

## JOB PROFILE

JOB TITLE: General Manager  
LOCATION: ENERGUS - Lillyhall  
ROLES: One

### 1. MAIN PURPOSE OF JOB

Provide leadership and vision to the organisation by assisting the Board and staff with the formulation and execution of strategic, financial and marketing plans to achieve company goals.

Overall management of the key areas of the business which include: Conferencing and Event Management, Facilities Management and delivery of the prestigious “nucleargraduates” Programme.

Identification of new opportunities to expand the business in adjacent markets.

### 2. POSITION IN ORGANISATION

Reports to the Chair of Enerigus Board

See organisation chart

External contacts include:

- Tenants of the ENERGUS facility (Gen2, University of Cumbria and Centre for Leadership Performance).
- Employer Sponsors of the nucleargraduates Programme.
- Employers and other organisations as customers and potential users of Enerigus’ key business areas.
- Funding and sponsoring bodies such as NDA, Britain’s Energy Coast, National Skills Academy for Nuclear.
- Strategic Authorities such as the Local Enterprise Partnership Employment and Skills Commission, Local Authorities, National Skills Academies and Sector Skills Councils.
- Ongoing relationships with HE Institutes, FE and Work Based Learning Providers, secondary schools and other training providers.

### 3. SCOPE OF JOB

- The post exists to provide the overall management and reporting requirements for a not for profit business with a turnover expected in excess of £5M.
- Leading and directly supporting the delivery and growth of conferencing and events within the Enerigus facility; facilities and building management in house and for external clients; and the maintenance and continued expansion of the nucleargraduates and Apprenticeship programmes.
- The post holder will have the responsibility to develop the capability of the Management Team to achieve stretching Business Objectives and Growth Strategies.
- Enerigus plays a major role in the skills and education infrastructure of the regional economy and links to the National picture, especially through its support to the nuclear sector. The Post Holder will liaise with and engage directly with a significant range of stakeholders to provide collaborative solutions to employer and individual skills needs.

- In addition to the specific skills requirements above, Energus provides a wider community and employer facility for conferencing and events. The role will require interaction and support to a range of customer expectations.

#### 4. DIMENSIONS & LIMITS OF AUTHORITY

- The post holder is the lead for all areas of the business, directly supported by the Management Team.
- Line Management of the Management Team.
- Delegations as set out in the Scheme of Delegations agreed by the ENERGUS Board.

#### 5. QUALIFICATIONS, EXPERIENCE & SKILLS

- University degree or equivalent is essential, preferably in a business related discipline;
- Knowledge of: strategic planning; business and management principles and practices; human resource management principles and procedures; and basic economic and accounting principles and practices;
- A good understanding and experience of working with and managing graduate and apprenticeship programmes;
- Experience of operating a business at a senior level, preferably in the not for profit sector;
- A professional Learning/Training Qualification is preferable;
- Whilst membership of a Professional Institute or an equivalent is desirable, clear evidence of professional development will be essential;
- Experience of working with educational and training organisations at a senior level, ideally gained within a dynamic and challenging environment;
- Knowledge of budgetary management, monitoring and control systems;
- Contract management and procurement experience for support services;
- Customer service and client satisfaction management;
- Communication and reporting skills (verbal and in writing);
- Ability to work to deadlines with good prioritisation and time management skills;
- Good computer literacy, with knowledge of Microsoft Office applications including Word, Excel and Outlook.

#### 6. DUTIES & KEY RESPONSIBILITIES

- Formulation and execution of strategic, financial and marketing plans to achieve company goals;
- Introduction of innovative solutions and strategies to improve efficiencies and establish business growth;
- Quality assurance of key service contracts (nucleargraduates, FM) to ensure high standards of delivery and repeat business;
- Development and implementation of robust operational processes to support the key areas of the business;
- Profit and Loss management;
- Effective introduction and management of organisational change to support changing business scenarios;
- Establishment of high level relationships with key customers;
- Recruitment, training and empowerment of employees to achieve key performance indicators;
- Strong revenue growth and performance excellence.

**Staff will manage:**

- Own performance, including self-development;
- Health and wellbeing;
- Manage own workload, including time and deadline management;
- In addition, he/she will undertake other activities commensurate with their skills and experience as and when required;
- Staff will be expected to support and implement corporate decisions and initiatives as instructed by their Line Manager.

**Signed:**

Post Holder.....

Date.....

Line Manager.....

Date.....