



## **JOB DISCRIPTION**

<b>Job Title:</b>	General Manager
<b>Reporting To:</b>	CEO/Chairman
<b>Responsible for:</b>	All Staff
<b>Hours of work:</b>	36 hours weekdays – weekend work and travel is expected.
<b>Salary:</b>	£35k-40k
<b>Location:</b>	BMHC, College Road, Whalley Range, Manchester M16 8BP
<b>Terms:</b>	Fixed-term for twelve months (may be extended)

## **JOB PURPOSE**

BMHC's vision is a world where Islam's rich heritage is celebrated. The General Manager is a key role in ensuring this becomes a reality.

To ensure the smooth running of the centre (likely to become a 24hr 365 a year operation) through: the management of staff, implementation of projects and programmes, management of risks and support to senior managers and Trustees. The General Manager is expected to be active in business development and lead on specific proposals and projects for the purpose of securing public and private funding.

## **ACCOUNTABILITIES**

### Leadership:

- Demonstrate a passion and enthusiasm for the BMHC's vision and motivate, lead and empower others to achieve organisational goals and to work towards high levels of performance.
- Develop and lead a high performing team of staff and positive work culture that is consistent with the organisations' values.
- Demonstrate personal commitment to organisational excellence, honesty, integrity and strong sense of ethics in all decisions and actions.
- Ensure that a consistently strong and positive image of the organisation and its mission, programmes, products and services is presented to relevant stakeholders and to the public at large.



## Management

- Take initiative to provide quality management of the BMHC, its resources, projects, and programmes and ensure best possible outcomes.
- Maintain effective working relationship with the Chairman and Trustees.
- Ensure that the day-to-day operations of the BMHC are effectively and efficiently carried out in-line with the Strategic Plan, Annual Action Plan as well as policies agreed to be the Trustees.
- Manage all management and operational risks and ensure adherence to health and safety standards.
- Develop, implement and optimise the Centre's Programme of Activities with due regard to the following:
  - Increased 'foot-fall' from visitors and community members.
  - Best use of resources.
  - Maximising partnership working with other organisations and agencies.
  - Increasing income.

## Communication and PR

- Develop effective means of communication, and enhance the flow of information among the Trustees and with all BMHC's stakeholders.
- Work closely with the CEO/Chairman to coordinate BMHC's presence at relevant meetings and forums.
- Report to the Trustees regularly on the operation of the BMHC both at Trustees' meeting and at other times.
- Be responsible for all relations with the public in conjunction with the Trustees and support the Chairman in his capacity as spokesman of the BMHC and his relations with the media.
- Oversee the management of the BMHC's website, newsletter, publications and other publicity material.
- Develop and take personal responsibility for the 'Friends of BMHC' project and maximise its benefit to the Centre and members.
- Develop effective means for gaining feedback from beneficiaries and stakeholders and all relevant aspects of BMHC's work.
- Develop events, in the Centre and other venues, specifically aimed at promoting the BMHC to key audiences and organisations.



## Financial

- Work with the Chairman and Trustees to ensure efficient management of the BMHC finances.
- Oversee the drafting and production of fundraising literature, projects and submit funding applications as and where necessary.
- Develop effective intelligence on all relevant funding opportunities and update the database of donors, fund-giving-trusts, statutory bodies, voluntary organisations and charities in the UK and abroad.
- Prepare the annual budget for approval by the Trustees and take responsibility for monitoring and managing the budget – presenting proposals for review as and when necessary.
- Undertake regular reviews of all projects and activities of the BMHC in terms of their, relevance, productivity and value-for-money.
- Support all necessary developments to make BMHC financially self-sufficient.

## Compliance

- Carry out regular reviews of policies and procedures of the BMHC and suggest improvements where necessary as well as draft new ones to comply with the organisational, management and statutory requirements (such as the Charity Commission, Companies House and funding agencies) at all times.
- Keep the Chairman and, through him, the Trustees fully informed by providing regular reports and updates on BMHC activities.

## Additional Responsibilities

- Adhere to all the BMHC's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- To work collaboratively with other teams, sharing responsibility for the achievement of jointly agreed objectives, if appropriate.
- Undertake any other duties commensurate with the level and nature of the position.



**Job Title:** General Manager

	<b>Essential</b>	<b>Method of Assessment (AF=Application Form/CV I = Interview R=References)</b>	
<b>Education</b>	<ul style="list-style-type: none"> <li>Degree-level education</li> </ul>	AF	
<b>Knowledge and Expertise</b>	<ul style="list-style-type: none"> <li>Knowledge of community cohesion issues confronting British Muslims and wider society.</li> <li>Knowledge of the workings of the charity and or public sector.</li> <li>Evidence of the ability to network and represent an organisation locally, nationally and internationally</li> <li>Evidence of planning and delivering successful innovations or leading successful initiatives or projects</li> <li>Experience of leadership and the ability to inspire teams</li> <li>Proven track record in delivering projects on time and to budget.</li> <li>Experience of effective senior administrative and financial management</li> <li>Experience of work with, and providing advice for, boards of trustees and/or management committees</li> </ul>	AF, I, R	
<b>Skills and Aptitudes</b>	<ul style="list-style-type: none"> <li>The ability to think strategically and to identify opportunities for growth and development</li> <li>Exceptional communication and diplomacy skills</li> <li>The ability to work effectively with others</li> <li>Resilience and ability to work under pressure.</li> <li>Pro-active and able to show initiative to constantly improve the service to customers (internal and external).</li> <li>Ability to translate strategic plans into operational programmes and activities.</li> <li>The ability to speak Arabic would be an advantage.</li> </ul>	AF, I, R.	

