

Job Description: Development Manager Isle of Luing Community Trust – Atlantic Islands Centre

Main aim of post

Reporting to the Isle of Luing Trust Board and Trading Company you will:

- Effectively manage, coordinate and support all staff and volunteers
- Ensure the commercial success of the Atlantic Islands Centre whilst ensuring it continues to be a community resource
- Deliver a long-term sustainability plan for the Centre
- Manage the day-to-day operation of the Atlantic Islands Centre, including overseeing the operation of the catering facilities, marketing, all aspects of public access to the building and delivery of services within the building.
- Plan and deliver new enterprises and other regeneration projects on Luing.

Responsibilities

As the Development Manager for the Isle of Luing Community Trust you will be responsible for:

Planning

- Contribute to the strategic planning process for the development of the Trust and its activities.
- Ensure the staffing and business models for the Centre are sustainable
- Develop and deliver a trading and marketing plan for the Centre.

People

- Recruit, induct, train, motivate, manage and supervise all staff including volunteers, placements and trainees.
- Develop and implement a quality support and development programme for all staff and volunteers.

Income generation

- Drive the creation of programmes of events & activities at the Centre to deliver a great experience as well as generate income.
- Identify and deliver funding opportunities to support the work of the Trust.

Marketing

- Through delivery of the trading and marketing plan ensure the AIC realises its potential for both tourism and community benefits
- Promote the AIC to generate additional income from events, exhibitions, etc.

- Plan and manage all marketing activities including website, social media, leaflet distribution, directory entries, etc.

Service delivery

- Ensure the AIC delivers an outstanding customer experience
- Develop an inclusive and welcoming culture at the AIC
- Build constructive and open working relationships with staff and all regular users of the AIC to ensure a high-quality experience
- Manage costs in order to create a viable and self-sustaining business.

Island development

- Support and develop the Trust and Trust Trading Company Boards and present plans and progress on a regular basis to encourage community participation
- Support and motivate volunteer work groups to develop Centre activities
- Identify and promote potential new enterprises that could deliver new income streams for the Trust such as leisure activities, learning programmes, events etc.
- Represent the Centre and Trust at meetings and manage relationships with community groups, the media and external stakeholders.
- Participate in project work with wider partnerships e.g. renewable energy, slate extraction, Trust land uses etc.

Finance and working with funders

- Plan and manage budgets in liaison with the Trust Trading Company
- Analyse accounts and prepare reports and recommendations for the Boards
- Develop and maintain relationships with funders and ensure timely and quality reporting
- Ensure monitoring and evaluation systems are in place

Practical organising

In liaison with the director(s) responsible,

- Organise all practical aspects of the Centre including cover for opening hours, activity timetables, upkeep, emergency planning / business continuity, supplies, security
- Develop the policies and procedures for the running of the Atlantic Islands Centre and ensure their implementation
- Work with partner groups and Trust sub-groups, especially Luing History Group, to develop activities and exhibitions in the Centre
- Oversee the management, co-ordination and delivery of events

- Liaise with other Island Trusts and tourist marketing groups to develop Centre exhibitions and to learn from other regeneration activities
- Ensure high standards of visitor service and health and safety for all visitors to, and users of, the Centre
- Organise and monitor building maintenance and ensure service contracts are fulfilled
- Ensure all relevant legislation is adhered to
- Act as the 'Designated Premises Manager' in relation to the Licensing (Scotland) Act 2005
- Other duties as reasonably required to fulfil the role.

Person Specification

Essential skills and experience to evidence on application (A) or at interview (I)

- Excellent people management skills, including successful line management of staff, sessional staff, work experience placements and volunteers (A)
- High level, proven, project and budget management skills (A)
- Motivated to engage and involve residents with a track record of creating success through this involvement (I)
- Previous experience of developing new services or projects intended to be self-sustaining through income generation
- Track record of income generation (A)
- Knowledge/experience of regeneration projects aimed at stimulating enterprise, employment, learning, healthy lifestyles and community resilience (A)
- Good 'fit' with the culture of a community enterprise and the island (I)
- Previous practical experience of running similar commercial facilities (A)
- Good working knowledge of Office software and its applications

Desirable skills and experience

- Previous experience of a community café operation (A)
- Interest and experience in arts/heritage and their potential to promote learning and attract visitors would be an advantage (I)
- Preparing business and marketing plans (A)
- Preparing successful funding applications (A)
- Specific track record in community consultation and involvements (I)
- Experience/interest in PR, marketing methods, event management and social media (A)

Working hours and environment

- Average of 30 hours/week (excluding breaks) worked flexibly during the opening hours of the centre, including evenings, weekends and bank holidays
- Hours will vary by season with time off in lieu of evenings/weekends worked by arrangement with the Trust or Trading Company
- Centre-based but some travelling will be involved, and a full driving licence will be essential

- 20 working days (pro rata) annual holidays plus public holidays, to be taken by arrangement with the Trust and Trading Company, with most of such leave to be taken outside the peak season
- The Post-holder will be expected to reside either on Luing or within reasonable travelling distance with consideration given to the limitations of the ferry service
- The Post-holder will be subject to enhanced disclosure
- Usual office equipment will be provided