



## **General Manager**

## **Job Profile**

COPE Ltd is a leading Social Enterprise in Shetland Isles providing training, vocational and employment opportunities to people who are disadvantaged in the labour market due to disability, ill health or other social circumstances. We are a multi-award winning company recognised as a leader in the field of community development. A key part of our future strategy lies in the consolidation of our existing businesses, which are mainly involved in manufacturing and retailing, and the development of our portfolio of social enterprises that will extend new opportunities to people with more complex needs.

COPE Ltd now seeks an enthusiastic and commercially focused General Manager to lead this business area, and to develop and expand it both organically and by acquisition.

### **Key tasks:**

- Develop and implement strategy to grow portfolio businesses profitably within the company's ethos and mission.
- Identify, develop and implement effective training and vocational plans to further the personal development of the target group.
- Lead, motivate and support the management team ensuring commercially successful, efficient and high quality operations, which deliver all COPE's aims and objectives.
- To be responsible for the day to day operations of COPE Ltd.
- To be solely accountable to the COPE Board of Directors.
- Manage a budget in excess of £1.5 million.
- Work closely with people with disabilities, assessing their needs and ensuring that they are developing and making a positive contribution to the social enterprise.
- Manage a growing team of enterprise support workers by appraising their skills, identifying their needs and organising and delivering necessary training and evaluating learning and development in line with the company's Investors in People status.
- Produce business plans and internal reports as and when required.
- Assemble complex grant applications and the appropriate financial models to fund new business enterprises.
- Deliver high quality presentations to appropriate bodies.
- Meet with local fund managers to ensure the ongoing core funding for the organisation.
- Liaise with all relevant local and national agencies to ensure that everyone who can benefit with COPE as a social enterprise has the opportunity to do so.
- Provide support to COPE's Managers.

- Promote tendering for commercial contracts.
- Facilitate and lead public meetings
- Design and implement market research exercises.
- Assist with grievance or disciplinary investigations where appropriate.
- Ensure good and safe working practice within the organisation
- Any other duties commensurate to the role

## General Manager

## Person Specification

	Essential	Desirable
<u>Personal Features/Qualities</u>	<p>Self-motivated and energetic</p> <p>Vision, initiative and commitment</p> <p>Proven leadership ability</p> <p>Confident</p> <p>Approachable and supportive</p>	
<u>Relevant Experience</u>	<p>Proven managerial experience</p> <p>Experience and knowledge of operational and legal aspects of running a successful business</p> <p>Experience of organising and delivering training.</p>	<p>Experience of working within statutory and voluntary sectors at a senior level</p>
<u>Education</u>	<p>Educated to Degree Level or equivalent</p>	<p>Management qualification</p>
<u>Skills, Abilities and Knowledge</u>	<p>Proven ability to manage a budget in excess of £1.5 million</p> <p>Ability to manage, develop and lead a growing team of enterprise support workers</p> <p>Ability to work closely with people with disabilities</p> <p>Ability to assemble complex grant applications</p>	<p>Experience of facilitating and leading public meetings</p> <p>Experience and/or knowledge of the social economy</p> <p>Commitment to co-operative ways of working</p>

Business planning and report writing skills

Presentation skills

IT skills including Word, Excel and Access

Experience of multi-agency working

Effective communicator, orally and in writing to a wide range of audiences

Sound commercial knowledge

Driving licence + Car

Disclosure Scotland check