**JOB DESCRIPTION & PERSON SPECIFICATION**

**ROLE: General Manager**

**SALARY:** £37,500

**HOURS OF WORK:** Full time (35hours a week) with occasional evening and weekend work.

**DURATION:** Permanent

**LOCATION:** George Square, Glasgow.

Due to the nature of the role, this post will be based in our office, without the option of hybrid working unless under special circumstances, as agreed with Chief Executive.

**Reporting to**: Chief Executive

**Managing:** 6 part-time staff members

**Refuweegee General Manager**

Job Remit: To join Refuweegee’s leadership team to support the management of people and administrative operations and uphold the charity’s ethos.

We are seeking a highly motivated individual with experience of managing people and buildings. This role requires a self-starter: a person comfortable working under their own initiative with the ability to think strategically and with a keen eye for monitoring impact and value. This role will require contribution of ideas, knowledge and experience to problem solve and support the team.

It is essential that the post holder can juggle routine tasks and respond appropriately to the demands of a busy office. The ability to use good professional judgement in taking operational decisions, use good negotiation skills and to delegate appropriately will be a necessity.

**T&Cs:** Pension scheme with 5% Employers contribution

210 hours annual leave nine public holidays, as set by GCC

Training and development opportunities

Six-month probationary period

**Job Description**

**Facilities and building management**

* To manage all external contractors, commissioned services, and service providers ensuring accurate records and obtaining best value.
* Co-ordinate office space for visiting companies and manage all approaches and visits.
* Research options for future office spaces.

**Human Resources**

* Line-manage six direct reports including regular supervision and annual appraisals.
* Account for attendance and conduct return to work interviews for staff.
* Co-ordinate annual leave for all staff, minimising clashes to maximise operations.
* Co-ordinate training offers and create professional development pathways for all staff, in partnership with the Chief Executive and Head of Operations.
* Develop KPIs for six staff.
* Liaise with GCVS on all payroll management.

**Strategy**

* Ensure that all operations support the mission of Refuweegee.
* Conduct critical analysis of activity to ensure areas of focus are having maximum impact.
* Analyse data and track cross-over of visitors taking part in different activities.
* Manage accurate data on CRM system for reporting and analyse all elements of activity.
* Actively contribute to the ongoing improvement of internal communications.
* Commission regular surveys and facilitated feedback sessions from visitors, volunteers and referral partners.

**Management**

* Monitor performance targets and quality standards.
* Work with Senior Team to ensure budget controls.
* Ensure that all funders obligations and reporting requirements are fully met.
* Support identification of projects and area of activity that could be presented to funders.
* Prepare quarterly reports to present to the Board.

**Governance**

* Ensure risk is effectively managed and recorded with quarterly Senior Team meetings.
* Manage the review of all policies annually with Board of Trustees.
* Ensure Refuweegee fulfils its legal, statutory and regulatory responsibilities in all matters relating to health & safety and safeguarding.
* Maintain awareness of risks and changes in the external environment that affect Refuweegee.
* Ensure Refuweegee operates efficiently and effectively in line with its organisational

structure, charitable purposes and OSCR regulatory requirements.

* Ensure compliance with legislation and best governance practice.
* Collate relevant data and provide reports and guidance to the Board of Trustees.

**Person Specification**

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|  | **Essential** | **Desirable** |
| Strong interpersonal skills, diplomacy and the ability to establish excellent working relationships | **🗸** |  |
| Experience of managing people | **🗸** |  |
| Experience of managing external partners  | **🗸** |  |
| Fair and compassionate approach to equity in the workplace | **🗸** |  |
| Willingness to share skills and experience | **🗸** |  |
| Ability to maintain confidentiality | **🗸** |  |
| Fundamental belief in Refuweegee’s objectives  | **🗸** |  |
| Ability to work alone and as a member of a team | **🗸** |  |
| Ability to manage sensitive situations and engage in difficult conversations | **🗸** |  |
| Excellent IT skills | **🗸** |  |
| Experience of working in the charitable sector |  | **🗸** |
| Building management experience  |  | **🗸** |