Monkey and Podio CRM or their equivalent)
- Photocopies, printers
- Moving and handling equipment, bikes, sacks and containers of food and vegetables
- Arranging furniture and equipment for display and workshops
- Travelling around the area to meet local groups and volunteers
- Using a range of venues for workshops and events

## **11. Working Conditions**

The postholder will normally be located in the FCA office at the High Street Store in Coupar Angus but will work in a wide range of other venues and different circumstances during events and workshops.