



<b>Job Title</b>	<b>SOCIAL ENTERPRISE COMMERCIAL MANAGER</b>
<b>Date Prepared</b>	18 <sup>th</sup> December 2018
<b>Reports To</b>	Director of Resources
<b>Roles reporting</b>	Café and Garden Centre staff
<b>Key Relationships &amp; Interactions</b>	<p><b>Internal</b> Social Enterprise Administrator WALK Accounts and HR., Employment Services Team, Keyworkers of service users</p> <p><b>External</b> State Agencies, Employers, Suppliers, Customers, General Public, Community and Voluntary Sector Organisations</p>
<b>Job Overview</b>	<p>Walkinstown Green Social Enterprises Clg provides training and employment opportunities to people with intellectual disabilities and those furthest from the labour market. It does this through the operation of the Green Kitchen Cafe and Garden Centre and the Mess Cafe in Richmond Barracks.</p> <p>The position of Social Enterprise Commercial Manager is with WALK (the employer). Staff will be outsourced to Walkinstown Green Social Enterprises Ltd, a wholly-owned subsidiary of WALK (a company limited by guarantee with charitable status).</p> <p>The position is supported by Department of Rural and Community Development under the Community Service Programme (CSP) administered by Pobal and is subject to ongoing CSP funding.</p> <p>The manager will be responsible for the day-to-day operations of all the social enterprise including the Green Kitchen Cafes, the Green Garden Centre and the management of facilities at 12 and 12A Walkinstown Green. The manager is integral in creating an environment that is welcoming to existing and new customers and developing self-sustaining enterprises that provides training and employment opportunities for people with disabilities.</p> <p>The manager will be responsible for the financial sustainability of all enterprises operated by the company.</p> <p>This is a 39 hour week (exclusive of breaks) seven day roster including weekends and public holidays.</p> <p>Salary is in the range €35,000 to €40,000</p> <p><b>Duties &amp; Responsibilities</b></p>



### Strategic

Work with the Director of Resources to produce a Business Plan for the social enterprise.

### Operational

- Drive the implementation of the Business Plan throughout the business
- Creation and implementation of all operational and administrative policies and procedures to ensure all enterprise activities are run efficiently and sustainably at all times
- Ensuring the highest levels of service is delivered to customers.
- Managing the recruitment, training, management & rostering for staff
- Liaising with the WALK employment services team to ensure that opportunities for training and work experience placements for WALK service users are maximised.

### Financial

- Managing the day to day handling of cash and lodgement of cash at bank on a weekly basis
- Providing weekly sales and purchasing figures to accounts
- Authorising supplier invoices
- Ensuring the enterprise achieves budget targets

### Health & Safety

- Following health and safety duties as specified in the organisations safety statement, policy and procedures
- Ensure that all locations have a Safety Management Plan in accordance with appropriate standards.

### HR

- Liaise with HR to ensure the appropriate HR systems, policies and procedures are followed with regard to recruitment of staff.
- Create individual staff training plans.
- Oversee staff supervision and support policies and procedures.

### Development

- Oversee the development of product ranges for each part of the business
- Work with WALK management to identify user groups within the community to ensure maximum use of the cafes
- Increase turnover in order to create viable and self-sustaining enterprises in each location

The above is not an exhaustive list of duties but does include some of the main duties

	the post-holder will be expected to perform.
<b>Competencies</b>	<p>Customer service            Planning, Organising &amp; Prioritising            Resilience, Positive Attitude &amp; Openness to Change            Effective Communication &amp; Working Relationships            Innovation, creativity &amp; problem solving</p>
<b>Selection Criteria</b>	<p><b><u>Essential Criteria</u></b></p> <ol style="list-style-type: none"> <li>1. Previous experience working in the retail catering or food service industry at a management level</li> <li>2. Previous customer service experience</li> <li>3. Previous experience in people management, stock control, waste management and financial reporting</li> <li>4. Ability to multitask in a fast paced environment</li> <li>5. Qualification in Food Safety Management systems</li> <li>6. An interest in the non-profit/social enterprise sector</li> <li>7. Excellent organisational skills and the ability to manage staff and trainees</li> </ol> <p><b><u>Desirable Criteria</u></b></p> <ol style="list-style-type: none"> <li>8. Access to own transport</li> <li>9. A good command of MS Office, including Word and Excel</li> <li>10. Experience of working with people with intellectual disabilities or from other marginalised communities</li> </ol>
<b>Personal Profile</b>	<ol style="list-style-type: none"> <li>1. Enthusiastic in creating a friendly environment for the general public, tenants and other visitors to the social enterprise</li> <li>2. Passionate about good food and enthusiasm to develop a create offering in terms of food and hot/cold beverages</li> <li>3. Demonstrates ability to plan, organise, &amp; prioritise own work</li> <li>4. Establishes &amp; maintains effective working relationships and fosters cooperation &amp; teamwork.</li> <li>5. Exercises independent judgment</li> <li>6. Demonstrates tact &amp; diplomacy in representing the organisation.</li> <li>7. Excellent ability to analyse and interpret materials.</li> </ol>



Walkinstown  
Green Social  
Enterprises

Part of the **WALK** family

In the community  
For the community



**WALK**

***This job description indicates the main functions and responsibilities of the post and is subject to review and amendment in the light of changing circumstances and may include other duties and responsibilities, as may be determined from time to time.***



government supporting communities



Department of Rural and  
Community Development



*An Roinn Forbartha  
Tuaithe agus Pobail*



**Rialtas na hÉireann**  
**Government of Ireland**

**WALK**

**Registered Charities Number: 20028008**

**CHY No: 10777**

**Companies Registration No: 322400**