

KCA Managing Director Job Description and Person Specification

Job description:

Contract	Permanent
Hours	Full-time post of 32 hours a week over 4 days (KCA is committed to a 4-day working week for all of its employees)
Salary	£40k per annum with potential for profit share as the organization becomes an Employee Ownership Trust
Annual leave	5 weeks
Office base	Dursley, Gloucestershire (with opportunity to work from home max 2 days a week)

Area	Duties
Board membership	Fulfil statutory responsibilities as a company director (including financial and legal oversight of company)
	Work alongside KCA Training Director and Systems Director to develop Business Development Strategy
Human resources	Line manage Business Development Managers (2 members of staff), Administrators (3 members of staff) and Finance Officer (1 member staff) and undertake regular supervisions that effectively support and manage wellbeing, workload and continued professional development
	As company continues to develop, work with Training Director and Systems Director to recruit and train new members of staff
	Oversee and manage staff contracts and human resources policy and practice
Business Development	Project manage Business Development Strategy
	Work with Business Development Managers to: <ul style="list-style-type: none"> - identify needs and priorities of target sectors - identify new and emerging market opportunities - engage with target sectors
	Maintain an awareness of competing organisations, using active research and intelligence from BDMs
	Develop and implement marketing and communication strategy utilising: <ul style="list-style-type: none"> - social media - website (new website to be launched in February 2021) - relevant strategic/practice networks

	- sector specific promotional materials
Quality assurance	Review training/customer/participant feedback regularly
	Manage, investigate and respond to customer feedback regarding trainer performance or course content and work with: <ul style="list-style-type: none"> - Training Director to ensure necessary amendments made to courses - BDMs to ensure Commissioners are communicated with effectively
	Collate and review data gathered via KCA Connected to regularly monitor business performance and feed into Business Development planning
	Work with our Systems Director to continually develop and enhance our quality assurance processes
Finance management	Ensure that regular business management account reports are produced (by Finance Officer) and scrutinise these in the context of the Business Development Strategy
	Work with Business Development Managers and Training Director to regularly review pricing model to ensure consistent and competitive proposals
	Work with Business Development Managers to ensure accurate and up to date booking/pipeline reports are created
	Oversee and ensure good governance and management of external supplier contracts
	Support Finance Officer to undertake payroll and tax administration duties

Person specification:

Evidence of energetic and inspirational leadership skills	Essential
Motivated by a desire to improve outcomes for vulnerable children, young people and families	Essential
Ability to form and maintain strong relationships with all stakeholders: colleagues, commissioners, frontline practitioners and partner agencies	Essential
High level strategic management	Essential
Excellent project planning and management skills including budget setting	Essential
Line management experience	Essential
At least five years experience in relevant sector(s): education, early years, social work, child psychology, health or criminal justice	Essential
Ability to be flexible and responsive to the changing needs of communities and customers	Essential

Experience of engaging with people at all levels across a range of relevant sectors	Essential
Strong communication skills, spoken and written	Essential
A commitment to creating a working environment that values relationships, wellbeing and staff resilience as key	Essential
Competence in using basic office software: text documents, spreadsheets, presentations, internet browser and email	Essential
Degree in relevant subject	Essential
Experience of establishing and/or implementing monitoring, evaluation and/or quality assurance systems	Essential
Experience of managing a significant budget	Essential
Knowledge of the theory underpinning attachment, trauma and resilience	Desirable
Experience of producing or interpreting financial reporting	Desirable
Experience of delivering or managing training and/or consultancy contracts	Desirable
Experience of using a variety of different marketing techniques (including social media) to promote and/or engage with a variety of sectors	Desirable
Experience of developing and implementing effective human resources policy and practice (including staff recruitment processes)	Desirable
Relevant professional qualification	Desirable