**Head of Community Opportunities and Social Enterprise**

**Job Description**

**Reports to:**  Director of Operations

**Location:** Based at Kisharon Head Office, London NW9, and working across services in North and North West London

**Responsible for:** Community Opportunities and Social Enterprise managers, some volunteer supervision

Kisharon is an ambitious and innovative charity that supports Jewish people with learning disabilities to live and contribute to their communities.

***Our vision*** *– is that people with learning difficulties will live in a world where they have the same opportunities as their mainstream peers.*

***Our mission*** *– is to support each unique person so they can progress, achieve independence, enjoy life and be included in the communities in which we live, through meaningful vocation and a fulfilling social life.*

Main purpose of role:

* To provide leadership and management of community opportunities and social enterprises, incorporating the current Adult Day Services.
* To develop, expand and integrate Kisharon’s provision of community based opportunities for people with learning disabilities and social enterprises, including (but not exclusively) for tenants in Kisharon’s Supported Living Services.
* To improve and develop pathways into training and work for people with learning disabilities.

**Responsibilities to the Team and Organisation**

* Develop a strong team to deliver on shared, co-produced purposes and objectives.
* Review locations for current and future service provision.
* Ensure Managers are achieving objectives by providing effective leadership, team building and management; understanding of service models; making best use of community assets; working with managers to continually improve services.
* Develop the employment service to enhance the offer available, making use of best practice models, including teams around people.
* Maintain good financial control and effective management of staff and resources, to ensure that each setting meets or exceeds its financial objectives.
* Provide strong management to ensure efficient service delivery with quality set to a high standard and monitored regularly, compliant with contractual obligations to commissioners and other stakeholders.
* Liaise with colleagues across Kisharon to offer attractive opportunities for the people supported throughout the organisation, centred around people not premises, integrating opportunities for those in supported living, current day opportunities and employment services, to develop employability skills including literacy and numeracy, and access to employment.
* Coordinate services and resources, liaising with senior staff internally and externally.
* Prepare reports required by Senior Management Team, Commissioning bodies, social workers and other parties.
* Ensure that all aspects of the service have clear measureable objectives, strong management, defined operating processes and measureable financial objectives; and are promoted in a way which maximises income.

**Responsibilities to People with Learning Disabilities**

* Ensure that people with learning disabilities are appropriately consulted, included, understood and supported effectively.
* Ensure Kisharon’s offering is person-centred, and develop and implement impactful strategies promoting people as positive and contributing members of the community, through the development and retention of skills.
* Using person-centred tools, identify and seek to meet people’s wants and aspirations as opposed to offering predetermined options.
* Work in conjunction with the team, use person-centered planning tools to establish pathways into services.
* Develop employment training programmes at Kisharon and market these externally.
* Facilitate successful job placements for trainees and other members of the public with learning disabilities.

**Strategic and Leadership Tasks**

* Lead on the development, transformation and integration of social enterprise with a new community based support model, building on the existing day service provision.
* Use intelligence and foresight in service development, ensuring that employee views are listened to and taken into account to successfully manage change affecting them.
* Lead on the development and management of Kisharon’s existing social enterprises (Bike Shop, creative Design and Print studio, Homeware and Gift shop, Library and a Skills Hub), growing the commercial and social value returns of these businesses.
* Review current services and enterprises and develop a clear strategy to maximise sustainable income streams, whilst creating social value for people with learning disabilities.
* Develop new social enterprises, as appropriate, which are financially sustainable and offer employment/social value for individuals with learning disabilities, including use of alternative models where appropriate, such as Microenterprise, Community Interest Companies and Cooperatives.

**External and Communal Relationships**

* Identify and maximise sources of statutory/government funding, as well as support the fundraising team in their voluntary sector applications.
* Build strong relationships with local authorities and advice services on the implementation of relevant government policy decisions, acts and regulations regarding the social enterprises, social care and adults with learning disabilities.
* Utilise community mapping and a community asset based approach to enrich and support the service offer.
* Develop strong relationships with multiple partners in relevant sectors to source opportunities supporting existing and new social enterprises.
* Maintain accurate and detailed documentation and records as required by regulators, funding bodies and other stakeholders.
* Lead on the promotion of Kisharon’s business and service provision including both enterprise and day services.
* Work with the marketing team to ensure effective social, digital and print media presence raising awareness of service offer, increasing customers, sales and net income generation.

**Duties & Responsibilities – General:**

* Promote Kisharon’s vision and mission to enable people to observe Jewish traditions and contribute to their local Jewish communal life, as appropriate.
* Use initiative, creativity, drive and networking to seek out and develop new opportunities.
* Lead by example to ensure all members of the team maintain high professional standards.
* Support the team through effective performance management, including regular supervision and appraisal, and ensure relevant and statutory training and development for both staff and volunteers.
* Ensure compliance with all relevant legislation and keep up to date with best practice at a local, national and international level.
* Ensure that all Kisharon’s policies and procedures are understood and applied by all staff, including but not restricted to Safeguarding, Confidentiality incl Data Protection, Whistleblowing, Equality & Diversity, H&S, Disciplinary, Grievance, discrimination/harassment/bullying and Absence & Sickness policies.
* Promote equal opportunities, inclusion, social, moral, cultural and religious values at all times.

The job description is indicative of a range of expected duties and responsibilities of the post holder and is not comprehensive; duties will develop to reflect project and role development.

**Head of Community Opportunities and Social Enterprise - Person Specification**

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|  | **Essential** | **Desirable** |
| Knowledge & Experience | Sound understanding and successful track record of developing existing and new businesses and/ or social enterprises with project implementation  Experience at senior level in leading professional and managerial groups  Experience of budget setting and management  Successful change management experience | Business management in the care sector  Service development in education, care or health setting  Experience of working with vulnerable people and safeguarding at a senior level  Marketing and sales experience.  Experience in facilitating employment opportunities for adults with learning disabilities  Experience in community mapping and asset-based approaches |
| Qualifications & Skills | Educated to degree level or equivalent  Relevant Business or Management qualification | Professional Social Care, Health or Education Sector Qualification  Education at post graduate level |
| Knowledge and Skills | Ability to develop the skills and competencies of staff at all levels  Management of change, monitoring progress and evaluating impact with sound business planning principles  Development of new businesses /services, management of people, projects, budgets and partnership arrangements  Strong financial management skills and ability to interpret financial data  Excellent computer skills for general admin, financial management and management of the online businesses  Highly developed oral and written negotiation, influencing and presentation skills  Ability to lead, empower and motivate employees across different sectors of an organisation and gain ownership for a clear vision and direction  Ability to respect, support, promote and work within a Jewish Orthodox ethos | Experience in negotiation with statutory and partner organisations  Research and marketing experience |
| Personal Qualities | Passionate about social enterprise and facilitating employment for individuals with learning disabilities  Personal and professional credibility and integrity to command the confidence of senior managers, staff, the local community, external partners and other stakeholders  Highly motivated and resilient  UK driving license and the use of a car for work |  |

KISHARON IS COMMITTED TO SAFEGUARDING THE WELFARE OF CHILDREN AND VULNERABLE ADULTS AND EXPECTS ALL STAFF TO SHARE THIS COMMITMENT. AN ENHANCED DBS CHECK WILL BE REQUIRED.

This job description has been received and agreed by:

Name: ………………………………………………….

Signature: ……………………………………………..

Date: ……………………………………………………



**Organisational Chart – Kisharon Community Opportunities and Social Enterprises**