



## JOB DESCRIPTION

<b>Job Title</b>	-	Business Manager
<b>Reports Directly to</b>	-	Chief Executive Officer
<b>Direct Reports</b>	-	Team Leaders – Shetland Garden Co, Shetland Home Co (two) and Shetland Soap Company
<b>Indirectly Reports to</b>	-	n/a

## Our Story

We are a well-established and successful social enterprise and charity which provides employment and skill development for adults with learning disabilities or autism spectrum disorders. We sell goods and services to individuals and private businesses. All profits or surpluses are always reinvested back into the company to fulfil our social and environmental purposes. We are committed to giving people with disabilities the opportunity to participate in a supportive and inclusive work environment, free from stigma and discrimination. Everyone is valued for their abilities and are appropriately supported and encouraged to fully participate in all aspects of running our busy enterprises. Each enterprise supports a range of volunteer skill development placements and supported employee positions.

## Our Vision & Values

Everyone regardless of disability should have the opportunity to work if they so wish. Given the right conditions, all adults have the potential to contribute to our local economy and in doing so will learn to value themselves and others.

<b>Respect</b>	We recognise each other's differences and show consideration for one another
<b>Equality</b>	We believe that everyone contributes equally to the success of our organisation and as such will be valued and appreciated
<b>Fairness</b>	We are committed to the principles of social justice and opposing prejudice
<b>Excellence</b>	We believe in working hard to ensure we are the best we can be for our participants, staff, and customers
<b>Accountability</b>	We account for our activities, accept responsibility for them, and to share the results in a transparent manner

## Key Responsibilities

The purpose of the Business Manager is to assist deliver on COPE Strategic priority to "Engage in the pursuit of business growth opportunities to sustain and grow financial sustainability of COPE Ltd". This will include supporting our commercial development, researching techniques to engage with existing and new customers and assisting with the delivery of business building initiatives as required.

This role encompasses line management responsibilities for Team Leaders of Business Units, and the main duties will include but are not limited to: -

- Assist the Chief Executive Officer, and wider Senior Management Team, to deliver the strategic priorities and objectives set by the Board of Directors
- Research, plan and implement business opportunities - including the development of existing and new products and services for markets.
- Assist the Chief Executive Officer and Finance Manager to manage a budget in excess of £1M/annum.



- Work alongside the Finance Manager to collate detailed forecasting, analysis and information to the CEO and Board of Directors as requested.
- Responsible for regular monitoring and reporting and delivery of Key Performance Indicators of Business Units.
- Ensure appropriate marketing and promotional initiatives for COPE business units is undertaken in line with COPE Strategic and Operational Business Plan
- Work closely with the Employability Manager to ensure continuing provision of high-quality employment skills development opportunities for adults with learning disabilities in Business Units.
- Work alongside the CEO & SMT to support a workforce development plan to ensure a strong and connected workforce is in place to maintain the overall aims of the organisation
- Ensure the supervision, performance management and appraisal of Business Unit staff in accordance with company policies and procedures.
- Assist the CEO to ensure compliance is achieved throughout COPE business units for Health and Safety legislation and all COPE Ltd policies and procedures.
- Support the Chief Executive, and wider Senior Management Team to develop and deliver on the Organisational Business Plan

## About You

To be successful in this role you will have the ability to: -

- Work as part of a strong and connected senior management team which promotes organisational values, adherence to policy and procedures and good practice at all times.
- Demonstrate Entrepreneurial drive, passion and ability to assist shape the organisation's business strategy with respect to COPE Ltd Business Units while ensuring compatibility with wider social purpose.
- Build, influence and maintain successful partnerships.
- Assist the business development of the organisation based on information and awareness of customer trends.
- Lead and guide teams to understand how to support an organisation to grow and achieve financial sustainability.

The following skills and experience are required to fulfil this role: -

- Tertiary qualifications (minimum HND/SCQF 8) in Human Services / Business or a related discipline or extensive demonstrated experience in team leadership and management.
- Experience of working in a retail setting
- Demonstrated communication skills, including verbal, written and negotiation.
- Demonstrated experience in working within teams using initiative, and strategy, to meet deadlines and produce quality work under pressure.
- A full clean UK driving licence.
- Obtain and maintain PVG requirements.