

<b>Main Purpose:</b>	To lead and develop our social enterprises (Grow West, Café West, West House Pottery and Hall Garden) providing strategic support and direction to ensure financial sustainability and that the learning needs of the people we support are not only met but surpassed.
<b>Location:</b>	Workington, Hall Garden with regular travel to services in Allerdale and Copeland area.
<b>Responsible To:</b>	Chief Executive Officer with dotted line responsibility to the Business Director and Operational Director.
<b>Salary:</b>	£45,188 - £47,982
<b>Hours:</b>	Full time
<b>Our Vision</b>	<b>What we're working towards:</b> Our vision is for children, young people and adults with learning and other disabilities in Cumbria to live a fulfilling life, in the way they want and with the support they choose.
<b>Our Mission</b>	<b>How we will achieve our vision:</b> Offering high-quality care and support to people which is centred around individual needs, offers choice, and promotes independence.  Creating opportunities that people want through offering a diverse range of services which enable people to develop, achieve and reach their potential.  Employing good quality, suitable staff that we value and support because we recognise that a happy workforce does the best job.  Working with other organisations and our communities to promote understanding, equality of opportunity, and inclusion.
<b>Our Values</b>	<b>How we will behave:</b> Person-Centred Inclusive Positive

## **Enterprise Operations Manager Main Duties**

### **The Role**

As a member of the Leadership Team, you will not only act as the main point of contact for our enterprises, but you will also manage the various stakeholder needs and expectations (both internally and externally) whilst creating a joined approach across all enterprises to develop our service offering. You will be responsible for maximising profitability while also working closely with our support leads to ensure that financial success is delivered alongside positive outcomes for the people we support.

You will also be required to utilise both your communication and leadership skills to coach, mentor, and motivate the Service Leads and their teams across the respective enterprises to create a culture of positivity where everyone is encouraged, motivated and inspired to achieve their potential.

This is a fantastic opportunity for someone who is commercially driven but also has a keen interest in the third sector to not only develop our enterprises but to work collaboratively with all our teams to help us achieve our vision.

### **Leading a Team**

- Lead by example and utilise exceptional leadership skills and be able to demonstrate an enthusiastic, proactive and flexible approach to leadership whilst motivating and developing the enterprise teams to take ownership.
- Communicate effectively across the organisation and with the enterprise teams across multiple locations, bringing together our enterprises to encourage collaboration and team working.
- Internal stakeholder management to bring the organisation and enterprise teams on the journey.
- Overall responsibility for the training and development of your teams from induction, health and safety, customer service to succession planning.
- Carry out supervision and annual performance reviews of the enterprise teams to encourage individual progression and ensure employee wellbeing.
- Work with our care teams to ensure that the support care we provide meets the West House vision, mission, and values.

### **Commercial Responsibilities**

- Provide strategic support and oversight of all commercial opportunities across our enterprises to ensure performance targets are met and to help drive financial sustainability.
- Work with both external consultants and inhouse staff to set and monitor business plans for each enterprise, ensuring they KPIs and targets are met.
- Scope and develop potential business and funding opportunities that will grow our enterprises and maximise their commercial success.
- Develop and manage external relationships to maximise commercial success and increase community engagement.

- Work with both the enterprise and marketing teams to ensure marketing activity creates increased sales and community engagement including advice and support for our event programme.
- Work with the Business and Finance team to set and monitor annual budgets. This will include regular monitoring of wage costs, stock levels, taking responsibility for profit/loss and controllable costs, setting recommending retail costs across all enterprises and implementing measures to control costs on an ongoing basis.
- Responsibility for management systems including cash management and EPOS data to ensure targets are met.

### Customer Experience

- Overall responsibility for customer experience across all enterprises by providing advice and direction to the enterprise teams to ensure our customers receive excellent service and care and implementing training as and when required.
- Ensure staff schedules/rotas fall in line with sales trends to achieve targets and maintain excellent customer service.

### Operations

- Overall responsibility for site operations across all the enterprise locations ensuring excellent customer service and standards and financial sustainability.
- Work in partnership with service leads to ensure we provide exceptional levels of care and employment experience for the people that we support.
- Participate in management projects and carry out any other duties that may be outside the standard remit but will benefit the individual or the enterprises. This may include duty management, key holding duties, opening/closing and event support.

### Health, Safety, Hygiene and Compliance

- Responsibility for the health and safety controls within all of our enterprises. This includes the management and monitoring of Health & Safety Legislation, Policy and Procedures, risk assessments, record keeping and if needed, any local or national controls relating to infection, prevention, and control.
- Responsibility for ensuring the catering teams adhere to and maintain all Food Safety procedures within the restaurant areas. This includes updating SFBB / HACCP documentation in line with EHO guidance.

## Person Specification

### Experience: You need to have:

- Previous catering and retail management experience gained in a business where you were fully accountable for the commercial and operational management of that business.
- Management experience of leading large teams with the capability to motivate and inspire employees to act independently and achieve their full potential.
- Experienced in managing and report of budgets, gross margin and controlling costs to ensure the financial sustainability of that business and ensuring targets are met.
- Experience in all legislative and business standards and procedures e.g. licensing law, health and safety and cash management knowledge plus the administration required to ensure compliance.

### Skills: You need to be...

- Entrepreneurial with the creativity to develop our social enterprises.
- Enthusiastic, driven and highly motivated with a can-do attitude.
- Excellent leadership skills with the ability to motivate, develop and inspire multiple teams.
- Great attention to detail, highly organised and self-motivated.
- Able to work effectively under pressure while managing a wide-ranging workload.
- A great communicator at all levels with good presentation skills.
- IT literate, with experience in reporting and managing various internal and EPOS systems.

### Personal: You need to be...

- A people person, with strong leadership qualities.
- Able to motivate and utilise the strengths of others.
- A creative thinker with a positive approach who is responsive to change.
- A highly motivated self-starter.

### Some of our benefits

- Increased annual leave after 5 years' service.
- Funded qualifications.
- Free Employee Assistance Programme including confidential counselling services.
- Discounted high street shopping schemes.
- Bike to Work Scheme.
- Discounted gym membership.
- Credit Union.
- £250 Recruitment referral scheme.

## Job Description Enterprise Operations Manager



If you would like to use your commercial experience and people skills and utilise your passion for the third sector in an organisation that provides the best quality care you would expect for your loved ones, whilst developing profitable social enterprises, then we would love to hear from you!

### How to apply

If you would like to find out more about this role, please telephone **James Cox, CEO** for an informal chat on **07515 32635**.

Please apply directly on our website at <https://westhouse.org.uk/careers/>

### Closing date

Friday 31<sup>st</sup> May 2024, interviews scheduled for 13<sup>th</sup> – 14<sup>th</sup> June 2024 at Head Office, Workington.