



Site Development and Operations Manager Job Description

Salary: £25,000 p.a.

Hours of work

- 37.5 hours per week, flexible hours to cover weekends and evenings.
- No overtime payable but flexi-time can be taken
- 25 days annual leave plus bank holidays, increases to 30 days after 5 years of service

Responsible to: Managing Director

Responsible for: Site Manager, Volunteer Coordinator, Housekeeping Assistant, Land & Livestock Manager, Kitchen Manager, Grower.

Purpose

To provide strategic and operational direction to the maintenance, upkeep and development of all aspects of Embercombe's facilities and equipment to ensure a safe, sustainable, effective, efficient and professional environment to provide a high quality customer experience and meet Embercombe's business needs and purpose.

As part of the Senior Management Team this role has a key leadership role. What we mean by leadership at Embercombe is:

Leadership is a choice - a choice related to purpose.

If we know what we deeply *love*, this choice is liberating.

If we know what our *gifts* are, this choice can take form.

If we know what our *responsibilities* are, this choice becomes a necessity.

We believe true leadership is available to all. It is a choice that is renewed moment to moment.

Embercombe's purpose

To be a powerful and innovative catalyst for the emergence of leaders and change agents who will take courageous action for a just, peaceful, and sustainable world.

Context

Since 2014, Embercombe has been undergoing a period of profound change as we negotiate a transition from our early innovative pioneering days to the emergence of a professional, effective, and financially sustainable social enterprise. Over the last few years Embercombe has enjoyed consistent growth both in terms of reputation and delivery against business goals through the combined efforts of a very dedicated team. However, if our exciting enterprise is to achieve its potential and realise its ambitious mission, we will need to successfully transform ourselves by moving from organisational adolescence to adulthood.

The Site Development and Operations Manager's role is pivotal in this process as she/he will be part of the Senior Management Team which will lead the design and implementation of the transformation journey to which we are committed. Specifically this role will oversee the upkeep and development of the whole site and the provision of equipment to enable Embercombe to achieve its purpose safely, efficiently and to a professional standard. Like many similar organisations Embercombe depends upon the inspired commitment of a diverse range of staff, associates, and volunteers. The Site Development and Operations Manager will need to be both skilled and experienced in integrating the talent and goodwill of this diverse community together with a focused, business orientated, and values driven team culture.

Embercombe is a complex site consisting of growing land, woodland, permanent and temporary structures, commercial kitchens, office space, meeting and workshop space, and accommodation for staff and customers. The site requires significant development to support the organisation's growth ambitions.

We believe that this next stage of Embercombe's journey will be pivotal in our development as an organisation and in our capacity to catalyse positive change in the world. Clearly the two are inseparable. We know that somewhere beyond our borders there is someone for whom this position would rank as one of those life-defining opportunities in which skill, experience, heart and vision collide and enable a deeply fulfilling and no doubt challenging life choice. If you are thirsty for an adventure, calm under pressure, resourceful, courageous, and with the appropriate skills and experience, please make an application.

Responsibilities:

General

1. Work effectively with other members of the Senior Management Team and Trustees to develop and deliver Embercombe's strategy to ensure the organisation's success and sustainability.
2. Work collaboratively with internal and external stakeholders to provide a facilities and equipment which meet the full range of business needs.
3. Act as an ambassador for Embercombe at all times, promoting and modelling our work and values.
4. Undertake duties other than those listed here as may reasonably be required from time to time.

Site Maintenance and Upkeep

1. Co-ordinate planned, preventative and reactive maintenance and upkeep to provide facilities and equipment which are attractive, safe, clean, flexible, efficient and effective to support delivery of a high quality customer experience in line with the organisation's purpose; promote a culture of joint responsibility for all aspects of the site.
2. Co-ordinate site, housekeeping and catering operations to meet business delivery needs.

Site Development

1. Develop all aspects of the site to deliver professional standard facilities to support the organisation's growth ambitions.

2. Provide effective project management to existing and future site development projects to ensure timely, cost effective and fit for purpose completion of projects.
3. Develop effective relationships with relevant authorities, contractors, suppliers and other partner organisations to support delivery of business goals.
4. Continuously review all aspects of site usage to ensure best use of available facilities in line with organisational goals.

People and Resource Management and Measurement

1. Provide effective management of a diverse team of internal staff, volunteers and external contractors to meet operational needs.
2. Support the development, well-being and effectiveness of your team through effective leadership and performance management in line with Embercombe policy and best practice.
3. Provide effective financial management (including pricing, procurement, budgeting, forecasting, reporting) in relation to all aspects of site and equipment to contribute to Embercombe's financial sustainability.
4. Deliver value for money and operational savings through effective procurement practice in line with Embercombe policy.
5. Provide effective contract management from tender to completion.
6. Develop, monitor and report against KPIs and other performance measures on site related activity in relation to areas such as resource management, sustainability, safety and customer satisfaction.
7. Ensure all aspects of the operational operate as sustainably as possible, and monitor and report on sustainability.
8. Identify and apply for external funding for development projects.

Risk and Compliance

1. Hold overall responsibility for all aspects of operational risk management on site, promoting a culture of safety and security supported by appropriate coaching, training and mentoring.
2. Ensure the protection of the organisation and customers through demonstrable compliance with all relevant guidance and legislation, including the regular review of relevant policies, plans and records.
3. Provide performance, opportunity and risk analysis via proposals and reports to the Management Team and Trustees on all aspects of the site.

Knowledge, Skills & Experience

1. Experience of building and facilities management, ideally supported by relevant vocational experience or a professional qualification.
2. Experience of managing in a customer focussed facility.
3. Experience of leading and developing a team.
4. Experience of resource management, contract management and procurement.
5. Project management experience across multiple projects.
6. Experience of managing operational risk, including a good understanding of relevant legislation (eg Health & Safety, Fire Safety, Food Safety etc).
7. Excellent people, communication and influencing skills to enable effective relationships.
8. Experience of designing, implementing and reporting against KPIs and other performance measures.

9. IT literate with a good knowledge of standard office software.
10. Clean driving licence.
11. Preferably experience of managing and motivating volunteers.
12. Preferably experience of land and woodland management.

Person

The Site Development and Operations Manager should demonstrate competence in all of the following:

1. **Behave Ethically:** Understand ethical behaviour and business practices, and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization.
2. **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
3. **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
4. **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and to create new opportunities.
5. **Customer Focus:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
6. **Foster Teamwork:** Work co-operatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
7. **Lead:** Positively influence others to achieve results that are in the best interest of the organization.
8. **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
9. **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
10. **Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
11. **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

Working Environment

1. Effective management of the site will require balancing time between the office, all areas of the site, and off-site meetings with stakeholders.
2. Your hours are within a standard work week, but you may be required to work some evenings and weekends to provide support to activities.

Important working relationships

- **Trustees and Managing Director**
- **Senior Management Team:** paid team who report directly to the MD and who lead the key teams at Embercombe
- **Staff:** paid employees with specific roles and deliverables
- **Assistants:** intern positions paid a small stipend with specific roles and deliverables
- **Volunteers:** short and long-stay volunteers with no specific role

- **Associates:** freelance individuals who deliver many Embercombe's courses and workshops
- **External:** important external networks and organisations relating to the diversity of Embercombe's interests and commitments (e.g. local planning authority, local service providers, local community, aligned networks, collaborations etc).