

Pirate Castle, General Manager

Anticipated start date: earliest availability

Job Description and Person Specification

The Pirate Castle – Background

The Pirate Castle is an inclusive boating charity and fully accessible community centre. We operate from an iconic building on the bank of the Regent's Canal in the heart of Camden Town. We promote life chances, learning and healthy living and have been flying the flag for opportunity and adventure for over 53 years.

Alongside our canoeing, kayaking and canal boating which are core to our work we provide venue space to hire for community groups, school and holiday scheme projects and private bookings by individuals and local businesses.

We are a longstanding provider of unique community services, having forged a trusted reputation for running effective, affordable and accessible outdoor education and canal boating initiatives that help our beneficiaries develop new skills, improve health and self-confidence and bring people together in a safe, interesting and enriching environment.

The role of **General Manager** is vital to enabling The Pirate Castle to continue to achieve our charitable purposes and ambitions. This is an exciting opportunity for a candidate who shares our commitment and passion to join The Pirate Castle and help us achieve the next stage of our development.

Role Summary

The General Manager reports directly to the Charity's Board of Trustees and is responsible for:

- the promotion and delivery of the Charity's vision and aims
- overall operational management of the Charity including our assets and building, staff and volunteers and finances and development; and
- the sustainability of the Charity including funding strategy.

Job Description

Main responsibilities and duties

Human resources

- Provide effective line management, clear direction and day-to-day supervision to our dedicated team of five employees, motivating and supporting them to deliver against their objectives and our overall business plan
- Carry out quarterly and annual staff appraisals to ensure individual objectives and personal development plans are consistently being met.
- In conjunction with trustees, deal with HR issues including grievance and disciplinary, if they arise
- Foster and maintain strong relations with the Charity's volunteers and support the Boat Manager in managing the volunteer skippers, crew and others

Finances

- Monitor expenditure and costs against agreed budgets and ensure we operate cost-effectively at all times
- Financial literacy and ability to interpret accounts
- Act as Charity's bank account authority and signatory
- Manage day-to-day finances supported by the Charity's outsourced book keeper
- Ensure charity's money is applied for its charitable purposes
- Implementing the Charity's financial policy

Management of operations and delivery

- IT systems oversight
- Ensure adherence to policies (e.g. employment, health & safety, data protection, safeguarding, criminal record checks)
- Manage insurance cover
- Ensure the Charity has appropriate policies and procedures in place and ensuring its compliance with those policies, including preparation of risk assessments
- Effectively delegate tasks to staff and volunteer team leader, empowering them to take ownership of their area(s) of responsibility and to share workload.
- Lead on marketing and PR as the public face of the Charity, including oversight of Charity's website and social media platforms
- Handle any complaints from users or hirers, ensuring a timely response

Building and Bankside management

- Ensure the Charity's building is safe, serviceable and operated to a high standard
- Lead on vision to improve appeal of the premises as attractive venue
- Maximising use of space and facilities for use and earned income
- Lead capital project development to building including direction of fundraising
- Oversee the day-to-day maintenance of the iconic building and bankside, ensuring running repairs are completed
- Adhere to the maintenance schedule
- Engage and manage third party contractors

Development

- Working hand-in-hand with the Trustee board, actively contribute to the growth and strategic direction of the Charity and delivery of its charitable aims
- Attend and contribute to Trustee meetings
- Prepare reports and updates to Trustees, including preparation of management report for trustee meetings
- Develop and steer fund raising strategy in conjunction with the Charity's Development Manager tailored to the Charity's needs
- Increase our profile
- Secure sustainable income
- Establish and maintain strong relationships with Camden Council, local schools, parents of users, businesses and other organisations in the local area
- Oversee the work of the Development Manager in seeking and securing external sources of funding to further the development of the Charity

Other

- Keep abreast of and comply with any legislation relevant to our organisation in consultation with the trustees
- Perform other duties not specified in the job description, but which may be reasonably expected of a General Manager and as directed by the Trustees

Key terms, salary and benefits

- Initially a full-time role though following successful probationary period of six months, trustees will consider a four day p/w working arrangement.

- Core working hours Monday to Friday 9.30am - 5.30pm though some flexibility required (occasional weekend days for events, Trustee meetings are held in the evenings)
- Annual leave entitlement will be 28 days plus public holidays
- Salary range of £36,000 - £40,000 per annum, depending on the successful candidate's qualification, skills and experience. NEST pension scheme operated
- Opportunity for the successful candidate to undertake training in canal boating and / or kayaking skills
- Safeguarding training will be provided.

It is a condition of appointment that the successful candidate undergoes an enhanced DBS check which is satisfactory to the Charity before being employed.

Person Specification

This is a challenging and exciting role for the right candidate where there is an opportunity to lead the charity in the crucial next stage of its development. After three years of stability and growth, the Charity is looking to maximise the services it offers and to grow its reputation.

The candidate we are looking for will have had proven experience of working confidently in a leadership role either in the commercial, charity or education sector, with a strong ability in people and project management, including the ability to manage business finances and to drive performance against budget.

The candidate should have strong interpersonal skills, able to communicate effectively with a diverse range of people including trustees, employees, volunteers and to build positive relationships with and influence the Charity's funders, donors and potential partners.

The role requires vision and creative thinking and the successful candidate will be able to demonstrate having led an organisation through change. Down to earth pragmatism, a calm demeanour and a sense of humour are essential; this is a small, fast paced Charity with a very diverse range of stakeholders.

Desirable (though not essential) experience includes fundraising and/or building project and/or facilities management.

To apply, please send your C.V. detailing all relevant experience and a cover letter outlining your suitability for the role, and motivations for working with The Pirate Castle to:

Georgina Rowley

Chair of Trustees

Applications to be sent to: recruitment@thepiratecastle.org

Closing date: 28 February 2020