

**JOB DESCRIPTION**

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| **JOB TITLE:** | Assisant Manager |
| **RESPONSIBLE TO:** | General Manager |
| **LOCATION:** | Broxburn and Bathgate, West Lothian |
| **SALARY:** | £30,000 |
| **PERIOD:** | Permanent |
| **HOURS:** | 37.5hrs pw over 5 days (including occasional weekends) |
| **ANNUAL LEAVE:** | 38 days including public holidays |
| **START DATE:** | ASAP |

**The Brock**

The Brock offers people in West Lothian who have chronic mental health conditions a range of transformative therapeutic work activities to provide them with a sense of purpose, belonging and self worth. The objective is to make a long-term difference to individuals based on recovery in its broadest sense providing diverse & engaging work activities in a supportive environment to develop resilience and facilitate societal and community integration. We see the assets and skills that people have which are masked by their mental illness. Our aim is to help them to use those skills and assets positively to improve their mental wellbeing.

**Job Purpose**

The purpose of the Assistant Manager is to support the General Manager to provide pragmatic leadership; strategic direction and operational management to build a sustainable high performance social enterprise; and to advance the Brock’s position and establish it as a leading provider of therapeutic activities for people with chronic mental health conditions.

The Assistant Manager will adopt a hands-on approach while learning about the organisation and gradually taking on more managerial responsibilities.

The role involves line managing Facilitators and volunteers, and to take joined ownership over the whole project and ensuring high operating, presentation & service standards are maintained at all times.

The role also involves working collaboratively with other internal & external stakeholders to make a significant contribution towards the delivery of the Brock’s wider strategic and operational aims and objectives.

The role is based at Boarwood in Bathgate, and at The Brock Garden Centre in Broxburn, West Lothian but the postholder may also be required to work from/at other locations in West Lothian.

**Main Responsibilities**

* Take responsibility for the overview, development and all operational aspects of Boarwood
* Consistently demonstrate appropriate behaviours conducive to building and maintaining a high-performance organisational culture
* Optimise commercial income opportunities by monetising activities, products & services where appropriate; and by generating new business opportunities
* Line Manage the Facilitator with lead role for Boarwood
* Line Manage and support the volunteers across the organisation
* Take the lead role for service user referrals to The Brock and Boarwood
* Take the lead role for the internal Bulletin (quarterly newsletter)
* Take the lead role for rota management across both sites
* Support the General Manager with the wider business needs and requirements of the organisation, including changing priorities to accommodate: project delivery, business development, policies, marketing & strategic requirements, reporting etc.

Your initial remit will be agreed based on your existing skills and experience, and a professional development plan will be agreed to further increase your skills and experiences.

* Provide cover for the general manager, facilitators and/or volunteers as and when required

**Skills/Experience (essential)**

* In depth understanding of the impact of chronic mental health conditions
* Experience in retail, horticulture or small business/social enterprise management
* Excellent organizational, leadership and assessment skills
* Strong coaching & mentoring skills with successful track record supporting, developing & empowering others to unlock potential
* Ability to communicate clearly and effectively at all levels and demonstrate high levels of interpersonal skills and literacy
* Confident pragmatic decision maker comfortable involving other stakeholders in the decision-making process
* Creative thinker capable of using own initiative to solve business problems and challenges
* Emotionally resilient when dealing with adverse situations with the ability to remain focused on delivering business objectives when the going gets tough
* Computer literate with ability to use business software packages and apps including Microsoft Word; Excel; Powerpoint etc
* Full UK driving licence & ability to drive the project vehicle (Currently Citroen Relay Van)

**Skills/Experience (desirable)**

* Previous leadership & management experience
* Previous experience of supporting volunteers
* Previous experience and success preparing & submitting small grant applications and progress reports to funding organisations
* Experience of working within the third sector and/or with a charity/social enterprise
* Experience of supporting with people with mental health conditions

**Other**The Assistant Manager must have a recent PVG disclosure certificate or give consent for one to be obtained prior to confirmation of any job offer. Prior to a formal offer, the successful candidate will require two positive and meaningful references.

You will be required to complete a level 3 Understanding Mental Health course within 6 months of the start date.