



**Docking Station, 108 High Street, Brentford**

## **Social Enterprise Manager**

**Reporting to:** Managing Director (p/t)? Or Chair, Board of Directors?

### **Job Description**

The post comes with a lot of responsibility and requires hard work and dedication as the post-holder will be managing an operation that is active 16hrs a day 7 days a week with up to 7.5FTE staff reporting to them. The Social Enterprise Manager will need great organisational skills, excellent communication skills, the ability and knowledge to quickly problem solve, supervision skills and teamwork skills. They also need to be able to rapidly build up a sound knowledge of the business' product and service offer.

### ***Vision***

At Docking Station we offer our customers tasty food and drink to enjoy in a comfortable and vibrant lounge and entertainment space. Our members can play the latest video games, as well as go online, and anyone can drop in to listen to new music talent from our local area. We are a non-profit social enterprise and invest any surpluses in providing Apprenticeship opportunities to local people.

### ***Business activities***

Docking Station is a café/ restaurant offering a variety of drinks and food at different times of day, as well as offering immersive gaming experiences to members on the latest Xbox and Nintendo consoles.

On the first floor of 108 High Street the Social Enterprise Manager will oversee the management of a serviced workspace for small charities and micro-enterprises that includes approx. 20 desks and a meeting room.

### ***Responsibilities***

The Social Enterprise Manager's activities will include:

- Working on the shop floor providing cover and support for staff breaks, lunch rush, training and sick leave (approx. 25hrs/ week)
- The remaining approx. 15hrs/week will be directed towards:
  - Leadership - Make day-to-day decisions in the business directing staff towards common objectives and goals and providing leadership whenever

necessary. To be successful you must have the ability to get staff motivated and have exceptional social skills.

- Finance and book-keeping oversight – Responsible for planning the budget for wages, supplies and equipment, along with monitoring the cost of goods and sales. Banking liaison including change runs and settling invoices. Managing the accounts payable and receivable systems, contracting for bookkeeping and accounting services or completing these tasks themselves. Monitoring the financial performance of the business performance (monthly management accounts) with support from the Docking Station's accountant/ bookkeeper, as well as Company Directors/ Company Secretary. Determining the correct amount to charge for products and services.
- Customer feedback - Greeting and talking with customers, getting feedback regarding products and services – and handling any complaints appropriately.
- Human resources - Train, schedule and motivate staff for all work shifts. Assigning tasks to staff and ensuring all required duties and responsibilities are performed seamlessly for each work shift. Promoting or firing staff as required. This may also include laying off seasonal staff in some areas. Recruit positions at the right time with people that are right for the positions. This involves determining staffing requirements, reviewing job descriptions and then recruiting and interviewing people for the position.
- Training – Support Docking Station's apprenticeships programme and ensure any new staff member receives essential training their job requires, such as Level 2 Food hygiene.
- Sales and marketing - Drive sales and increase revenues on or ahead of agreed daily, weekly or monthly revenue targets. This will demand motivating staff to increase sales and ensuring excellent customer service is provided. Advertise and market Docking Station and serviced office space, planning new campaigns to attract customers and constantly expanding the client base.
- Regulatory compliance – Set the organisation's policies and standards for performance, ensuring regulatory compliance (Health & Safety in relation to Fire and Food Hygiene).
- Purchasing - Ensure the proper types and amounts of supplies are ordered and stocked to maintain appropriate inventory levels. This includes communicating to staff regarding any new products or services being offered and meeting with salespeople and suppliers to identify new products and ensure good value supplies.

### **Education and qualifications**

- *Essential* - There are no educational requirements for this post, although sound English, Maths and IT capabilities are expected.
- *Desirable* - GCSEs, A-levels (or their equivalents) and/or qualifications in hospitality, catering (including food hygiene) or business administration.

**Skills**

- Sound organisational skills with an ability to handle multiple priorities and problem solve
- Strong leadership and motivational skills with an ability to supervise and create a positive team-working environment – particularly working with young people for whom employment at Docking Station may be their first employment opportunity
- Financial management and marketing skills
- Intermediate IT skills suitable for the maintenance of financial and management reports – familiarity with Sage, as well Microsoft Office, would be ideal.
- Excellent customer service – Ability to be polite and friendly throughout your direct contact with the public on a daily basis.

**Salary**

Basic salary £20k/annum + Performance related bonus (up to £1k)

28 days holiday per annum (including bank holidays)

Pension at 6% (final pension terms tbc after 3 month probationary period)

Docking Station is an equal opportunities employer. Applicants proposing a job share will be considered.

**Applications**

Apply to [andrew.dakers@blueyonder.co.uk](mailto:andrew.dakers@blueyonder.co.uk) with cover letter and CV. Deadline for applications close of business Monday 31 January 2011. Interviews may be as early as Wednesday 2 February.