



- Job Title:** Head of Social Enterprise
- Reports to:** Director of Bounce Back
- Salary:** £56,000 - £60,000
- Hours:** Full time
- Location:** Central London (although some travel will be required)

### Job Description

#### Job Purpose

Bounce Back is a Charity and a Painting and Decorating Social Enterprise, an end-to-end solution to reducing re-offending. Regarded as a social innovator, we work predominantly to create opportunities for those within the criminal justice system to enter education, skills training and move into employment on release.

Working with our parent company Change Grow Live and with a new Director, Bounce Back are in an exciting period of growth. The Head of Social Enterprise will play a key role in this growth strategy and will be responsible for leading, managing and developing our team of contractors and participants our Construction Social Enterprise.

As a key part of the Bounce Back senior leadership team, the Head of Social Enterprise will play a crucial role in the continued professional development of the team to enhance knowledge, skills and behaviors and gain accreditation in vocational qualifications, to ensure it delivers innovative and high quality painting and decorating, construction and facility management services and develop new strands of business.

We are a fast paced and dynamic team and are looking for a results driven person with a 'can do' mind-set, experience of income generation and delivering in a senior commercial role within the Built Environment.

This is an exciting opportunity to create skilled, professional teams to deliver projects across London and create a strategy where this model can be duplicated both regionally and nationally..

### Core Responsibilities

#### **Operations**

- Overall accountability for the operational management and strategic direction of the Social Enterprise
- Drive and manage the sales cycle, including maintaining a database of activity
- Oversee the allocation of resources ensuring profits are maximized
- Oversee all contract administration management including tendering and procurement documentation for prime and sub contracts
- Lead on procurement of relevant sub-contractors, and specialist trades where appropriate
- Fully survey and estimate new work opportunities and produce detailed sales proposals and schedule of works
- Oversee all construction contracts ensuring quality and cost controls are in place to ensure work is completed to a high standard
- Work collaboratively with Training and Case Management teams to ensure there is a



steady pipeline of participant trainees making sure feedback is readily available to both Bounce Back staff and the participants.

### **Strategy**

- Investigate commercial opportunities leading to expansion of services we provide
- Work closely with Bounce Back's Director on the delivery of Bounce Back vision and operational plan
- Develop a roadmap of new opportunities and work
- Build on the pipeline of work with Change Grow Live, our parent company
- Nurture existing relationships and build new strategic regional relationships in order to leverage new opportunities
- Identify business and partnership opportunities with existing and new partners, identifying joint commercial / impact benefits
- Set business priorities and exemplifying standards and behaviours required to support a strong values-based culture within the organisation.
- Ensure compliance to all prerequisites in relation to health and safety such as professional body memberships IE; CHAS, Builders Profile, Construction-line etc and adherence to building code/regulations.
- Develop and implement commercial strategies to strengthen the charity's overall business model and financial position with the aim of building on existing income streams and identifying new sources of finance to support our charity
- Support the Marketing Executive to ensure that the Impact of the Social Enterprise is shared across multiple platforms internally and externally
- Provide Bounce Back's bid team with data that will help to secure new and continued funding.

### **Leadership**

- Provide ongoing leadership promoting a culture of high performance, innovation and solution focused decision making
- Motivate and lead the social enterprise team; including managing Bounce Back's participants through training including monitoring performance and engagement and managing ongoing professional and personal development
- Oversee competence assessments undertaking safety and risk audits
- To champion Bounce Back at external meetings and events presenting and speaking where needed and promoting the impact of our work
- Manage and monitor our safety measures across multiple sites including regular reviews and training for staff.

### **Finance & Compliance**

- Develop consistent and rigorous methods to appraise the costs and benefits of new contracts so that decisions can be taken swiftly and positively with awareness and management of risks
- Setting and reviewing budgets, budget forecasting and preparation of reports for the Director of Bounce and Board
- Ensure services are procured, planned and delivered to the highest quality and in accordance with all internal and external regulatory requirements
- Achieve operational and financial targets through effective and transparent planning, analysis and reporting processes
- Effectively manage a range of systems and processes in order to meet quality assurance, evaluation and monitoring of contract delivery across all of the activities of the social enterprise
- Alongside Senior Management Team of Bounce Back ensure best practices in quality assurance, Health and Safety, Safeguarding and other policies are adhered to.



## Personal Specification

### **Knowledge and Skills**

- Extensive people management skills for multi-disciplined teams including performance management, training, recruitment
- A proven track record of managing commercial relationships, working towards sales targets and KPI's and developing and managing significant income generating partnerships and achieving substantial income growth
- Skilled at project management managing multiple projects with a variety of contractual obligations in Facilities Management, Construction and related fields
- Skilled and qualified in one or more trades (eg painting & decorating, building etc)
- Significant experience of working with either construction teams, or of employing and organising work that requires multiple tradespeople (dry wall liners, shop fitters, bricklayers.....) to be on stream and on site
- Entrepreneurial; successfully have grown your own business, or managed a similar service, or delivered work as a sub-contractor for a company, property developer housing or commercial offices
- Sound commercial acumen demonstrated in a senior decision-making capacity
- Experience of contributing as part of a senior level management team
- Experience of building relationships with businesses and other potential stakeholders
- Proven experience of financial planning and management; ability to control budgets, set targets and milestones
- An understanding of principles and procedures for safeguarding vulnerable adults
- Able to collate, input, analyse and report on data in an accurate and timely manner
- Excellent written and verbal communication skills
- Strong IT skills, including proven experience of using a database.

### **Personal Qualities**

- Committed to Bounce Back's belief that everyone has the ability to change and deserves an opportunity to do so
- Passionate and proactive people person able to build effective relationships with people at all levels
- Charismatic leader instilling a "can do attitude" with their teams
- Strong negotiation skills with the ability to dissolve conflict quickly
- Authentic, empathetic communicator with a high level of emotional intelligence
- A creative instinct with a solution focused approach, able to make "on the spot" decisions
- A highly organised individual driven by quality of results and able to juggle multiple tasks.