



## **Job Description for General Manager of The Highbury Centre**

**POSITION TITLE:** General Manager

**REPORTS TO:** Board of Trustees

### **POSITION SUMMARY:**

The Highbury Centre is a registered charity (no 1113000), established in 1893, and provides a guest house (the Centre) in North London for foreign and home missionaries, Christian workers, and friends. The Centre is maintained in the Protestant Evangelical tradition. In addition to providing accommodation, conference facilities are also available. The Highbury Centre also manages an associated property.

The General Manager is responsible for all aspects of operations at the Highbury Centre and associated properties. The GM should be an ambassador for the centre and provide leadership and planning in support of the aims of the charity.

### **GM DUTIES AND RESPONSIBILITIES:**

#### **Operational**

- Oversee the day-to-day operations of the Centre and ensure that the Protestant Evangelical ethos of the charity is maintained.
- Ensure full compliance to all legal and regulatory requirements and Centre operating policies and procedures.
- Lead all key property issues including capital projects, customer service and repair and refurbishment.
- Management of other rental property owned by the Centre.
- Handle complaints, and any follow up.
- Procurement and management of contractors and service providers.
- Preparation and management of staff rotas including holiday entitlement.

#### **Financial**

- Responsible with the Company Secretary for the preparation, presentation and subsequent achievement of the Centre's annual Operating budget, Marketing plan and Capital Budget.
- Preparation of accounts for accountants and auditors.
- Procurement of operating supplies and equipment.
- Preparation of monthly salaries and expenses

## People

- Meet and greet guests.
- Oversee recruitment and training of staff as needed.
- Provide leadership and training to all staff via regular briefings and meetings.

## Governance

- Preparation of quarterly reports for the Board of Trustees.
- Ensure Board of Trustees are kept aware of important issues between regular Board Meetings.

## PREREQUISITES:

The ideal candidate is an experienced hospitality professional with outstanding, management skills and extensive hands-on experience. Available to work when needed, including weekends, holidays, and nights.

Due to the nature of the charity, the GM must be a practising Christian and be willing to subscribe to the Protestant Evangelical Foundation of the charity. The candidate must already have the right to live and work in the UK and will be subject to full DBS checks.

## Person Specification

	Essential
Spiritual Life	Professing Evangelical Christian.  Active member of a church
Skills, Knowledge & Experience	Strong leadership and interpersonal skills; able to work cooperatively, and influence, motivate and negotiate effectively.  Financially literate with a sound understanding of financial accounts.  Excellent verbal and written communication skills. Able to communicate consistently with people from diverse backgrounds.  Able to manage projects effectively to time and budget.  Good levels of IT literacy  Previous experience in managing a guest house and/or in the conference/hospitality industry.
Personal Attributes	Demonstrates commitment to the aims of The Highbury Centre.

	<p>Open and transparent.</p> <p>Persistent, with the energy to drive things forward, in consultation with others.</p> <p>Displays empathy with people from diverse educational and cultural backgrounds.</p> <p>Proactive in approach, able to identify opportunities and pre-empt problems.</p>
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