

ROLE DESCRIPTION

Title:	Enterprise Manager
Responsible to:	Director of Development
Grade:	H
Hours:	37.5 hours per week
Salary:	Up to £30,000 dependent on experience

Job Purpose

1. To manage and develop all aspects of YMCA Milton Keynes and Northamptonshire social enterprise and commercial operations, including a café, conference facilities, nursery and retail units.
2. To deliver commercially viable ventures and future developments.
3. To help achieve the organisational objectives of self-sufficiency.
4. To ensure that employment and training opportunities for YMCA residents are integral to the delivery of all social enterprise activity.

Existing and new enterprise opportunities

5. To initiate, develop and implement operational plans to achieve an attractive, sustainable and profitable social enterprise/leasing portfolio for YMCA Milton Keynes and Northamptonshire.
6. To develop and manage commercially viable opportunities for YMCA, ensuring that the generation of income and managing of budgetary targets is core to all activity.
7. To set and manage budgets for all social enterprise/leasing activity, tracking progress and reporting on variances.
8. To manage on a day to day basis the successful running of YMCA's social enterprises, including staffing, operations, stock, etc.

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION

9. To identify opportunities for change and continuous improvement to the delivery of YMCA social enterprises/leasing relationships.
10. To identify emerging enterprise opportunities including undertaking feasibility studies, options appraisals and developing business plans for approval by YMCA's Chief Executive and Board of Trustees.

YMCA resident training and employment

11. To ensure the effective engagement of YMCA residents in training and employment opportunities within the social enterprises.
12. To manage, supervise and motivate YMCA residents whilst they are engaged in social enterprise activity.
13. To ensure appropriate training, coaching and support for YMCA residents in order to develop their skills and enhance their personal growth is delivered.
14. Engage with external partners, where needed, to deliver a training programme for residents employed in the social enterprises.
15. To create opportunities to enable residents to play a proactive role in the development of YMCA social enterprises.
16. Working with YMCA's People Services team to drive and manage the recruitment and development of residents through the social enterprises.
17. In conjunction with the Director of People Services to develop onward career opportunities for residents who have been engaged in YMCA social enterprises.

Systems, Policies and Procedures

18. In conjunction with YMCA's Facilities Manager, to ensure that effective and efficient systems, policies and procedures are in place and adhered to in relation to all YMCA social enterprise operations, including:
 - i. high standards of customer care, and constructive responses to customer feedback and complaints
 - ii. safe handling of all money and stock
 - iii. compliance with all statutory responsibilities, including regulations relating to fire, health and safety, accessibility, trading standards, waste management, etc.
 - iv. risk assessments on premises/work related duties
 - v. training and compliance for all job roles



Marketing and promotion


19. Working with YMCA's Marketing and Communications Manager, ensure the effective promotion of all social enterprise activity to ensure maximum take up of the services within the community.
20. Develop and manage communication tools to promote the social enterprises and oversee all materials for activities.
21. Contribute to the development of communication plans and initiatives to ensure resident engagement and participation in social enterprise activity.
22. Build a series of success stories that help promote engagement to residents and demonstrate the social impact of the social enterprises.

General and Other Duties

23. Ensure all policies and social enterprise activity complies with charity, trading and other relevant legislation.
24. Such other duties, which the Chief Executive/Director of Development may from time to time require.
25. It is essential that the post holder maintains business, commercial and personal confidentiality at all times.

Competency and Personal Skills

Knowledge and Skills - essential

1. Experience of running or working for a social enterprise, and/or knowledge of current issues for this area.
 2. Experience in delivering trading ventures and good business development skills.
 3. Ability to conceive, plan and own operational delivery strategies to deliver near, mid and longer-term objectives.
 4. Able to match commercial reality with social aspirations.
 5. Experience of developing and implementing communication, PR and branding strategies to maximise commercial return.
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6. Ability to problem solve and design and implement solutions effectively.

Desirable – essential in due course

7. An understanding of the needs and priorities of the not-for-profit sector.
8. Awareness of major issues in the not for profit sector and youth homelessness, specifically the issues that face the YMCA Milton Keynes.

Personal Qualities

9. Confident, self-motivated and proactive.
10. Excellent relationship builder with ability to engage and support young people who are residents of YMCA.
11. Proficient in the use of technology and willing to learn new ways of working as needed.
12. Ability to advise and work alongside all staff to support and implement wider YMCA objectives.
13. Ability to work effectively to tight deadlines and to organise own workload.
14. Commitment and flexibility in approach to work to meet the demands of the post and manage a very busy work load and diary.

