



Keep warm, save money, help save the planet.

General Manager Job Description

Job Title / Position: General Manager, The C.H.E.E.S.E. Project CIC.

Contract: 30 hours/37.5hr week until end June 2024, with opportunity for extension.

Probationary period: 3 months.

Salary: £35,000 pa *pro rata*

Reporting to: CEO

Location: Bristol / Remote hybrid

If you would like a rewarding and stimulating job, working for a worthwhile community organisation, this is a unique opportunity to develop the multiple-award-winning CHEESE Project CIC (TCP). We deliver specially developed thermal imaging Heaview® surveys to help customers reduce energy loss from homes - thus enabling warmer homes and contributing to a cooler planet. You will be joining a team including directors who have successfully developed the company over the last seven years.

An ideal candidate will be from a Project Management background, have experience of the community and energy retrofit sectors, and have an already strong network. The candidate must have strong communication skills, able to develop and maintain relationships, and be able to deliver in fast paced environment.

The successful applicant will work remotely with an expectation of 1-2 days per week in our Bristol office hub in Gloucester Road. A phone, laptop and mileage (outside normal commute) will be available for this role.

This is an exciting and unique opportunity to have a fundamental role in running and developing a community led community interest company in Bristol which is tackling both fuel poverty and climate change. Candidates living in the Bristol area will be preferred.

Your Role – General Manager

The General Manager is a pivotal role to the success of the organisation. It will involve being the face of the organisation within Bristol, building the reputation of the brand and increasing sales. You will be working with our existing network, whilst approaching new customers to grow our presence in Bristol, attending events and building awareness of what it offers to existing and new partners. It also involves managing our freelance surveyors, including recruitment, training and performance. Bidding for grants to expand the company and its benefits is a key component.

Main Responsibilities:

- To effectively engage communities and develop a pipeline of work to be delivered by our Heatview® Surveyors
- Manage the Heatview® Surveyors
- Manage the online booking system and clients
- Lead and develop the relationships with potential partners
- Educate potential partners on the opportunity and expectations
- Convert and close sales opportunities
- Day to day relationship building to push the industry's awareness of the network
- Be entrepreneurial and maximise all opportunities with a strong focus on profitability
- Report activity and success to senior management weekly
- Manage CHEESE as the test bed of technical, survey protocol and training development.

Finance

- Be financially responsible for managing the CHEESE budget
- Support the CEO in developing business strategy and business plan to sustainable profit, setting meaningful KPIs in collaboration with the Board to drive all aspects of TCP's operations.
- Support the CEO to report back to grant funders, on achievement of grant contract milestones.
- Leading with the CEO to identify and develop bids and secure further funding sources.

Sales and Customer Service

- Engaging new partners and clients in the Bristol area.
- Create a culture of customer service according to established CHEESE standards, ensuring the best possible customer experience.
- Be responsible for delivering our aims of Warmer Homes and a Cooler Planet.

Operations

- Conduct ongoing appraisals with all Heatview surveyors agreeing development objectives.

- Conduct regular visits to ensure all Heatview surveys are carried out to the highest possible standard's.
- Ensure all health and safety, safeguarding and other company policies are maintained and any issues are resolved in a timely manner.
- Secure good commercial awareness of activities of competitors within local and national trading environments.
- Additional responsibilities may be added according to the instructions of the CEO.

Requirements

Requirements	Essential	Desirable
Educational and professional qualifications	Education to degree level or equivalent, or equivalent experience in relevant subjects or sectors	
Management	Extensive Project Management experience including budget management and reporting.	<p>Managing/supervising CHEESE staff.</p> <p>Managing community volunteers.</p>
Experience & Skills	<p>Managing a complex and demanding workload.</p> <p>Proven ability to effectively engage and work with local communities.</p> <p>Development & delivery of presentations.</p> <p>Ability to work on own, organising your time so as to meet the external and internal deadlines.</p> <p>Able to multi-task and respond positively to competing workloads.</p> <p>Experience of managing information and report writing.</p> <p>Excellent communication skills, written and spoken.</p>	<p>Experience of the social and not-for-profit business sector.</p> <p>Experience of working within the Community Energy, Co-operative and/or Social Enterprise sectors.</p> <p>Worked experience with architecture and retrofit. An understanding of the challenges.</p> <p>Experience of working within and delivering a franchise.</p>
Technical skills	Knowledge and experience of using client focused databases.	<p>Experience of energy modelling packages such as RdSAP.</p> <p>Experience with Xero accounting software.</p>

<p style="text-align: center;">Other</p>	<p>A good understanding of social enterprise.</p> <p>An interest in climate change and the built environment.</p> <p>An ability to work both in a team and on own initiative, as appropriate.</p> <p>A 'can do' attitude, highly organised and able to work autonomously.</p> <p>Commitment to TCP's social and environmental aims.</p> <p>Skilled in use of MS Office applications including Word, Excel; use of TEAMS, Zoom, email, social media.</p> <p>Ability to work partly from home, remotely and partly in a shared office 'hub' in central Bristol.</p> <p>High-speed WiFi connection from home.</p> <p>Full, clean driving license.</p>	

Legal right to work

Before applying for this post, you must have a legal right to work in the UK.

We welcome applications from the BAME, LGBT, minority and disabled communities. Appointment will always, however, be made on merit and judged against the job description and person specification.

Community Interest Company registered in England and Wales No, 11204415.

The C.H.E.E.S.E. Project CIC September 2023

