

Job profile: SEIDs Managing Director
Location: SEIDs Social Innovation & Enterprise Hub, Empire Way, Wembley, London HA9 0RJ
Reporting to: Director Caritas Westminster
Staff managed: Direct Reports:2 currently; Indirect Reports: 5 currently
Job: Reference: 124-425

Job Purpose:

The SEIDs Managing Director is responsible for the management and development of all SEIDs social enterprises. The main purpose of the role is to manage SEIDs existing social enterprises and oversee the successful development of new enterprises. SEIDs social enterprises currently comprise SEIDs Hub (<https://hub.seids.org.uk/hub.php>) and SEIDs Property Services (<https://www.seids.org.uk/property-services.php>). In 2020 SEIDs intends to open a range of other exciting social enterprises already in the planning stage. The post holder will maximise income through the enterprises and work with the Director of Caritas Westminster to identify, develop and deliver new income streams.

Principal duties and responsibilities:

1. Financial Management and Budget Control

SEIDs aim is to be financially self-sustaining. The SEIDs Managing Director is expected to contribute towards this goal, adopting 'value for money' principals and maximising income streams. The SEIDs Managing Director has specific budgetary control involving verification, authorisation and monitoring for the following companies:

- SEIDs Ltd
- SEIDs Social Enterprises Ltd

The post holder is expected to plan, budget and report on finances associated with the above activities with the support of the SEIDs Financial Manager.

2. SEIDs Market Position

SEIDs purpose is to provide decent and dignified work for people who face challenges in getting and keeping a decent job, either through placement as a trainee or apprentice in a SEIDs enterprise or thought accessing support to become self-employed through SEIDs Hub.

The post holder will be expected to be the lead and key advocate of SEIDs purpose across all marketing, promotion, public engagement, internal and external stakeholder engagement positioning SEIDs as a 'best in class' social enterprise activity.

3. Social Enterprise/Business

- Manage and lead both the Hub and Property Services (and all future social business activities) working directly with the relevant staff to ensure day to day operational effectiveness and purpose
- Review and update annually business plans for existing social enterprises
- Review feasibility research already completed and implement a new social enterprise annually
- Plan, develop and implement new social enterprises that generate a surplus
- Ensure the safe and effective deployment of trainees, apprentices and employees into meaningful job roles that secure decent work

- Manage through delegation the efficient and effective day to day operations of all enterprises
- Maintain a PR programme of internal and external events and social media campaigns
- Ensure high levels of customer service, designing enterprises that are customer focused
- Respond to and manage customer complaints
- Maintain a cohesive, seamless and effective working relationship with the Managers of SEIDs enterprises
- Consistently implement and maintain procedural and policy standards within the social enterprises
- Manage property and health and safety management of commercial facilities
- Plan and implement advertising and promotional strategy and activities
- Manage trading activities and staff, ensuring high levels of quality assurance, so as to optimise and sustain sales performance, profitability and customer satisfaction
- Prepare reports monthly, quarterly and annually on sales, profit & loss, footfall, and customer analysis with the support of the SEIDs Finance Manager
- Seek and continuously develop knowledge and information about competitor activity, pricing and tactics, and communicate this to the Director of Caritas Westminster and other relevant staff

4. Policy Implementation and Development

- Responsible for the development and implementation of policy and procedures for the social enterprises to ensure compliance with all relevant legislation
- Develop and implement a comprehensive set of standard operation procedures to support induction, training and compliance in all work areas
- Ensure compliance with all health & safety and trading standards regulations including but not limited fire safety, first aid, food hygiene, manual lifting, driving and CE labels, ivory sales, PAT testing etc.
- Responsible for compliance with the conditions of license, fire safety, customer safety, food hygiene, legionnaires and any other relevant health and safety legislation.

Job Specification: SEIDs Managing Director

Salary: £65,000

Contract Type: Permanent Full-time

Hours of work: 35 hours per week. Work may include hours outside of the standard 9:00am to 5:00pm role.

Person Specification

Qualification

Degree or relevant qualification in social enterprise or developing small businesses

Proven Experience

- Experience of setting up and running social enterprises/businesses
- Managing start up initiatives
- Financial and project management skills
- Experience managing people, both mature and entry level staff
- Team management and recruitment experience
- Experience attracting sponsorship from grant making trusts and the corporate world

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SEIDs is a project by Caritas Westminster

Skills & Abilities

- Ability to develop vision and strategy and translate this into reality
- Ability to drive projects with a practical 'hands-on' approach
- Ability to work in fast paced environment; juggling multiple projects simultaneously
- Ability to understand and deal with complexity
- Working effectively in the context of change
- The ability to manage relationships with internal and external stakeholders
- Change management skills

Leadership Qualities

- Able to demonstrate gravitas and wide knowledge of the sector in the UK
- Able to set a positive example to service users
- Able to encourage, support and inspire your team
- Committed to quality assurance and continuous improvement within your role and team
- Committed to Innovation, Excellence and Ambition within your role and team

Personal Qualities

- Able to actively support, promote and encourage SEIDs (and Caritas Westminster's) ethos, mission and values

This role requires the successful candidate to complete a Disclosure Barring Service (DBS) check in compliance with RCDOW's DBS & Risk Assessment Policy.

N.B This is not intended to be a comprehensive description of the duties of the post. The post holder may be required to undertake other related duties as required