



*Artisan Village and Organic Farm*

## **Job Description**

**Title:** The Fold Operations Manager

**Reports to:** The Fold Development Director

### **Direct reports:**

- Café manager,
- Farm shop, therapy centre and studio manager
- Communications and Events manager
- Organic Farm manager
- Care Farm manager
- Site manager
- Accountant
- Volunteer Coordinator

**Based at:** The Fold, Bransford

### **Main purpose of job**

To coordinate and support the effective smooth running and development of the Fold CIC in terms of leadership and management, planning, monitoring and evaluation, finances, staff, customers, site and environment in line with its Mission, Vision and Values.

### **Key Responsibilities**

1. To ensure the overall financial sustainability, resilience and development of the Fold in line with its Mission and Values, maximizing surpluses from trading activities to reinvest in the aims of the Fold.
2. To coordinate the creation of suitable annual objectives, operational plans and budgets which align with and work towards the achievement of the strategic plan
3. Ensure staff and volunteers are managed, motivated and inspired
4. Monitor targets and budgets, performance of staff, objectives and achievements and report to the board of Directors explaining variances from plan and devising solutions to overcome shortfalls.

5. Take responsibility for and ensure suitable Policies and Procedures are in place, implemented, monitored and updated in line with current legislation for Health and Safety, fire, Environmental Health, Human Resources etc.
6. Recruit, actively train and develop key staff and the management team ensuring regular appraisals are undertaken, supporting individuals on their personal journeys and inner development.
7. Engage with stakeholders including the Fold community, team and enterprises managing the tensions between enterprise successes and those of the whole Fold
8. Ensure all necessary contracts & leases are kept up to date and new contracts for business are identified and developed.
9. Ensure that the story and work of the Fold are promoted through the website, social media, brochures.
10. Monitor and evaluate the outcomes and difference made by the Fold CIC

#### **Development areas:**

1. Maximize the use of the site in terms of leases, activities & booking, increasing the use of facilities, increasing the footfall and dwell time of visitors
2. To work with both the board and management team developing a five year strategy and plan, including site development, which cascades into the annual objectives
3. To actively raise funds through grants and other means, signposting managers as appropriate
4. To Identify and develop opportunities for partnership working
5. To assist with setting up the Fold Foundation as an umbrella charitable company
6. To explore the viability of different educational and change courses aligned with our vision and values.

#### **Quantifiable Results Expected**

1. Financial surplus of funds in line with the strategic and operational plans
2. Identified outcomes in line with our objectives
3. Identified increased visitor numbers
4. Increased numbers of participants learning and training at the Fold

## The Fold Operations Director Person Specification

Requirement	<u>Essential</u>	<u>Desirable</u>
Personal	<p>Commitment to the Fold's Vision, Mission and Values</p> <p>A positive, proactive, astute and highly organised individual</p> <p>Ability and experience in building and maintaining good working relationships with colleagues, stakeholders and partners</p>	
Competences  Skills and experience	<p>Strategic awareness including potential to grow the business and maximize opportunities.</p> <p>Decision making even in challenging circumstances</p> <p>Entrepreneurism and innovation</p> <p>Ambitious but realistic about timescales and achievements</p> <p>Business planning and budget setting including business modelling</p> <p>Managing multiple projects; setting and implementing goals, identifying risks and opportunities, and finding solutions</p> <p>Developing organisational policies and procedures.</p> <p>Experience of change management.</p> <p>Generating and driving business growth</p> <p>Experience managing teams with commitment to effective leadership, support and supervision</p> <p>Knowledge of potential use of Technology within the Fold</p> <p>Operational management</p> <p>Well organised</p>	<p>Experience of working in a small but growing organisation in the social enterprise sector</p> <p>Experience of managing and implementing marketing plans.</p> <p>Knowledge of current good practice in Equal Opportunities/Diversity and ability to incorporate into policy/service development.</p> <p>Experience of securing funding and business contracts.</p> <p>Experience of recruitment processes</p> <p>Awareness of funding and investment possibilities</p> <p>Catering experience</p> <p>Retail experience</p> <p>Horticulture experience</p> <p>Education experience</p>

	<p>Empathetic team leader and player, listening, allowing and enabling; facilitating the emergent field rather than controlling</p> <p>Highly capable networker with excellent written, spoken and presentational skills</p> <p>Project manager, able to manage multiple tasks</p> <p>Empathetic with William's original vision and approach</p>	
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