

GLOBAL CARE
Global Care House, 2 Dugdale Road, Coventry, CV6 1PB
JOB DESCRIPTION & PERSON SPECIFICATION

TITLE:	General Manager
HOURS OF WORK:	37.5 hours per week (5 days a week)
PLACE OF WORK:	GLOBAL CARE Office, 2 Dugdale Road, Coventry
STARTING SALARY:	£35,000 to £40,000 per annum (depending on qualifications and experience)
ACCOUNTABLE TO:	CEO
RESPONSIBLE FOR:	General Management of Global Care
Start Date:	Week beginning 4 th January 2027 (previous job notice period permitting.)

Global Care is an international Christian charity providing relief, development and education for vulnerable children.

Main purpose

To be responsible for the general management, administration, HR processes and running of the charity and the two charity shops.

Description

To support the delivery of Global Care's charitable objectives through the effective management of back-office functions, including oversight of facilities management, HR and retail operations. Whilst skills and experience related to general management and oversight are a requirement for the post holder a commitment to the mission and Christian ethos of the organisation is essential.

Tasks

- 1) To carry out general management tasks to ensure the smooth running of Global Care. To include:
 - a) overseeing the care and maintenance of buildings (office and shops)
 - b) taking responsibility for the oversight of the running of the office and the oversight of risk management.
- 2) To work with the Finance Manager
 - a) to support the CEO in the oversight of the financial management of Global Care.
 - b) to provide cover for the Finance Manager during times of leave.
 - c) in preparation for Audit or External Examination and the preparation of the Trustees Annual Reports – and all associated activities.
 - d) to prepare budgets for Global Care, in conjunction with the members of the Senior Management Team (SMT), for consideration by the trustees.
 - e) to monitor Global Care's overall budgetary performance.
- 3) Responsible for all Retail activity including line management of the shop & Ecommerce managers, maintenance of the shop premises and oversight of shop leases.
- 4) All HR activities including recruitment and DBS checks. (Note: Global Care has support from an HR consultancy to ensure that all our HR activities comply with legal and regulatory requirements and follow best practice.)
- 5) Chair SMT General meetings.
- 6) To take on, when asked by the CEO, any large projects to improve productivity including, for example, the purchase and implementation of a new accounts software package and a new Donor Database.

- 7) To attend meetings of the Policy Subcommittee and the Finance Sub-Committee of the Trustees. To take the lead in the review, editing and writing of all policies.
- 8) To contribute to the spiritual life of the staff group through leading daily devotions as requested, and representing the charity at church services and other group meetings.
- 9) To represent the charity at external events. (For example, meetings with donors, talking to groups and taking services at churches which support Global Care)
- 10) To undertake any other appropriate duties in accordance with the main purpose of the job.

Person Specification

Essential Qualifications and Experience:

1. **Experience in a Similar Role:**
 - At least 2-3 years of experience in a general management or leadership position, preferably in a small to medium-sized organization.
 2. **Proven Track Record of Management:**
 - Demonstrable experience of managing teams, overseeing other staff and delivering outcomes within tight deadlines.
 3. **Ability to Manage Complex and Demanding Deadlines:**
 - Ability to multi-task and prioritise responsibilities, ensuring smooth operations across multiple areas.
 4. **Good Communication Skills:**
 - Excellent written and verbal communication skills to engage with staff, volunteers, external stakeholders, and donors at all levels.
 5. **Commitment to the Ethos and Values of Global Care:**
 - A strong commitment to the charity's mission, values, and objectives, with the ability to align decision-making and daily operations with its ethos.
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Desirable Qualifications and Experience:

1. **Experience Producing Charity Accounts (SORP):**
 - Familiarity with the Statement of Recommended Practice (SORP) for charities and experience of working with External Examiners or Auditors in producing financial reports in line with these requirements.
2. **Experience in the Non-Profit/Charity Sector:**
 - Prior experience working for a not-for-profit or charitable organization, providing an understanding of the unique challenges and opportunities in the sector.
3. **Proficiency with Accounting Software:**
 - Experience of using Accounting Software for financial management and reporting.
4. **Financial Acumen:**
 - Experience of financial management including budgeting, working with auditors or External Examiners auditing, and monitoring financial performance.
5. **HR and Compliance Oversight:**
 - Knowledge of HR processes. (The post holder will have support from HR consultants so detailed knowledge of this aspect of the role is not essential.)

Personal Characteristics:

1. Team-Oriented and Collaborative:

- A strong sense of teamwork and a willingness to support others to achieve their tasks, fostering a collaborative work environment.

2. Confident Communicator:

- Comfortable interacting with various stakeholders, including staff, donors, volunteers, and church groups, with strong interpersonal and public speaking skills.

3. Adaptability and Flexibility:

- Willingness to adapt to the diverse demands of the role, including “hands-on” tasks and leadership responsibilities.

4. Sense of Enthusiasm and Motivation:

- Energetic and passionate about the charity’s mission, with a positive and enthusiastic approach to work.

Skills and Competencies:

1. Leadership and Team Management:

- Ability to lead, manage, and motivate a small team, including remote and shop staff. Provide clear direction and oversight across different areas of the organization, ensuring staff work collaboratively and effectively.

2. Organizational and Project Management Skills:

- Strong organisational skills to manage diverse projects, oversee multiple operations (retail, finance, HR, and administration), and ensure smooth day-to-day operations of the charity.

3. Problem-Solving and Initiative:

- Proactive in addressing operational challenges, solving problems efficiently, and taking the initiative to improve processes and systems where necessary (e.g., implementing new software).

4. IT Proficiency:

- Competence with standard office software, including Microsoft Office Suite, and familiarity with donor databases and financial systems.

Special Requirements:

Practicing Christian:

This post has a **Genuine Occupational Requirement (GOR)** to be a practicing Christian. The candidate must demonstrate a personal commitment to their Christian faith, actively participating in devotions and representing the charity at church services