



Job Title: Services & Business Manager [08/2024]

An exciting opportunity has arisen for a pro-active and tenacious person to join Healthy Me Healthy Communities CiC.

The Services & Business Manager will play a key role in HMHC's Senior Leadership Team, working collaboratively to deliver the organisation's strategic development plan, generate earned income and develop beneficial partnerships.

The Services & Business Manager will report to the Deputy Chief Executive Officer, lead the Gorton Central and Services Team, and line-manage the Centre Manager and Ageing in Place Development Worker.

- **Salary: £35,596 per year.**
- **Location: Based at Gorton Central, Gorton Community Centre, Manchester, M18 8PE**
- **Position type: Permanent**
- **Working hours: 35 hours a week Monday - Friday. Working hours to be negotiated in line with our flexible working policy.**

Other details:

- 5% employer pension.
- 25 days holiday plus 8 statutory bank holidays rising 1 day per year to a maximum of 30 days.
- Plus 1 paid leave day for employee birthday and 1 paid wellbeing day accompanied by £100 wellbeing budget.
- Sick-pay is 4-weeks full pay, 4-weeks half-pay followed by statutory sick pay (subject to satisfactory probation period).
- Access to free, confidential 'Health Assured' employee assistance programme.
- We are members of the Greater Manchester Good Employment Charter and won the Best for Health and Wellbeing - SME in the 2024 Good Employment Awards.
- We hold the Association for Accredited Learning 'People, Culture and Wellbeing Quality Mark' demonstrating our commitment to promoting a healthy, wellbeing-focused culture and working environment.
- HMHC strives to be an equal opportunities employer and celebrates diversity. We particularly welcome applications from people with disabilities, Black, Asian or Minority Ethnic backgrounds, LGBTQIA and from different socio-economic and educational backgrounds.

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Background

Healthy Me Healthy Communities is a not-for-profit social enterprise founded in 2012 making a positive difference to people's health, lives and local communities.

At Healthy Me Healthy Communities we believe in the power of people and place, working together to tackle today's societal challenges alleviating the everyday struggle faced by many people and meeting the ambitions of residents and communities.

Often when organisations look to improve the lives of those affected by poverty, discrimination, and exclusion, they overlook local knowledge, skills and expertise.

For over 10 years, HMHC has been developing neighbourhood approaches and developing multi-sector partnerships, empowering people and communities. Our approach creates quality services that make a big difference to people's lives, create lasting positive change for communities, practice and policy, contributing to regional priorities for health, economic and social outcomes.

Our Promise

Co-creating lasting improvements for people and places, practice and policy.

Mission

We are on a mission to harness the power of people and place, and working together for healthy, thriving communities and quality services.

Vision

And our vision is for "everyone enjoying a long, healthy and happy life"

And we achieve this through our services:

Gorton Central community hub is our home where we develop exciting, innovative, and quality services and collaborations:

- Community Grocer & Food Hub
- Place Nav – our place-based Advice, Signposting, Referral service
- Skills and development opportunities
- Volunteer opportunities
- Living-well activities
- Community growing garden
- Co:Lab neighbourhood shared workspace
- Community and health engagement & research

Our Learning Store delivers amazing outcomes for employability and community leadership:

- 1st step workshops
- Accredited training working with the Association for Accredited Learning
- Community & food leadership training

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We are proud of our collaboration and influencing work for fast-tracking our frontline learning to policy and practice. Some of recent successes include:

- Creating a new community asset at Gorton Central, working with Manchester City Council and securing capital and revenue funding from the National Lottery and the Department of Levelling-Up.
- Facilitating the Making Manchester Fairer Community Forum working the MMF Board for a fairer future for Manchester residents.
- Bringing food insecurity and community practice expertise to Manchester's food approaches and strategies as a founding member and our CEO is vice-chairperson of Manchester Food Board.
- Contributing to inclusive health research through the Community Priority Setting Programme in partnership with VOCAL and the James Lind Alliance, funded by the National Institute of Health Research.
- Co-producing resident-led age-friendly activities with our Ageing in Place project with Southway Housing.

Job Description and Person Specification

Key accountabilities

The proposed role will be responsible for:

- Senior management and development of existing and new services.
- Leadership and senior management of Gorton Central community hub and community services team.
- Lead on the continuous improvement of services, working proactively to identify, appraise and implement opportunities in line with the organisation's strategic development plan.
- Developing services and business opportunities meeting stakeholder needs and achieving earned income targets.
- Stakeholder development identifying and nurturing partnerships resulting in new business opportunities.
- Overseeing monitoring and impact reporting of community services to external stakeholders.
- Ensuring that social value and impact of our services is routinely collected and identifying trends and developments for driving community business improvements and revenues.
- Managing service communications, service website pages and implementing social media campaigns.
- Provide strategic and operational insight as part of Senior Leadership Team.
- Undertake other duties as required to meet the organisational needs.

A flavour of current priorities

- Options appraisal and scoping paper for the Gorton Central Garden, resulting in a business plan for an inclusive, successful and sustainable garden contributing to the success of the organisation.
- Leading an evaluation of current food poverty projects identifying opportunities for improvements, developments and collaboration.
- Leading an evaluation of our signposting and referral service, developing a project implementation plan.
- Review of our current venue hire offer and implementing improvements resulting in increased revenues.
- Stakeholder development for sustaining ageing-well activities and programme.

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Job Description and Person Specification

For this post, successful candidates will need to demonstrate their skills and experience of the following:

1. Experience of working in a partnership and business development function in either the VCSE, statutory or commercial sector.
2. Proven track-record and managing and developing community and business services.
3. Proven track-record of developing earned-income streams, securing contracts or large grants.
4. Ability to develop business and operational plans to achieve organisational objectives.
5. Experience of leadership and line management of a services team.
6. Excellent programme and project management skills.
7. Strong interpersonal skills and the ability to identify, nurture and secure partnerships with a range of community, commercial and statutory partners and stakeholders.
8. Ability to plan and manage multiple complex projects concurrently.
9. Strong understanding of and commitment to reducing multiple disadvantages, inequality, poor health and life outcomes.
10. Experience of compiling and presenting impact to a wide range of stakeholders to support business growth.
11. Excellent work ethic with the willingness to work flexibly and responsively to meet the needs of the organisation.
12. Good knowledge of IT packages including Microsoft Office, databases, email and social-media.
13. A good standard of education with evidence of professional development.
14. Full clean driving licence and access to vehicle for work purposes.
15. Willingness to undertake DBS check.
16. Entitlement to work in the UK at the point of the role commencing.

All Healthy Me Healthy Communities post-holders must be able to demonstrate their commitment to:

- Health & Safety
- Reducing disadvantage
- Equal opportunities

To apply

1. Email your CV (max 2 pages A4) and a supporting statement (max 2 pages A4) outlining your skills, experience and qualifications and how you meet the person specification to hollie@hmhc.co.uk by 9am on Tuesday 27th August 2024.
2. Email the Equal Opportunities monitoring form (available on the HMHC website) to the email address above and by the date above. Sending this is voluntary and it will not be viewed as part of the recruitment process.
3. Interviews will be held on Wednesday 11th September 2024 at Gorton Central M18 8PE or via MS Teams.
4. Candidates are welcome to request an informal conversation before submission, email hollie@hmhc.co.uk to arrange.

