

|  |
| --- |
| **JOB DESCRIPTION** |

|  |
| --- |
| **Title: General Manager - Affordable Cremations Scotland Community Interest Company** |
| Location: Mostly in based in Ardrossan, North Ayrshire |
| Salary: £25,000 - £29,000 |
| Hours: 37.5 hours per week  |
| Annual Leave: 28 days (plus 8 public holidays) |
| Pension: After six-month probationary period matched employer contribution of 6% of salary |
| Line Manager: Community Renewal Trust Director of Development |

|  |
| --- |
| **About Affordable Cremations Scotland CIC** |
| Affordable Cremations Scotland Community Interest Company is a newly incorporated social enterprise launching later in 2017. The new company is wholly owned by the charity Community Renewal Trust. The company will trade under a different brand name when launched. In 2017, funeral poverty remains a common experience for Scottish families. Our market research sets out that over the next decade it is reasonable to expect funeral prices to continue to rise well above inflation and for low-income household earnings to continue to fall. Scotland is full of examples of excellent funeral directors offering a range of elaborate or simple funerals. While compassionate and kind to families wherever possible, these funeral directors are private businesses run for profit – even those who use their discretion generously around those in poverty will better meet their businesses’ financial needs by offering more expensive funeral options. An average cremation cost £3,100 in 2014, a burial £3,600. Compare this to the maximum Social Fund Funeral Payment benefit grant available of £1,400. Someone responsible for a family member’s funeral who earns minimum wage would take 2-3 months to pay for a basic funeral if leaving nothing for themselves. This leaves the recently bereaved, especially those in poverty, needing either to somehow find the money to pay for the funeral they feel is appropriate or requesting only the most basic options. We know people often borrow from friends/family or pay day lenders.Affordable Cremations Scotland CIC will deliver direct cremations across Scotland operating from a base in either Glasgow or Ardrossan. This social enterprise will seek to:* Provide direct cremations at an affordable cost
* Provide advice to help families arrange other funeral services such as memorials, celebrations, flowers, celebrants, bereavement support
* Provide support to claim Funeral Payment benefits
* Provide additional support to bereaved families including advice
* Reinvest any profits into the reduction of poverty and education around death/bereavement/funerals.
* Become a sustainable business and flagship social enterprise

Affordable Cremations Scotland CIC is funded by Scottish Government and the European Social Fund.  |

|  |
| --- |
| **About Community Renewal** |
| Community Renewal Trust is a social enterprise (Scottish Charitable Incorporated Organisation number SC043684) with headquarters in Govan and operating in deprived communities across Scotland including Muirhouse, Craigmillar, Leith, Govanhill, Ardrossan, and Torry. Our aim is to lift neighbourhoods out of poverty. We do this by taking an innovative approach, starting with community of 4000-10000 people and working systematically, house by house listening to people about the issues they and their community face and helping them tackle these complex needs. To date five of the datazones we have focussed on have literally risen out of the list of the 15% most deprived (SIMD) areas. We receive Big Lottery and People’s Health Trust grants and deliver public service contracts including ESF funding. We have around 35 staff and £1m turnover. We work holistically, taking a community development approach to health and employment support. We help people with food poverty, fuel poverty, healthy living, worklessness, disability, but when people come with funeral poverty there is nothing we can do. More information is on our website: www.communityrenewal.org.uk |

|  |
| --- |
| **General Manager Role** |
| Affordable Cremations Scotland CIC is looking to appoint a General Manager as the first member of staff, to lead the day to day operations around setting up and then delivering the service. The General Manager will be responsible for implementing the business plans which have been developed. During the launch period, responsibilities will include purchasing and installing equipment, purchasing vans, supporting recruitment of other staff members such as drivers, and working alongside the marketing/branding team. After the launch period, responsibilities will include liaison with crematoria, taking bookings for recovery of bodies, maintaining the drivers’ schedule, line managing drivers and other staff (three posts), managing any sessional staff, managing contracts with suppliers, liaison with partner organisations, facilitating a community steering group, preparing arrangements for board meetings, performing/managing all other aspects of administration, ensuring maintenance of premises/equipment/vehicles, day-to-day management of marketing/promotion, and day-to-day management of budgeting/finance.The role may also involve helping with recoveries in some circumstances including lifting and handling of deceased individuals. The role may involve some work outside normal working hours (9-5) and at weekends when urgent calls are made from bereaved families or support is needed for urgent out of hours recovery. This role is funded by Scottish Government and European Social Fund Social Innovation Fund which is a 12 month programme. Therefore, the post is initially limited to a 12 month fixed term although this is subject to review based on sales and other grant income. There will be an opportunity to spend 1-2 weeks learning on the job at an existing direct cremations business. |

|  |
| --- |
| **Job description (key areas for the role)** |
| Setting up Affordable Cremations Scotland* Day to day project management of the set up activities for the new company.
* Getting quotes and making purchases of equipment and vehicles, in accordance with the business plan and as directed by Community Renewal Senior Management.
* Setting up and maintaining processes, policies for the new company including cash handling, telephony, IT, data protection, H&S, accessibility/equality, quality management and HR/finance.

Bookings, administration, communicate with bereaved families and maintain office* Introducing, maintaining and delivering a robust system to ensure people can call to book recoveries, pay for services, make arrangements with crematoria, and receive other support.
* Introduce, maintain and update a effective diary system so all staff have access to clear information and reasonable schedule.
* With support from other staff, provide clear communications online, by email, by phone and face to face with bereaved families
* With support from other staff, introduce, maintain and update a directory of peripheral services (bereavement counselling, debt counselling, florists, memorial companies, celebrants, venues) that bereaved families may wish to access.
* Maintaining a professional personal appearance and compassionate manner at all times when around members of the public.
* Maintaining a professional, dignified and compassionate appearance to the office at all times with clear information available and welcoming atmosphere for members of the public.
* Responsibility and managing recording and monitoring of bodies and cremated remains including ensuring paperwork and identification processes are always robust and completed.

Line management * Leading and managing the staff team in the planning and co-ordination of all work areas.
* Ensuring effective management of human resources, including regular support and supervision, appraisals, skills and capacity development, and training.
* Maintaining good communication, consultation, and decision making structures with and amongst staff to enable them to understand and contribute to the development and promotion of the aims of the organisation.
* Establishing and maintaining high quality standards throughout the work of the organisation, including the achievement and maintenance of quality standards against a quality framework agreed by the Senior Management Team / Board of Trustees and / or external agencies.
* Supporting the recruitment of new staff as appropriate based on the decisions of the Board and Community Renewal Trust Senior Management.
* Demonstrating passion and enthusiasm for the organisation’s vision, and motivating, leading, and empowering others to achieve organisational goals.
* Inspiring and leading others towards high levels of performance.
* Demonstrating an intellectual and professional leadership style that ensures the respect and credibility of others.

Finance* In conjunction with the Senior Management Team, ensuring the proper strategic and day-to day management of finance including budgeting, risk management, management of overtime, monitoring and effective controls and the preparation of regular reports.

Recoveries* Providing support for recoveries to take place, including but not limited to supporting recovery team to find addresses, prioritise recoveries, maintain a schedule, attending recoveries, lifting/handling deceased individuals, and driving a transit van or smaller vehicles.
* This may include out of hours recoveries in some circumstances.
* Ensuring recoveries are always conducted in a dignified and compassionate manner.
* Handling and resolving all complaints effectively, reporting on complaints and resolutions and escalating any urgent/important/unresolved complaints.

Marketing and PR* Managing the day to day implementation of the marketing and PR plans as determined by the Board and Community Renewal Senior Management. Please note that marketing and PR activities will mostly be delivered through a contract with an external partner.

Planning, Governance and Strategy* Ensuring that the day-to-day operations are effectively and efficiently managed and conducted within the framework and timescales agreed.
* In conjunction with the Board and Community Renewal Trust Senior Management, setting an overall direction and priorities with strategies and targets to monitor and evaluate performance in relation to these.
* Ensuring compliance with statutory obligations, including legal, personal data, financial, risk assessment, health and safety, employment, and charity law.
* Ensuring compliance with all grant funders and loan funders terms and conditions.
* Facilitating the effective servicing of Board meetings and sub groups, including the completion of monitoring reports as required.
* Liaising regularly with the Board and Community Renewal Trust Senior Management, attending meetings as required and sub groups as required, and ensuring prompt and effective responses to issues emerging from meetings.

Organisation Development* Working in tandem with the Community Renewal Trust Senior Management, ensure that all human resource management systems are in place and issues dealt with appropriately in terms of statutory provisions and best practice including Health and Safety and effective consultation, liaison and negotiation with staff.
* Building and maintaining a high performance by establishing a strong positive culture where people are valued and supported through appropriate systems.
* Ensuring skilled and well-functioning staff team, through a programme of support, training, and staff development.
* Ensuring the introduction, review, development and implementation of appropriate policies and procedures for the organisation.

Relationship management* Developing and maintaining effective strategic relationships with partners and key stakeholders
* Developing and maintaining relationships with current and potential grant/loan funders/donors including Scottish Government.
* Representing the organisation to a range of organisations and agencies, at local and at national level.
* Representing the interests of Community Renewal in a variety of external groups.

Fundraising and development * Working in tandem with the Community Renewal Trust Senior Management, support fundraising efforts including from personal donations, crowd funding, corporate relationships, and grants.
 |

|  |  |
| --- | --- |
| Person Specification - Skills & Abilities |  |
| Inspirational leader, team builder, and manager  | Essential |
| Cooperative team member | Essential |
| Excellent communicator  | Essential |
| Emotionally intelligent, able to build and sustain positive relationships | Essential |
| Excellent organisation and planning skills | Essential |
| Able to use own initiative and bring fresh ideas | Essential |
| Committed to social justice, diversity and equality  | Essential |
| Confident in the use of IT  | Essential |
| Excellent customer service standards in telephone and one to one contacts | Essential |
| Calm under pressure | Essential |
| Flexibility and determination to get the job done | Essential |
| Commitment to personal development | Essential |

|  |  |
| --- | --- |
| Experience (personal, volunteering or work based)  |  |
| Managing a team | Essential |
| Working with / in a funeral business including recovery of bodies | Essential |
| Working in or managing customer service roles (not necessarily in funeral business) | Essential |
| Working with / in social enterprises | Desirable |
| Working in or managing marketing | Desirable |
| Experience procuring and maintaining equipment and vehicles | Desirable |
| Working with deprived neighbourhoods or people in poverty | Desirable |
| Representing organisational interests through relationships with external organisations  | Desirable |
| Efficient management of budgets | Desirable |
| Speaking in public or to large groups | Desirable |
| Coordinating fundraising  | Desirable |
| Developing, implementing and monitoring strategic and operational plan and policies/procedures | Desirable |

|  |  |
| --- | --- |
| Knowledge |  |
| Understanding of the funeral sector | Essential |
| Knowledge of good practice in staff management, support and supervision  | Essential |
| Understanding of legal requirements around funerals and cremations in Scotland | Essential |
| Understanding of social enterprise and the third sector | Desirable |
| Understanding of wider relevant social policy both in the UK and beyond | Desirable |
| Knowledge of health and safety guidelines and good practice | Desirable |

|  |  |
| --- | --- |
| Training and Qualifications |  |
| Degree or equivalent  | Desirable |
| Diploma in funeral arranging and administration or similar | Desirable |
| Customer Service  | Desirable |
| Marketing  | Desirable |
| Team management / leadership  | Desirable |
| Manual handling  | Desirable |
| H&S  | Desirable |

|  |  |
| --- | --- |
| Other |  |
| Full UK Driving Licence - endorsements will be checked | Essential |
| Ability and willingness to be involved in manual handling of bodies (we are able to make reasonable adaptations if required due to disability) | Essential |
| Willingness to drive cars, small vans and transit vans sometimes for recoveries  | Essential |
| Willingness for disclosure check to be carried out before/during employment | Essential |