

General Manager

Hours: 35 hours per week, including some evenings and weekends

Salary: £35k

Holidays: 28 days (including public holidays)

Duration: Initial 1-year contract, with a view to extend (to include a three-month probationary period)

Location: Forres Town Hall

About the Role

Forres Area Community Trust (FACT) are looking for an energetic, creative and highly motivated individual to manage the FACT charity which operates from Forres Town Hall. We are seeking a dynamic and motivated person to drive the commerciality of the Town Hall and to make it self-sustaining.

Reporting to the Board of Directors, the General Manager is responsible for all aspects of running FACT/Forres Town Hall, managing staff, volunteers and systems. This is in line with the aims, principles and policies of FACT, with a view to maximising the role and impact of FACT in the community.

We are seeking a proactive and experienced General Manager to oversee the day-to-day operations of FACT and the town hall facility. The successful candidate will manage a small team, ensure the smooth running of the building, develop community relationships and report regularly to the FACT Board.

The General Manager will take the lead management responsibility for overseeing the facilities and ensuring that the fabric and functioning of the building and equipment are maintained and well cared for, and to provide a safe and comfortable environment for both staff and users of the Town Hall.

The successful candidate will demonstrate strong leadership and liaison skills, together with line-management and financial-management experience. With the ability to work under pressure and network within the community, the General Manager will lead with a commitment to the values and principles of FACT.

Role and Responsibilities

Operational Leadership

- Maximise bookings and income by effective scheduling and marketing of events, classes and facilities, whilst seeking opportunities to further maximise occupancy of the Town Hall
- Manage daily operations to support staff and ensure effective business delivery
- Prepare, apply and schedule timely review of all operational policies and procedures
- Build strong relationships with local trusts and community groups
- Manage Disclosure Scotland PVG checks where necessary

Team Management

- Manage recruitment, training and supervision of staff and volunteers
- Maintain accurate records of staff time, annual leave, sick leave etc. and performance monitoring
- Ensure company policies are reviewed and updated on an annual basis
- Support and enable the staff to deliver successful projects

Strategic Support

- Support the Board to deliver FACT's strategy into operational plans
- Identify and implement improvements in systems and service delivery
- Attend FACT Board meetings and present relevant reports and updates

Budgets and Resources

- Manage resources and deliver within budget
- Monitor utilities, premises budgets and associated costs
- Ensure effective systems are in place for stock control, contract management and inventories
- Identify and implement strategies for income generation and fundraising

Facilities Management

- Oversee the maintenance and security of the premises and equipment, delivering compliance with all legal requirements (i.e. fire, health and safety etc)
- Liaise with contractors and service providers as required
- Carry out any other relevant duties that may arise as the work of FACT evolves

Do you have what it takes to become the public face and power behind this valued organisation? We have ambitious growth plans for the charity and the Town Hall, so if you want to be part of shaping the future of FACT, please apply with your CV and covering email, outlining how you meet the requirements of the role, to jackie@forresarea.org.

Closing date for applications: 20 July 2025

About FACT:

Forres Area Community Trust (FACT) is a community charity set up in 2011 to provide long-term sustainable benefits for the Forres area to help make it a better place to live, work and visit. FACT owns and manages Forres Town Hall, a spacious community venue suitable for events both large and small.

We have three passions at the heart of everything we do:

citizenship and our community

our environment, culture and heritage

independence, employability and learning

In addition, we run other locally based initiatives including:

Forres Online, our digital inclusion project

The Pantry, a community food larder

The Cameron Project, for older people in the Forres area

Forres Area Tourism Network

and a joint project with Forres Heritage Trust, running culture and heritage activities.

Person specification

	Essential	Desirable
Qualifications and Experience	<ul style="list-style-type: none"> • Proven experience managing staff and volunteers, including recruitment, supervision, and performance monitoring • Demonstrable financial management experience, including budget planning and monitoring • Experience in managing community facilities, venues or similar operational environments • Strong leadership and organisational management skills • Experience writing and implementing operational policies and procedures • Competent in administrative systems, data handling, and maintaining accurate records • Proficiency in using IT systems • Working knowledge of health and safety, safeguarding, and compliance within public facilities • Experience in developing partnerships and working with community or voluntary sector organisations • Understanding of funding processes, with experience supporting applications or reporting on funded projects • Familiarity with the structure and governance of charitable organisations 	<ul style="list-style-type: none"> • Qualification in business management, facilities management, community development or a related discipline • Experience supporting or leading fundraising initiatives and preparing grant applications • Experience of working with or reporting to a Board of Directors • Experience in promoting and marketing community venues or events • Knowledge of the Forres area and its community needs • Scottish Certificate for Personal Licence Holders or willingness to obtain one • Understanding of Disclosure Scotland PVG processes

	Essential	Desirable
Skills and Personal Attributes	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Ability to prioritise tasks, manage time effectively, and work under pressure • Initiative and a proactive, solution-oriented mindset • Strong commitment to the values and principles of community development • Ability to work flexible hours, including occasional evenings and weekends 	<ul style="list-style-type: none"> • Creative approach to community engagement and service development • Ability to identify new opportunities to increase use and sustainability of the Town Hall • Sensitivity to diverse community needs and inclusive working practices

How to apply

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