
General Manager

Job Description



Salary:	£33,232 per annum.
Hours:	37.5 hrs per week including rota'd Saturdays
Term of Contract:	Permanent (subject to a 6 month probation period)
Reporting to:	Action 21 Board of Trustees
Closing date:	30 June 2023
Interviews:	12 and 13 July 2023 in Leamington Spa

Background

Action 21(2010) Ltd. is a registered charity and a company limited by guarantee. Its operation is overseen by a Board of Trustees and operates with a small number of employees who support a large team of volunteers. Action 21 has been in operation since 1996: it aims to reduce the environmental impact of the Leamington and Warwick communities and to raise awareness of the benefits of sustainable living. Action 21 submits its annual reports to the Charities Commission and to Companies House; these can also be found on its website <https://action21.co.uk/reports-and-financial-statements>. The 2022/23 report is being finalised and is expected to record a financial surplus for the year ending 31 March 2023.

Action 21 runs The Re-Useful Centre, a facility which has been in operation since May 2009 and which sells donated goods and refurbished bikes, thus preventing them from going to landfill. Action 21 also tests electrical equipment for resale, allowing the re-use of items that would otherwise be scrapped. Donated items which cannot be sold are broken down and sold for scrap, re-used, recycled or sold on to other companies for upcycling. Our separate Emporium shop, which focuses on vintage goods, opened in 2018 but was reabsorbed into The Re-Useful Centre in 2020. The Re-Useful Centre's usual opening times are 10am till 4pm Monday to Saturday.

The income from the sale of all these goods funds our activities and is used to support and run sustainability-themed projects such as our Craft Club which now meets fortnightly. We

do not rely on external funding although we will apply for grants which are relevant to our activities.

The Re-Useful Centre has operated from three adjacent, leased units in Court Street, Leamington Spa since January 2015. The Court Street lease ends in summer 2024 and the General Manager will be required to work with the Trustees to secure new premises. Action 21 also leases a local railway arch which accommodates the bike workshop.

Staffing and volunteers

Four members of staff report to the General Manager: two full-time Shop Managers, a part-time Craft Club coordinator and a part-time Cleaning and Sanitising Supervisor. The Bike Workshop Coordinator, who is a volunteer, also reports to the General Manager.

Action 21's staff are supported by around 50 volunteers, some of whom give their time for one shift a week, and some who volunteer several days a week. The Re-Useful Centre volunteers are managed by the two Shop Managers and the Bike Workshop Coordinator. As a volunteer-based charity, Action 21 cannot operate without the support of volunteers, so we strive to make their time with us enjoyable, supportive and rewarding.

Job Purpose

As General Manager, you will be based at the Re-Useful Centre in Court Street, Leamington Spa where you will lead a small staff team to organise, manage and develop the delivery of the charity's objectives. You will have overall responsibility for marketing, communications, the retail operation, volunteer management and business development.

Your key responsibilities will be

1. To provide leadership to the charity and to be responsible for its management and administration within the frameworks laid down by the Board of Trustees including through helping to establish the annual budget and future business plan, and in managing costs and risks
2. Together with the Chair, to enable the Board of Trustees to fulfil its duties and responsibilities to provide strategic direction and proper governance of the charity, and to ensure that the Board receives timely advice and appropriate information on all relevant matters

Key tasks

Including, but not limited to:

- Managing Action 21's activities
- Managing and supporting staff and volunteers

- Maintaining accurate records of all income generated by The Re-Useful Centre and ensuring the timely banking and reporting of cash collected
- Working closely with the Honorary Treasurer, (one of the Trustees) who maintains the organisation's accounting records, to compile regular reports for the Board of Trustees to enable it to monitor the organisation's performance
- Together with the Honorary Treasurer, ensuring that statutory reporting requirements of both the Charity Commission and Companies House are fully complied with
- Keeping accurate records of the quantity of goods saved from landfill as well as those sent for upcycling and ensuring that Action 21 is correctly reimbursed
- Reporting, verbally and in writing, on a regular basis to the Board of Trustees
- Supporting the Board of Trustees in complying with charities law, company law, HR and Health & Safety matters
- Assisting the Board of Trustees in developing and delivering new policies in line with changing operational contexts
- Supporting the Board of Trustees in pursuing the organisation's strategic direction and optimising business development opportunities in order to increase and diversify Action 21's income and influence

Person Specification:

Essential skills, experience and attributes

- Commitment to environmental sustainability
- Experience in managing people
- Ability to motivate staff and volunteers
- Strong leadership and communication skills with the ability to delegate
- Ability to work effectively as part of a team
- Excellent interpersonal skills and the ability to relate to a wide range of people in a courteous and helpful manner
- Strong administrative and IT skills
- Experience of operational management
- Awareness of the importance of financial management and reporting
- Attention to detail in recording administrative and financial information
- Ability to use own initiative and prioritise own workload
- Understanding of the challenges and rewards of managing a diverse voluntary workforce

Desirable skills and experience

- Experience in retail marketing
- Previous experience in the charitable sector
- Experience of working with volunteers
- Good understanding of social media opportunities
- Full and clean driving licence

You will be required to undergo a DBS check; employment will be conditional on a satisfactory outcome.

Please use the application form provided and continue on a separate sheet if necessary. Please note that CVs will not be accepted.

Please email the completed application form to Belinda Pyke, Chair of the Action 21 Trustees, at chair@action21.co.uk no later than Friday 30 June 2023.

Interviews will be held on 12 and 13 July and successful applicants will be notified the week before.

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Action 21 (2010) Ltd ("Action 21") Registered Charity number: 1136450
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