

Crossroads Community Hub
trading as Ayrshire Food Hub

Job Description

Job Title	Development Manager
Reports to	Board of Trustees
Salary	£28,000 plus pension
Location	Crossroads-East Ayrshire
Hours	37 hours per week
Leave Allowance	25 Days plus 8 public holidays
<p>Job Purpose: To work at a strategic level with the Trustees to regenerate the local community through establishing and successfully managing a new rural community facility, incorporating a farm shop, café, teaching/community kitchen, consulting room, integral social/educational centre, growing areas and outdoor activity areas. The Hub will have a major focus on local food. The Development Manager will work closely with the Outreach Manager to consolidate and further develop our existing outreach work into activities at the Hub.</p> <p>As Development Manager, you will be responsible for overall Hub operations and management of staff and volunteers, driving a sustainable business which will continue to support our charitable objectives beyond current funding</p> <p>This role suits a manager who can drive a team, is hands on and can use their skills to create an amazing experience for their customers. If you are an ambitious, driven and successful business development manager, we want to hear from you.</p>	

Job Accountabilities:	Key Performance Indicators:
Responsible for overall management and development of the new Hub	A successful and sustainable facility which can support future business, including in-house and outreach staff beyond the current funding period
Successful compliance record in food standards and health and safety policy	Ongoing approval as a Food Business by Environment Health Staff knowledgeable and comply with Food Standards and Health and Safety policy

Ability to grow the business through achievement of sales targets, analysis of footfall and customer spend	Monthly reporting indicates business growth and profitability
Develop and review a whole-business marketing plan	Footfall and individual spend increases on a monthly basis Profitable events and activities programme in place
Lead a team with a diverse array of talents and responsibilities.	High rate of staff retention (>80%) High rate of volunteer retention (>70%) Cohesive team in place, working together to promote company goals Staff training, records and appraisal system in place An engaged team which always puts the customer first
Proactively ensures that problems are addressed and resolved.	Record of issues being addressed and resolved timeously
Monitors to ensure that proper security procedures are in place to protect customers, employees and company assets	Facilities Management systems and records in place
Prepare and submit funding applications to assist business growth and sustainability	One major funding application/project annually 2-3 small project-specific applications annually
Stakeholder management, including customer, supplier and partners	Active database of local food and craft suppliers Profitable Farm Shop and café fully stocked to meet customer demand Full schedule of income-generating activities
Stock and financial management	Food stocks are maintained at appropriate levels to meet the business needs of the Farm Shop, Café and Teaching Kitchen Effective stock rotation process in place Electronic financial systems in place

Essential Skills

Track record in setting up and delivering quality initiatives within budget

Minimum of 3 years experience in business management and/or restaurant, hospitality or retail management

Ability to multi-task in accordance to the demands of the business

Strong organisational skills, with proven ability to handle high stress situations

Management experience at strategic level.

Ability to make decisions and develop corrective actions based on interpretation of available project performance data

Experience in developing multi-media sales and marketing materials

Successful stakeholder management, including customer, supplier and partners

Strategic and creative thinker

Excellent verbal, written and presentation skills, with the ability to influence, persuade, lead and motivate

Competent in Microsoft applications, including Word, Excel and Outlook

Car driver essential

Desired Skills

Experience with EPOS management systems

Experience of Xero Financial Accounting System

Working with a charity/Board of Trustees

Experience working with and training volunteers

A successful track record on preparing and submitting funding application

Qualification

Degree and/or demonstrable experience in business, finance and/or catering-hospitality management

Personal Traits:

- Excellent, confident communicator
- Passionate about local food
- Reliable
- Flexible
- Ability to work on own initiative and prioritise work
- A team player, willing to contribute to the overall success of the project

Other:

- Subject to a Protection of Vulnerable Groups Scheme record check

Organisational Chart

