

JOB DESCRIPTION – General Manager

Job Purpose:

The General Manager purpose is to organise, lead, control, manage and direct. As a General Manager you must create organisation cohesion, lead others to work together towards the GHAT common goals, set organisational systems in place and ensure all staff are supported to deliver their programme of activity.

Key responsibilities and accountabilities:

Accountable is defined as: required or expected to justify actions or decisions

Responsible is defined as: having an obligation to do something.

These will include, but not limited to:

As a General Manager:

- Accountable and responsible for the operational coordination of the full GHAT programme of activity
- Accountable for project management schedules and systems to be kept accurate and up to date.
- Accountable for ensuring that the GHAT facilities and core service functions are fit for purpose at all times.
- Accountable for ensuring that all health and safety requirements are met for working in a hospital environment.
- Accountable for the line management of the GHAT staff through the use of formal appraisals
- Accountable for managing performance in a supportive and timely fashion
- Accountable for the maintenance of GHAT equipment and assets including the large artwork collection - advising GHAT concerning the best maintenance systems required
- Accountable for managing the resources required to deliver the GHAT activities – including human resources, assets, property, budget and marketing.
- Accountable for the cleaning of GHAT public spaces

- Responsible for monitoring of staff hours and salary payments
- Responsible for internal communication with and between staff
- Responsible for building positive relationships with NHS staff
- Responsible for monitoring space usage, ensuring all spaces are used to their maximum potential, accommodating optimum number of users (including space use and hot-desking by volunteers and contract artists).
- Responsible for the monitoring of all storage spaces
- Responsible for ensuring GHAT public accessible spaces are welcoming and inclusive
- Responsible for the monitoring the usage and maintenance of equipment.
- Responsible for undertaking duties which, from time to time, are requested by the Director

Skills & Knowledge requirements: (either essential or desirable)

- Ability to manage complex staffing structures
- Ability to communicate effectively and concisely with colleagues and external bodies
- Ability to coordinate resources in a busy organisation.
- Ability to multi-task and exercise excellent time management skills

- Ability to set and work towards targets.
- Relevant management training or professional qualifications to degree level
- Significant systems and process management capability and experience
- Significant budget management capability and experience
- Significant operational delivery capability and experience
- Excellent ICT skills including familiarity with Microsoft packages and ability to use Apple Mac packages.
- Extensive experience of managing resources e.g. human, asset, property, budget.

Personal Qualities:

- Approachable and supportive to the GHAT team
- Professionalism at all times
- Able to work as part of a team and work on own initiative.
- Is adaptable, flexible and responsive
- Is open, welcoming and positive
- Treats everyone with respect and trust.
- Excellent verbal and written communication skills
- Excellent interpersonal skills, with the ability to engage with people of all ages and backgrounds
- A positive and solutions focussed approach in the workplace

Success Criteria:

- Processes and systems developed and implemented
- Evaluation – every project/system has been evaluated
- Risk assessment and H&S systems in place and fit for purpose
- Increased team cohesion
- Budget – projects delivered on budget.
- Increased engagement with GHAT programme of activity
- No variations from GHAT policies and processes
- No Health & Safety breaches
- Meet targets met by MD

Signed Manager:	by		Date:	
Accepted Employee:	by		Date:	