

# Business Manager Candidate Information Pack

August 2019





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Letter from the CEO  
**Chelly Walsma,**  
**CEO**

**Dear Applicant**

Thank you for your interest in the role of Business Manager at the Jesus Centres Trust (JCT). A faith-based charity established in 2002, JCT is in an exciting phase of its history. In 2018 we conducted a root and branch review of our services and operations leading to the development of a Sustainability Plan to be enacted in 2019 and beyond.

The purpose of the plan is to create a more sustainable future for the charity which includes redefining our services to enable them to be more effective and impactful for the people we strive to help. We also want to use a more joined up approach as a national charity to share best practice on the “shop floor” in regional projects and to develop and grow new and existing income streams.

You can find out more about the Jesus Centres Trust at [www.jesuscentre.org.uk](http://www.jesuscentre.org.uk)

The Business Manager is a new role which is key to our success in helping us maximise the potential income opportunities from our 7 regional premises and ensuring that our centres continue to be safe, welcoming spaces in which we can deliver our services. This is a fantastic opportunity for someone to really shape and direct a team at a key moment in the life of our organisation.

The Business Manager will be an integral part of the charity’s Senior Management Team where you will find support, a commitment to personal professional development and hopefully a reasonable dose of humour!

JCT is ambitious to bring more people together to serve those in need, to tap the reservoirs of encouragement and compassion that people find within themselves. We hope that in the days ahead, our centres will become even more valued as places where all kinds of people can find fulfilment, personal worth and a positive way forward in their lives – Restoring Dignity and Creating Community.

We hope the information in this pack will tell you enough about us for you to decide whether to apply. If what you read appeals and you would like to come and work with us, then we look forward to receiving your application.

If you would like more information about this new and exciting role, you can contact Tracy Madgwick or Hayley McDonald of Action Planning’s Recruitment Team, who are managing the recruitment process for us at [tracy.madgwick@actionplanning.co.uk](mailto:tracy.madgwick@actionplanning.co.uk) or [hayley.mcdonald@actionplanning.co.uk](mailto:hayley.mcdonald@actionplanning.co.uk)

Thank you again for your interest in working with us,

**Kind Regards,**  
**Chelly Walsma**



## About Jesus Centres Trust



**Jesus Centres Trust Ltd (JCT) was established in 2002 to set up Regional Centres to provide facilities and services to work with people in need.**

The Programme Team was established as part of our recent restructure in early 2019. As a Programme team we are responsible for all oversight and management of all functions of the charity including development of services and the regional Centres. Compliance and risk sits with the Programme Team for the Headquarters and for each of our 7 centres including Health & safety, finance, human resources, safeguarding and marketing. Jesus Centres Trust (JCT) currently provides the following services in the following areas:

- Homelessness and the vulnerably housed to prevent current and subsequent re-homelessness;
- Services for refugees & asylum seekers - through providing formal ESOL classes and support groups;
- Reducing social isolation and loneliness through community sand social events.

The Programme team oversees seven regional projects set up around the country (in Birmingham, Coventry, Kettering Leicester, London, Northampton and Sheffield). Each has common themes plus their

own remit to address local needs. Our four larger centres are in Northampton, Coventry, Sheffield and London. Our three smaller centres are in Birmingham, Leicester and Kettering. You can find out more about our centres on our website at [www.jesuscentre.org.uk](http://www.jesuscentre.org.uk)

Each regional centre is supported by the Programme Team who have overall responsibility for managing the charity, its services and projects.

Each of our Jesus Centres are multi use sites which as well as running services, also host a range of external lettings in order to generate additional income for the charity. All our Jesus Centres are on varying lengths of lease from 3 – 30 years.

### About the role

The post will ideally be based at the Programme Office in Nether Heyford Northampton. However, we are keen to speak to people who could be based in either our Coventry or London centres. We will also consider home working. The post holder will be required to visit the Programme Office at least once a week and there will be a significant amount of travel to our different centres.

While most of the centres are easily accessible by public transport, access to a car may be an advantage.

## Job Description



<b>Job Title:</b>	Business Manager
<b>Reports to:</b>	Chief Executive Officer
<b>Place of work:</b>	Programme Office, Nether Heyford or at our centres in Coventry or London. Being home-based is also an option for the right candidate.
<b>Line manages:</b>	Seven facilities managers/supervisors and their teams

- Ensure that all staff have clear objectives and targets for their role; a personal development plan is in place for each employee and that quarterly supervisions and annual appraisals take place.
- Quickly and effectively address any areas of underperformance and ensure that outstanding performance is recognised and celebrated.

### Summary of the role:

Responsible for the business development, income generation and effective day to day management of the seven centres run by the Jesus Centres Trust so that the centres are financially stable and provide a safe and welcoming environment for users and customers

### Business Development

- Growth and development of the external lettings business. This included the analysis of business growth opportunities and the development of business plans for the Jesus Centres
- Research of markets to develop new business. Taking responsibility for the sales and marketing of the centres, including pricing, image, brand, promotions and promotional materials. This includes creating awareness of facilities offered particularly to target markets such as the Christian charity/organisation market.
- Proactive marketing of the services to new clients to include showing our facilities to potential clients as well as visits and presentations to prospective clients
- Attend any relevant networking events locally and nationally to promote our facilities and identify any new sources of potential business

### People Management

- Leading, motivating, managing and developing our centre staff to ensure an outstanding customer experience for all visitors and service users
- Leading the team to ensure that all the services provided meet our customer's needs and that events are run efficiently.
- Ensure regular team communication both within a centre and across all the seven centres through the effective and regular use of team meetings and one to one's with individual members of staff.

### Financial Management

- Develop and monitor and deliver an income generation strategy for the Centres which meets income targets set and agreed with the Chief Executive.
- Have oversight and management of the centre premises budgets and contribute to the annual budget setting process for the centres, ensuring early identification of premises needs and any capital expenditure that is required.
- Ensure lettings charges are reviewed annually and are set at a level that maximises income and building utilisation
- Ensure that each centre carries out an annual review of costs for various services and goods to manage and reduce operational costs and ensure the most cost-effective service contracts.
- Communicate and meet regularly with local centre managers to discuss and review income and spending forecasts, agreeing remedial action plans where appropriate.

### Operational Management

#### CUSTOMER SERVICE

- Through own behaviour, attitude and approach demonstrate a clear focus on positive customer service and engagement
- Ensure that high standards of customer service and user experience are demonstrated by all local facilities staff; recognising and celebrating excellent customer service when it is demonstrated.

#### MANAGEMENT INFORMATION

- Provide monthly and quarterly management reports for the CEO and trustees to demonstrate progress against income generation/cost reduction against target; compliance with all health and safety requirements and the identification of remedial action plans where there is negative variation against target.

## MANAGEMENT OF LEASES

- Responsible for the effective management of the centre leases, liaising with external legal support to ensure that there are appropriate contracts in place, particularly in relation to shared usage of premises
- Effective management of day-to-day queries about the leases as they arise.

## HEALTH AND SAFETY

- Work with local facilities staff to ensure that all works and maintenance activities comply with current statutory legislation and Codes of Practice and that each Jesus Centre remain safe, effective and fit for use;
- Work with the local facilities staff to ensure each centre is compliant with all relevant health & safety and fire safety legislation.
- Undertake regular audits at local centres to check that all compliance checks are being carried out and correctly recorded and that incident recording and reporting procedures are being complied with.
- Oversee the annual review of the health & safety risk assessments at each centre, ensuring all risk assessments are completed in a timely manner and report to Trustees and the CEO.
- Oversee and audit the local management of the maintenance of the building and contracting maintenance services as needed
- Ensure local facilities staff track building upkeep as well as anticipated long- and short-term improvements and maintenance
- Ensure the security of all the building by regularly reviewing security arrangements and implementing various security measures, such as CCTV cameras where appropriate.
- Review, update and communicate the Charity's disaster management and counter terrorism plans, where necessary in consultation with the Police.
- Respond to emergency situations or other urgent issues involving any of our Jesus Centres as required.

## IT

- Monitor the delivery of outsourced IT contracts, working with external providers to ensure that the IT needs of the centres are fit for purpose to enable effective working and user and customer satisfaction.
- Ensure the on-line booking systems are fit for purpose and delivering value for money



## Other duties

- Support and represent the ethos and values of Jesus Centres Trust in dealings with other members of staff, contractors, external organisations and members of the general public.
- Ensure that all Jesus Centres Trust policies and procedures are followed at all times being particularly mindful of the need to ensure that all aspects of managing risk in relation to safeguarding our embedded into our hire arrangements and reviewed annually in consultation with JCT Centres manager and referred to the safeguarding coordinator as necessary.
- Undertake any other duties which may reasonably be required of the post holder.





## Person Specification



### KNOWLEDGE AND EXPERIENCE

- Significant experience in a business management role which has an emphasis on income generation, ideally in a lettings/conference management environment
- Demonstrable experience of successful income generation
- Previous experience of managing and developing staff in multi-site locations
- Previous experience of ensuring compliance with health and safety legislation in a lettings/conference management environment
- An IOSH qualification or a willingness to work towards the qualification is desirable
- Previous experience of management of leases
- An understanding of the charity sector culture and ethos and how to work in this environment

### SKILLS AND ABILITIES

- Competent in setting, monitoring and reviewing budgets at a strategic and operational level with an ability to present clear and easy-to-understand finance information
- Effective line manager with the ability to mentor, coach and develop individuals within their team
- Able to motivate others to achieve challenging targets and objectives
- Proven ability to build, manage and develop successful and collaborative relationships both internally and externally
- Ability to work on own initiative, planning, managing and prioritising own work and that of the local facilities staff
- Excellent numeracy skills with the ability to analyse and report on financial performance
- Excellent written and verbal communication skills
- Well-developed influencing skills
- Ability to appropriate challenge inappropriate behaviour when needed

### PERSONAL QUALITIES

- Excited by the opportunity to make a significant difference to the work of the Jesus Centres Trust.

- Creative problem solver who enjoys overcoming challenges
- Positive and proactive approach to work
- Confident working with a range of different stakeholders who may have competing and conflicting priorities
- Commitment to the purpose and values of JCT
- Willing to roll up sleeves and take a hands-on role when required
- Recognises when they are out of the depth and are not afraid to ask for help

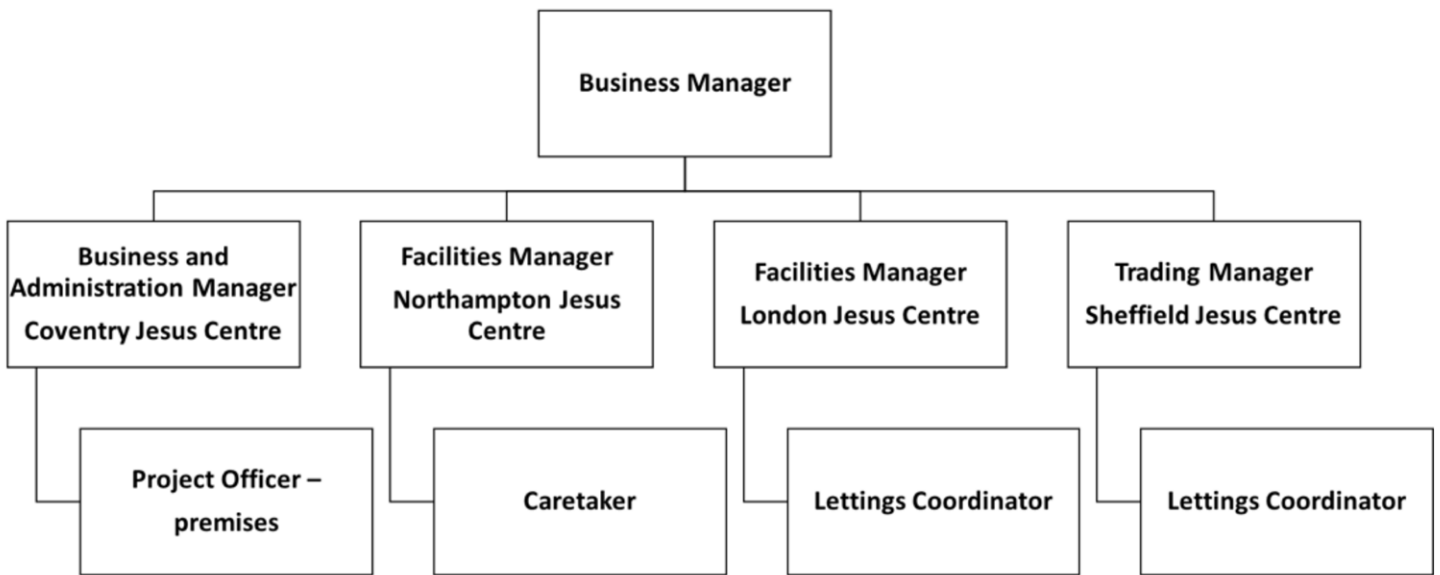
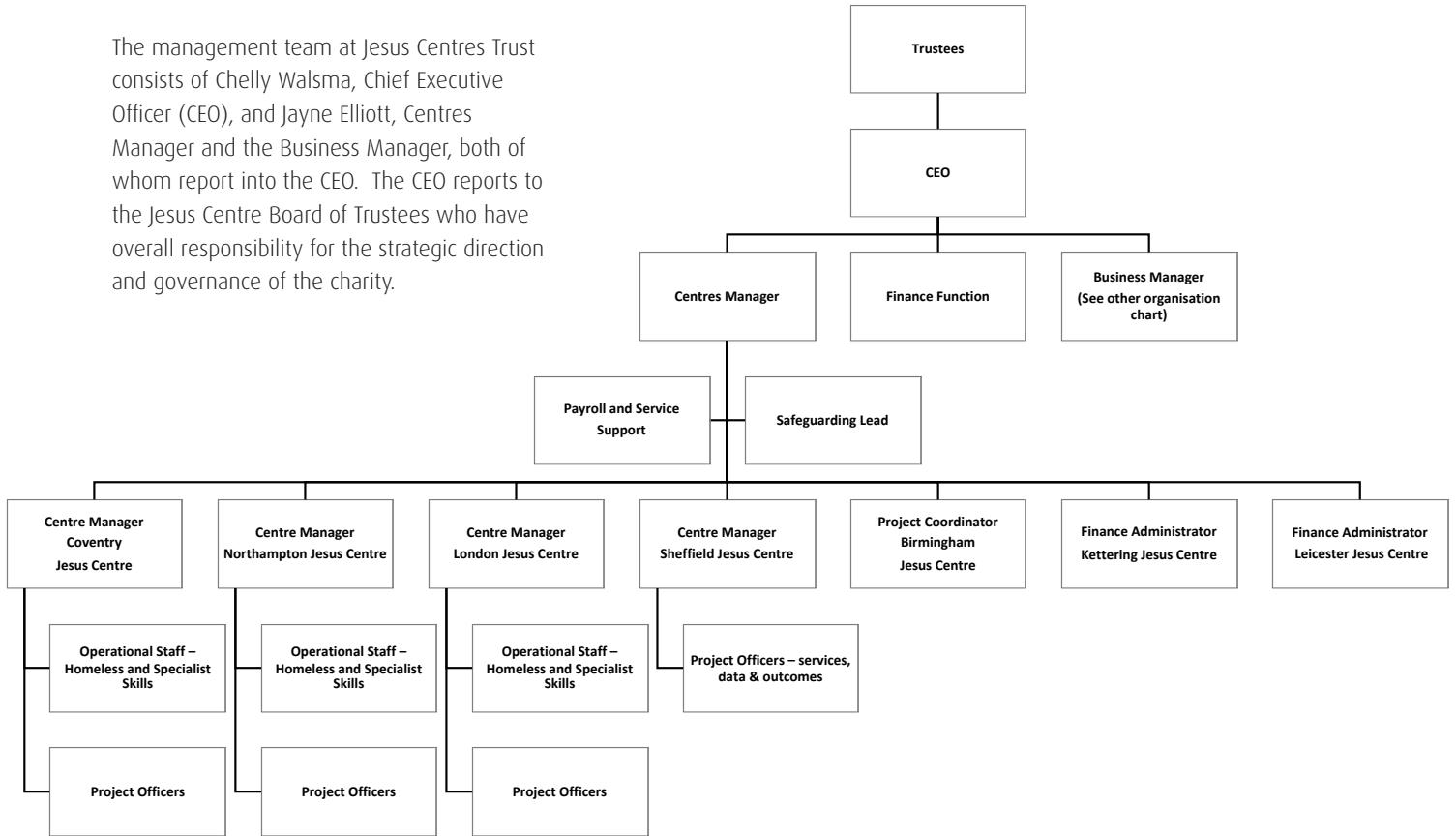
### OTHER REQUIREMENTS OF THE POST

- The post holder must have sympathy with the ethos and values of JCT, together with a willingness to support and represent them to others.
- There will be some evening and weekend working
- Ability to travel to JCT centres





The management team at Jesus Centres Trust consists of Chelly Walsma, Chief Executive Officer (CEO), and Jayne Elliott, Centres Manager and the Business Manager, both of whom report into the CEO. The CEO reports to the Jesus Centre Board of Trustees who have overall responsibility for the strategic direction and governance of the charity.



## Our salary and benefits package



We are able to offer the successful applicant a highly competitive salary and benefits package.

<b>SALARY</b>	£28,750 to £32,000 (more may be available for experienced candidates)
<b>HOURS OF WORK</b>	37 hour per week
<b>FLEXIBLE WORKING OPTIONS</b>	There is potential for flexible working for some of the time in agreement with the CEO.
<b>HOLIDAY</b>	28 days holiday including statutory bank holidays
<b>PENSION SCHEME</b>	<p>JCT provides a pension scheme through NEST. There are two options</p> <ul style="list-style-type: none"><li>• Basic (option 1) Employer contribution 5%; Employee contribution 3% of eligible income.</li><li>• Enhanced scheme (Option 2) Employee contribution 3% of total earnings.</li></ul> <p>Employees who are eligible will be auto enrolled onto Option 1 unless they complete a Pension Enrolment form requesting to be enrolled on Option 2.</p>



## How to apply



Applications should be sent to Hayley McDonald at:

[Hayley.Mcdonald@actionplanning.co.uk](mailto:Hayley.Mcdonald@actionplanning.co.uk)

The closing date for applications is  
**9am on Monday 23 September.**

**Please enclose:**

- A full CV outlining your career history to date. Please include details of your latest remuneration and benefits.
- A covering letter, of no more than two pages in total, outlining how you meet the criteria set out in the person specification and your reasons for applying.
- A completed Personal Details Form – available on the Action Planning website.

All applications will be considered immediately after the closing date and candidates informed if they have been shortlisted for first interview by 5pm on Friday 20 September.

**First interviews will be conducted by Tracy Madgwick, HR Consultant, Action Planning using Zoom during week commencing 23 September.**

**Second interviews will be held at Jesus Centres Trust head office in Nether Heyford, Northampton on Monday 7 October with Chelly Walsma, JCT Chief Executive; Jayne Elliott, JCT Centres Manager, and Tracy Madgwick, HR Consultant, Action Planning.**





