

Crossroads Community Hub
trading as Ayrshire Food Hub

Job Description

Job Title	Development Manager
Reports to	Board of Trustees
Salary	£28,500 plus pension
Location	Crossroads-East Ayrshire
Hours	37 hours per week
Leave Allowance	25 Days plus 8 public holidays

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 be open to the public 7 days a week, with a major focus on regenerating the community through food-based initiatives.

The Development Manager will work closely with the Outreach Coordinator and external partners to consolidate and further develop current growing, cooking and community outreach work into activities at the Hub and within the surrounding rural parishes to promote health & wellbeing, community resilience and sustainability. Your remit will include integrating our community meal provision, established in response to the COVID pandemic, into the facility at Crossroads.

As Development Manager, you will be responsible for Hub operations, management and training of staff, trainees and volunteers, driving a sustainable business which will support our charitable objectives beyond current funding. Due to the nature of the business weekend work will be required.

This role will suit a successful business/hospitality” hands on” manager with a passion for bringing people together through making the most of local produce, someone who can lead a team using their initiative and skills to create an outstanding experience for everyone coming to the hub.

The post is funded by the Robertson Trust and East Ayrshire Renewables Fund for three years and thereafter will be funded from within our resources.

Job Accountabilities:	Key Performance Indicators:
Responsible for overall management and development of the new Hub	A successful and sustainable facility which can be flexible in supporting future business and charitable work, including in-house and outreach staff beyond the current funding period

Ability to grow the business through achievement of targets, analysis of footfall and customer spend	Monthly reporting indicates increasing in-house and outreach community initiatives, business growth and profitability
Successful compliance record in food standards and health and safety policy	Ongoing approval as a Food Business by Environmental Health Staff, volunteers and trainees knowledgeable and comply with Food Standards and Health and Safety policy
Develop and review a whole-business marketing plan	Whole community events and activities programme in place including skills development in growing, processing and preserving food. Footfall and individual spend increases on a monthly basis
Lead a team with a diverse array of talents and responsibilities.	High rate of staff retention (>80%) High rate of volunteer retention (>70%) Volunteers moving onto formal education, training or paid employment Cohesive team in place, working together to promote charitable outcomes and company goals Staff training, records and appraisal system in place An engaged team which always puts the customer first and works to meet the needs of the community
Proactively ensures that problems are addressed and resolved.	Record of issues being addressed and resolved timeously
Monitors to ensure that proper public safety/security procedures are in place to protect customers, employees, volunteers and trainees and company assets	Management systems and records in place Appropriate staffing levels relative to seasonal peaks and demands. Staffing costs kept within budget
Evaluates Hub activity to monitor effectiveness, impact and return of investment	A range of evaluation tools and techniques developed and implemented
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	<p>Full schedule of partnership working, for community and income-generating activities</p> <p>Volunteer/employability training programmes in place and working towards accreditation</p> <p>Active database of local food and craft suppliers</p> <p>Farm Shop and café fully stocked to meet customer demand</p>
Stock and financial management	<p>Agreed margins and Gross/Net profits being met.</p> <p>Accurate cloud accounting system updated weekly/monthly</p> <p>Food stocks are maintained at appropriate levels to meet the business needs of the Farm Shop, Café and Teaching Kitchen</p> <p>Effective stock rotation process in place</p> <p>Electronic financial systems in place</p>

Essential Skills

An ability to be creative in promoting new initiatives and engaging with the local community

Track record in setting up and delivering quality initiatives within budget

Minimum of 3 years' experience in restaurant/hospitality/retail/charity 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

Successful stakeholder management, including customer, volunteer/trainee, supplier and partners

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

2 years experience leading community initiatives

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 applications

Experience in developing multi-media sales and marketing materials for promotional events

Qualification

Degree and/or 3 years demonstrable experience in business and 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 (draft)

