



POST:	General Manager
LOCATION:	Derby
RESPONSIBLE TO:	Head of Enterprise
RESPONSIBLE FOR:	Cleaning Staff & Tutors / Interpreters
HOURS:	37.5 hours per week (including occasional early morning, evening & weekend work)
SALARY:	£32,845 to £41,559, plus variable on-call allowance
CONTRACT:	Permanent

Overview

We are looking for an ambitious and driven individual who is passionate about building businesses that change lives. This individual will help us continue to develop excellence across all that we do for our staff team and our customers. We are looking for someone who naturally thinks about ways to improve businesses and thrives in driving forward change.

You will work closely with the Head of Enterprise (HofE) and the Leadership Team to ensure that both enterprises are fulfilling their key mission which is to **create genuinely life-giving work and that our employees excel at.**

About us

Upbeat Communities was founded in 2005 to support refugees and asylum seekers to rebuild their lives through a whole range of support including training, social activities, befriending and hosting. Upbeat Communities became a registered charity in 2015.

In 2013, Upbeat Communities launched Derby Language School (DLS) which is a social enterprise that provides language courses to individuals and organisations in the East Midlands. Alongside generating considerable income for the charity through its private and corporate classes it also provides quality language training for many refugees through contracts with councils.

In 2021, Upbeat Clean was started in response to significant challenges that refugee women have in finding employment to support their families. Upbeat Clean's 5-year goal is to be able to offer a Real Living Wage job to every refugee woman who needs one in Derby. Upbeat Clean is fast becoming the most talked about commercial cleaning business in Derby with

contracts at key venues like Derby Museums, Getinge, Vaillant, Quad, Deda and large offices across the city.

The two social enterprises (DLS and Upbeat Clean) have grown substantially over the last two years with a combined expected turnover of around £700,000 in 2024/25 and more rapid growth ahead. We have over 30 employed cleaners and 20 freelance teachers and interpreters, with over 40 corporate contracts and 100 private clients.

Main duties and responsibilities

Strategy, Analysis & Development

- Continuously focus on balancing fast social enterprises growth while pursuing excellence for our customers.
- Support with the development of the overall business strategy.
- Lead on key business changes.
- Support in the development and implementation of marketing strategies for both enterprises.

Operations

- Oversee the day-to-day business needs of Upbeat Clean and DLS.
- Lead recruitment and training Upbeat Clean and DLS staff.
- Develop excellent systems and processes for Upbeat Clean and DLS.
- Negotiate new partnerships with businesses in the city.
- Act as key account manager for some of the client contracts in conjunction with the Head of Enterprise (HofE).
- Develop and maintain excellent relationships with client contacts to effectively communicate and resolve queries and issues.
- Regularly visit clients to ensure that our clients are heard and looked after.
- Contribute towards the operational excellence of the team and ensure that all contractual service level agreements are met.
- Maintain the organisation's security and safety standards, policies, and procedures, ensuring these are adhered to, including regulatory compliance.
- Develop and maintain an overview of all policies and procedures and lead on creating new and updating existing policies and procedures as necessary.
- Lead on measuring and maintaining an excellent quality of provision across both social enterprises.
- Create and distribute digital content including publications, annual reports and other marketing materials that communicate the organisation's activities, products, and services in conjunction with HofE.

Finance

- Work with the finance team to forecast income and manage expenditure in line with the agreed budget.

Human Resources

- Line manage team members.
- Lead in workforce planning.
- Assist with the smooth running of HR management including recruitment and terms and conditions compliance.
- Oversee the provision of staff training and development.

Person Specification

Qualifications & Experience

Essential

- At least two years' experience in a management role.
- Strong IT skills with a track record of working across a range of software packages.

Skills & Attributes

Essential

- Possesses a 'can do' attitude and approach challenging situations in a positive and enthusiastic manner.
- A strong desire to support and empower refugees to succeed.
- Proven ability to spot and solve problems in a proactive way, delegate effectively and prioritise events.
- Ambitious, focused, and able to work in collaboration with others to achieve shared goals.
- Numeracy and financial management skills, with ability to cost work, prepare budgets and monitor income and expenditure.
- Ability to engage confidently and comfortably with a wide range of people with proven ability to build productive partnerships and teams both internally and externally.
- Well organised and able to manage and prioritise workloads.
- Calm and consistent manner, able to demonstrate initiative, problem-solve and to work well under pressure.
- Ability to work sensitively with those of different cultures and faiths and a commitment to equality, diversity, and inclusion.

Other

- Interest in the needs of refugees and asylum seekers and commitment to their support, wellbeing, and empowerment.
- The right to work in the UK.

What we offer you:

Our guiding purpose across the enterprise is to “create life giving jobs that we can excel at” so we will always aim to ensure you find your job life giving and you can excel at it.

- A positive working environment where staff are valued and cared for.
- An inclusive and friendly staff team.
- Regular support and supervision.
- Regular opportunities for team building.
- Flexible working conditions to promote a good work/life balance.
- Annual team retreat to recharge, re-envision and build relationships across the team.
- 25 days holiday plus 8 Bank Holidays for full time staff (pro rata for part time staff).
- Opportunities for continued training and development.
- Access to language classes through our social enterprise (Derby Language School).
- Competitive pension scheme (5% employer contribution matched by 5% employee contribution).

If you are looking for a job where you can enjoy building something that will change lives, then Upbeat Communities is the right place for you.