



Job Description

Job Title:	Charity General Manager
Responsible to:	Board of Directors
Salary:	Performance-based for first six months, subject to regular reviews
Start Date:	5 th August 2013
Hours:	Full-time 37.5 hours per week and as and when required
Location:	Portadown, Northern Ireland

Job Purpose

The successful candidate will be responsible for:

- 1) The overall administrative management of the charity, including management of staff and volunteers, management of finances and management of marketing.
- 2) The overall objectives of the charity, including the promotion and delivery of its outreach programmes.
- 3) The sustainability of the charity including sourcing funding.
- 4) The development and management of the new facility "The Rink Sports Arena".

Main Responsibilities and Duties

The following is a summary of the main responsibilities and duties of the post of general manager

Management of human resources and finances:

- Provide effective line management, clear direction and day-to-day supervision to all staff and volunteers, motivating and supporting them to deliver against their objectives and our overall business plan.
- Manage the team of individually contracted coaches, ensuring they maximise on their sessions' attendance / targets and actively promote the charity to increase participant potential.
- Recruit and train staff or volunteers, where appropriate to ensure effective training is delivered as part of their induction and/or 'on the job'.
- Carry out half year and annual staff appraisals to ensure individual objectives and personal development plans are consistently being met.
- Monitor charity expenditure and costs against agreed budget / funding guidelines and ensure we operate cost-effectively at all times.
- Seek and secure external sources of funding to further the development of the charity.



Management of operations and delivery

- Monitor and manage human resource against the demands of our service, taking into account contractual arrangements, staff performance, annual leave, sickness, facility reception / bookings etc.
- Ensure adherence to policies (e.g. Employment, Health and Safety, Data Protection, Child Protection, Criminal Records Bureau checks, etc) and ensure we are complying with all our codes of practice.
- Effectively delegate tasks to Rink Supervisors and other key members of staff, empowering them to take ownership of their area(s) of responsibility and to share workload.
- Manage the day-to-day finances using Excel, paying invoices, payroll, managing petty cash, and recording / reconciling income and expenditure of outreach programmes and the facility.
- Handle complaints and grievances from customers, clients or staff, ensuring a timely response and work within the appropriate policies e.g. refunds and exchanges.
- Oversee the maintenance of the buildings and ensure running repairs and cleaning contracts are regularly reviewed and upheld.
- Maintain and develop the website content and actively use social media for promotion, delegating actions to staff when / where appropriate.
- Oversee and monitor the rink bookings, ensuring all operational procedures are followed and rink bookings are maximised at all times.
- Oversee and supervise all staff, ensuring targets are being met; holding regular line-management meetings with the Supervisor Manager (to be recruited with new funding in place).
- Oversee equipment stock / café stock and quarterly stock takes, empowering staff and volunteers to take ownership of delivering good stock control.
- Oversee and/ or play an active role in negotiations with suppliers as appropriate.

Development

Working hand-in-hand with the Directors, the manager will:

- Actively contribute to the growth and strategic direction of the charity and the delivery of its business plan.
- Be the day-to-day contact and help to steer the Fundraising Committee, ensuring effective implementation of our fundraising and marketing strategy to increase our profile and secure more sustainable income.
- Take the lead on specific fundraising activities, including the administration of our membership scheme, co-ordination of volunteers and other new initiatives.
- Establish and maintain strong relationships / partnerships to promote “The Rink” amongst local community / youth groups, clubs and schools and identify new areas to extend our work and outreach programmes.



Other

- Attend and contribute to monthly Directors' meetings, presenting a management report, including finance report, targets report.
- Act as the primary liaison point between the Love Hockey Ireland, donors (existing and new) and the Directors and ensure two-way communications at all times
- Keep abreast of and conform to any legislation relevant to our service in consultation Board of Directors
- Safeguard at all times the confidentiality of information relating to any children involved in programmes, families and staff.
- Perform other duties not specified in the job description, but which may be reasonably expected of a General Manager and as directed by the Board of Directors.

Please note: This post is subject to an advanced Criminal Records Bureau check which will be required prior to any job confirmation.

July 2013.



Person Specification

	Essential Criteria	Desirable Criteria
Knowledge	An interest in charity work	Risk Management
	Knowledge of all aspects of Love Hockey Ireland – what the charity does: who it helps – how it does it	
	Business acumen	
	Sound knowledge of administration & financial management	
	Principles of fundraising, grant sourcing and marketing	
Skills	Leadership & motivational skills – at least 2 years' experience managing a large department or small organisation	
	Possesses a 'can-do' attitude and solution focused	
	Ability to manage time effectively and work to strict deadlines	
	Strong organisational skills: planning; delegation; ability to prioritise tasks; attention to detail	
	A good communicator at all levels	Public speaking and presentations
	Excellent IT skills, Microsoft Office	Website management
	Excellent report writing skills	
	Effective problem solving and mediation skills	
	Proven ability to cope with conflict, stress and crisis situations	
	Good negotiation and diplomacy skills	
	Ability to network confidently with a variety of stakeholders and within a fundraising environment	
Good strategic development skills		
Experience	A minimum of 2 years of experience in business management, planning and financial oversight	Previous experience with a charity
	Experience in budget management, including forecasting, cash flow, stock control, and payroll	
	Experience in managing and delivering a customer focused service in the voluntary, public or private sector	
	A minimum of 2 years of experience in personnel management, including hiring, training, motivating, supervision, evaluation and monitoring.	Working with volunteers



	A minimum of 1 year's experience working with a board of directors and committees	
	Ability to set targets, prioritise objectives and performance manage	
	Experience in implementing standard policies (e.g. Child Protection, Equal Opportunities, Data Protection, etc)	
	Demonstrated ability in fundraising, e.g. from community, trusts, businesses, etc	
	Experience planning, organising and running events	
Qualifications	good standard of education to at least FE level	
Circumstances	Able to work irregular and/or extended hours, including occasional weekends	
	Able to attend and represent the charity at a variety of events and meetings as required	
	Have a valid driver's licence and have access to a vehicle	

The closing date for receipt of applications is Friday 2nd August 2013 at 5 pm. Applications received after this deadline will not be accepted.

Please return your completed application form and monitoring information to
 Love Hockey Ireland, Unit 6 Armagh Business Centre
 Loughgall Rd Armagh BT61 7NH

Or by email to supportus@lovehockeyireland.com

Would you please note that we will only accept applications made on the enclosed application form and that CV's will not be considered.

Shortlisting will be undertaken on the basis of the enclosed person specification. You should therefore address all the criteria listed in the person specification when completing the section "additional information" on the application form. The Personnel Specification sets out both the essential criteria and the desirable criteria. You should clearly demonstrate in your application form by reference to examples/evidence how you believe you meet each individual element of the essential criteria and desirable criteria as appropriate.

Shortlisted candidates will be contacted by 9pm on Friday 2nd August 2013 and interviews will take place that weekend (03/08 or 04/08, to be confirmed).



LOVE HOCKEY IRELAND
Northern Ireland

Unit 6 Armagh Business Centre Loughgall Rd Armagh BT61 7NH
email: supportus@lovehockeyireland.com

APPLICATION FOR EMPLOYMENT PRIVATE & CONFIDENTIAL

Reference No:	
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Position applied for: <u><i>Developing Good Relations, Integrating communities</i></u>

PERSONAL DETAILS

Mr / Mrs / Miss / Ms Please delete as appropriate	First Names :	Surname (Block Letters) :
Home Address :		
Telephone Number(s) :		
Valid CRB certificate: YES / NO	National Ins. No.:	
Current Driving Licence : YES / NO	Own a Motor Car: YES / NO Valid Full Driving Licence: YES / NO	
Currently Employed : YES / NO	Notice Required :	

EDUCATION

Dates		Type of school attended, e.g. Grammar / Secondary (Do not name school attended)	Examinations taken, results obtained.
From	To		



FURTHER EDUCATION

Dates		Name of College, University	Subjects studied	Examinations taken, results obtained, subjects passed, scholarships and prizes
From	To			

EMPLOYMENT HISTORY

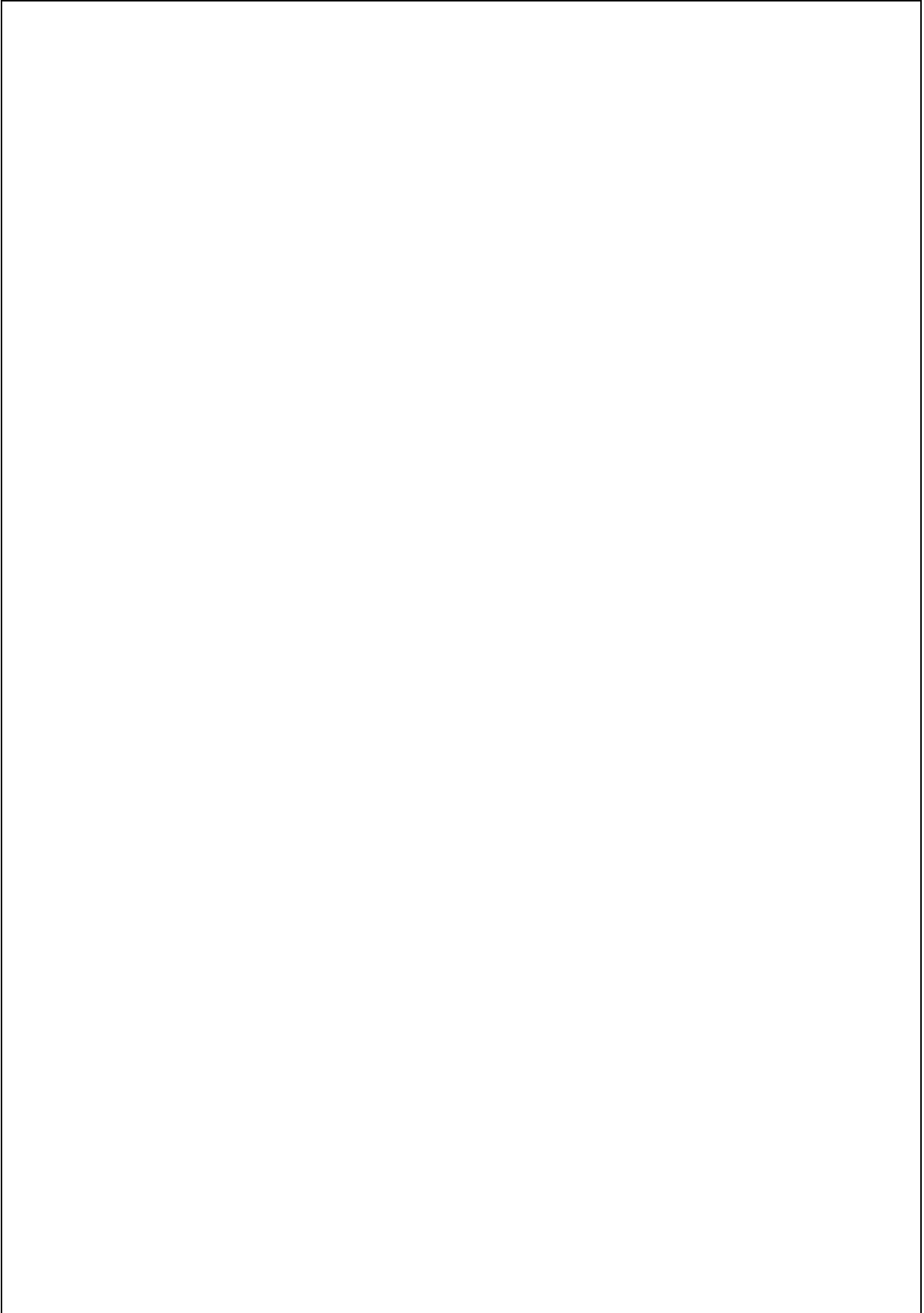
Please list all your work history since completing full-time education, beginning with your present or most recent position.

Dates		Name of employer, address, and nature of business	Position held and salary	Reason for leaving
From	To			



ADDITIONAL INFORMATION IN SUPPORT OF YOUR APPLICATION

Please use this space to address the criteria contained in the person specification adding supplementary sheets as necessary:





ADDITIONAL INFORMATION IN SUPPORT OF YOUR APPLICATION

Please use this space for details of any other information you consider relevant:

Please give the dates, if applicable, of any holiday commitments:

From:/...../..... **To:**/...../.....



REFERENCES

Please give the names of two referees, both of whom should be familiar with your work.

Name :	Name :
Address :	Address :
Tel. No. :	Tel. No. :
Occupation :	Occupation :

A candidate found to have knowingly given false information or to have wilfully suppressed any material fact will be liable to disqualification, or, if appointed, to dismissal.

Data Protection Act

I understand that the data contained in this application form and the “sensitive personal data” on the attached monitoring form will be retained on file and may be processed by the Company for use in connection with this application for employment, or to comply with any requirement of statutory legislation in order for the Company to comply with its legal obligations, and I hereby agree to any such processing by the Company. The Company will ensure that I am safeguarded against the possible misuse of any personal information about me that is kept on file by strictly controlling access and use. Such access and use will be in compliance with the Data Protection legislation and will be on a “need to know” basis only.

I declare that to the best of my knowledge and belief all the foregoing statements are true and complete.

Signature of applicant : _____ Date : _____

Love Hockey Ireland is committed to diversity and equality of opportunity and welcomes applications from all sections of the community

COMPLETED APPLICATION FORMS TO BE RETURNED TO:

**Love Hockey Ireland
Unit 6 Armagh Business Centre
Loughgall Rd Armagh BT61 7NH**

**Or by email to supportus@lovehockeyireland.com
by 5pm on Friday 2nd August 2013**