

# Job Description

**Job Title:** Deputy General Manager

**Responsible to:** General Manager

**Location:** 5 Mappin Street  
Sheffield  
S1 4DT

**Hours:** 37½ hours per week, Monday to Friday, 8:30am to 4:30pm but flexibility required for evening and weekend events.

**Contract Type:** Permanent



## Background Information:

The role of Deputy General Manager is a new post as a result of the review of the current management structure and succession planning of the charity. The current General Manager is likely to be retiring in approximately five years and we are looking to recruit a Deputy General Manager with the potential to take on the role of General Manager at that time.

Sheffield Royal Society for the Blind provides a range of services and facilities to support people with sight loss in Sheffield, including a residential care home (Cairn Home) for elderly people with a sensory impairment. In addition we have recently expanded our services to people with sight loss and/or hearing loss in Rotherham with this service being delivered under the name of Rotherham Sight & Sound.

Our overarching aim is to provide opportunity, support, friendship and services to people with a sensory impairment across Sheffield City Region, helping them to achieve whatever they wish to do and whatever they aspire to be.

A key aim of our work is to maintain people's independence as much as possible through advice and subsequent referral to other services, both our own and other agencies, as well as providing social and leisure opportunities which are so valuable in addressing social isolation and empowering people. We are frequently complimented on how we concentrate on ensuring that our clients receive high quality services tailored to their individual needs. The successful applicant for this role must be able to demonstrate how they will contribute to this ethos.

## **Overall Purpose of Job:**

To support and assist the General Manager who has overall responsibility for the effective operation of the charity and who in turn reports to the Chairman and Board of Trustees.

The post holder will be required to generally support and assist the General Manager in delivering the charity's services to the beneficiaries of the charity and at the same time ensure that this is achieved in a cost efficient manner whilst supporting all its staff and volunteers. In addition the Deputy General Manager will take temporary complete charge of the charity during the absence of the Manager.

This is also very much a "hands on" role with various administration tasks requiring completion on a daily basis.

## **Specific Responsibilities and Duties**

### **Management of the day-to-day running of the Charity**

- Support and assist the General Manager with the general management of the charity working under his guidance and leadership.
- Take responsibility for the running of the charity in the absence of the General Manager. The General Manager has responsibility for all aspects of the charity including the services based at SRSB's Mappin Street Centre, Rotherham Sight & Sound and Cairn Home.
- Support the General Manager in his duties to ensure the charity complies with all health and safety requirements, including fire safety regulations and procedures.
- Support the General Manager with his duties overseeing the work of the Fundraising & Marketing team, Community Advice Officers team and Finance team.
- Line manage the Business Support Officer(s), working closely with the Community Advice Officers allocating work to them.
- Line manage the Mappin Street Activities Centre service, working closely with the Activities Centre Manager.
- Line manage the Mappin Street Equipment Centre which sells specialist products for people with a visual impairment, Information Officer and Technology Officer.
- Line manage the Volunteer Co-ordinator.
- Line manage and oversee the Mappin Street Reception, organising cover for breaks, holiday and sickness absence.
- Line manage and oversee the Mappin Street cleaners, including ordering cleaning supplies, checking stock etc, checking time sheets etc.
- Line manage and oversee the work of Mappin Street administration volunteers.

## **Management of Services for Clients**

- Participate in the development of activities for clients which they can participate in and which will enhance their quality of life.
- Support to ensure that the canteen, café and social events are properly prepared, served and safeguarded in line with appropriate food hygiene and safety standards.
- Support the General Manager participating in external committees, working groups etc.

## **Management of the premises**

- Ensure that the Mappin Street Centre is properly cleaned and maintained.
- Maintain the standards set for the appearance and upkeep of the Mappin Street premises, both indoors and outdoors.
- Manage, as required, any planned maintenance programmes.
- After an initial induction period take responsibility for being a nominated key holder for the Mappin Street intruder alarm monitoring service, subject to living close enough to respond to any alarm activation (these are fortunately very rare).

## **Management of staff and volunteers**

- Supervise and support all staff and volunteers, empowering them to contribute, to the best of their ability, to the efficient running of the charity and the creation of the right atmosphere.
- Participate in staff appraisals, training and development activities.
- Take responsibility for the management of specific staffing matters as required by the General Manager.

## **Administration and Finance**

- Support and assist the General Manager with the management of the charity's staffing, financial and material resources, including involvement in staff recruitment and selection.
- Support the General Manager in maintaining the administrative systems for keeping records, particularly those required to comply with current legislation.
- Support the General Manager to produce and maintain the operational policies and procedures needed to run the charity effectively and efficiently, and to achieve legal compliance.
- Support the General Manager, who is also the Company Secretary, to ensure compliance with Charity Commission, Companies House and fiscal regulations.
- Support the General Manager with a variety of internal sub committees, including Fundraising & Marketing and Services Development.

The list of specific duties and responsibilities is not exhaustive and the successful candidate must be able to work flexibly, assuming many different roles and responsibilities.

## General Responsibilities for All Staff

**Quality:** To work to internal service level agreements, processes and procedures, corporate standards and external quality standards. To contribute to and participate in the quality self-assessment process, client surveys, development of service procedures, service level agreements and others which may arise from time to time

**Health & Safety:** To ensure that all work is undertaken in accordance with and safety legislation rules and regulations. To follow procedures and be aware of matters that relate to the duties of the post.

**Performance Management:** To actively participate in the organisation's performance management processes including appraisals and work reviews.

**Learning and Development:** To be responsible for identifying and undertaking training and development activities as agreed with your line manager.

**Use of Resources:** To ensure value for money and best use of resources in the role and all activities related to the charity.

**Diversity:** To adhere to and support SRSB's core values and carry out all responsibilities with in accordance with our Equality and Diversity Policy.

**Other:** The post holder may be required to undertake other duties deemed appropriate for their grade as directed by their line manager.

# Person Specification

E = Essential Requirement

D = Desirable Requirement

<b>Experience and Qualifications</b>	<b>E or D</b>
Previous management experience at a senior level	E
Experience of person-centred planning and assessment of need	D
Experience of producing written and electronic based reports	E
Experience of empowering individuals to meet their goals	E
Experience of networking and developing meaningful partnerships	E
Experience working in the voluntary sector	D
Experience of working in the field of visual and/or hearing impairment	D
Experience in managing computer networks	D
Experience in financial management	D
Experience in health & safety	D
Experience in employment law and related personnel matters	D
Experience of Care Home management regulations	D
Proven presentation skills	D
Commitment to own continuing professional development, attendance at further training and membership of peer networks	E
<b>Skills and Abilities</b>	
Ability to communicate clearly and effectively in a structured way with a range of individuals, both verbally and in writing	E
Ability to listen and empathise whilst remaining objective	E
Ability to communicate with staff and volunteers in a professional manner - to develop and maintain appropriate positive relationships with clients, their families and outside agencies	E
Ability to collate and record statistical information to meet monitoring requirements	E
IT literate and competent in the use of Microsoft Office software including Word, Excel and Outlook, or equivalent	E

Ability to work on own initiative and liaise with the General Manager as and when required	E
Ability to work corporately and represent SRSB at corporate and service level	E
Ability to prioritise and manage own workload	E

<b>Qualities and Competencies</b>	
Self motivated	E
Personal commitment to equal opportunities and anti-discriminatory practices	E
Ability to motivate and support others	E
A commitment to empowerment	E
Conscientious and thorough in record keeping, data collection and data protection to support service delivery and development	E
<b>Other Requirements</b>	
Ability to travel for events such as training, forums etc	E
This post may require some occasional UK travel and may include occasional overnight stays	E
Appointment is subject to an Enhanced DBS check and satisfactory references, including a reference from your current/most recent employer	E
Due to the nature of our work, guide dogs will regularly be present in our Centre. Hence, it is necessary that the successful applicant does not have any unmanageable allergies to dogs and does not object to them accompanying their owners around the building	E

## Behaviours

### **Deliver results**

- Motivates and develops others to continually exceed standards and expectations.

### **Engage Clients**

- Makes systems and processes more customer-friendly, and acts as key “go to” person for clients.

### **Engage others**

- Coaches and mentors others in the development of supportive and trusting relationships with colleagues, clients and others which develop and enhance the service and organisation’s profile and reputation.

### **Set Direction**

- Demonstrates awareness of commercial and financial considerations.
- Drives and enables creativity, innovation, improvement and new activities for team and service which contribute to sustaining organisational success.
- Manages change effectively, recognising and addressing the impact of change on staff, volunteers, clients and their families.

### **Lead and inspire**

- Creates and leads high performing teams, recognise the importance of leadership in own role and take steps to improve ability to lead and motivate others.
- Displays resilience and takes a rational approach.

### **Personal impact**

- Achieves positive outcomes for clients, demonstrating confidence, passion and authority.

## **Benefits**

### **Life Assurance**

All staff are covered under a life assurance policy for twice their annual salary whilst employed by the charity.

### **Pension**

You will be auto enrolled in SRSB's staff pension scheme immediately and contribute 1% of your gross earnings (plus employer contribution 1%). This percentage is due to increase to 3% employee (employer 2%) in April 2018 and 5% employee (employer 3%) in April 2019, subject to the government not deferring these increases. If you wish to contribute over and above this percentage you may do but SRSB will not match this extra contribution. This is a 'money purchase' scheme and is contracted in to SERPS.

### **Holidays**

23 days per annum plus 9 days statutory/customary holidays. 3 days must be reserved for the Christmas/New Year shutdown. Additional holiday entitlement starts to accrue after 3 years' service. Our holiday year is 1st January to 31st December, holiday entitlement accruing pro-rata throughout the year.