

**Job Description**

Job title: Estate and Shift Manager

Reports to: Director of Production and the Estate

Responsible for: Shift staff x 10

Estate Management Functions

Full Time: 37.5 hours p/w – 27.5 hours production/shift supervision, 10 hours estate management

Location: Richmond Based

Contract: The post is offered on a fixed term for one year, with the possibility of further extension subject to review

Salary: Competitive plus benefits

**Key Purpose of Role**

* **To provide the Director and the Production Manager with support for the management of the production and estate activities as the company responds to the immediate impact of Coronavirus. It is expected that the balance of activities is likely to shift over the coming year as the company responds and adapts longer term to the impact of the pandemic.**
* **The initial requirement is for shift supervision and given the start and finish times involved, the functions related to the Estate can be deferred until the incumbent has been fully inducted and acclimatised to the environment at The Poppy Factory.**
* Working In conjunction with the Production Manager who has overall responsibility to the Director for delivery of the production order, as shift manager lead a workforce of disabled veterans and dependants to meet the Remembrance product needs of the Royal British Legion and the Royal Family.
* To assist the Director in the development and management the Estate, helping to maximise income from open market and office tenancies whilst actively managing charitable tenancies.
* To assist the Director and volunteer production staff with the planning and delivery of the annual Field of Remembrance, liaising with stakeholders as required.
* To assist in the ongoing review all aspects of production and the Estate, developing structures and processes to meet the current/medium term challenges presented by the Coronavirus Pandemic and longer term.

**Main Responsibilities within the Role:**

**Production:**

* To directly supervise one of two shifts (0700 – 1230 or 1300 – 1830) delivering the production order, providing a hands-on management presence for production staff
* To provide cover for the Production Manager when needed
* To help monitor performance and oversee product and process development.
* To help manage maintenance and utility services.
* To assist in the business continuity planning function and the health and safety function.
* To be responsible for security and lock up services prior to, during and at the end of shift.

**Estate:**

* Act as focal point of contact for all initial enquiries from residents and tenants:
* To liaise with a range of established contractors and service providers
* Assist the Director in Estate budget management

**Other:**

* To work as flexibly as needed to meet changes to the organisation/environment and to undertake other duties as required within the level and scope of the responsibilities of the role.
* To manage complaints and issues as they arise, ensuring lessons are learned and implemented into future processes.
* To be an ambassador for the Poppy Factory, working in accordance with its vision, mission and values.

**Person Specification**

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| Criteria | Essential | Desirable |
| Qualifications | Management qualification or qualified by experience  Evidence of continuous professional development | NEBOSH Certificate |
| Experience | Demonstrable experience of leadership and management of a diverse range of people  Demonstrable experience of working within and leading teams  Experience of change management  Experience of monitoring and evaluation and the management of team performance  Promotion of equal opportunities and diversity  Experience of HM Forces or health, welfare or charity sectors | Project management experience  Experience of working with disabled people  Experience of store supervision and the distribution of supplies.  Estate management and commercial letting/site development |
| Knowledge & Skills | Confident in planning, people and budget management  Able to make decisions  Confident and articulate communicator with exceptional interpersonal skills and the ability to deal sensitively and effectively, both verbally and in writing, with a wide range of people  Good analytical skills, able to assimilate information quickly  Able to work effectively under pressure, prioritise workloads and activities and deal with conflicting demands in an organised and methodical manner.  Knowledge of confidentiality and data protection  Numerate with experience of budgets  Good attention to detail  Knowledge of health and safety regulations and practical implementation of safe working practices | Knowledge of mental health issues  Knowledge of safeguarding  First aid trained |
| Personal Attributes | Professional and reliable  Acts as a role model and leads by example.  Resilient and tenacious  Comfortable with change and in leading people through a period of change  Comfortable working in a diverse environment  Self-starter, with a can-do attitude and mindset  Patient and caring, with empathy for the Service community and for the disabled and vulnerable |  |

**Company Information**

The Poppy Factory is an independent charity which was founded in 1922 with the object of providing paid employment opportunities for disabled ex-Servicemen and women. A factory was established in Richmond to make poppies and other commemorative items to achieve this purpose. The products are sold under special arrangements to The Royal British Legion.

Whilst the charity continues to provide paid employment through its Factory for disabled ex-Servicemen and women, it also facilitates paid and meaningful employment opportunities for wounded, injured and sick (WIS) ex-Servicemen and women throughout England and Wales, via its community based employability service. We can also provide assistance in Northern Ireland.

This is an excellent opportunity to join The Poppy Factory at an exciting period of expansion in its activities supporting veterans. We hope you are inspired to join us in our important and exciting work to create a world in which every workplace values disabled veterans.

**How to apply**

To apply for this position please prepare your CV and a covering letter clearly outlining how you meet the essential criteria in the person specification. You may address your covering letter to Jeff Short, Director of Production and the Estate. Applications should be uploaded to our online portal.

The deadline for completed applications is midnight on **Sunday, 14 June 2020**. Please note that we cannot accept late or incomplete applications.

First stage interviews (virtual) are expected to take place on 16 & 17 June 2020.

For an informal conversation about the role, please contact Jeff Short on 020 8939 1820.

[**Click here to apply for the role of Estates and Shift Manager**](https://poppyfactory.peoplehr.net/Pages/JobBoard/Opening.aspx?v=35b1b40b-89dc-4ed7-a7d3-d9a29e808af1)

**Benefits, terms and conditions**

The Poppy Factory aims to be a model employer and offers competitive terms & conditions of employment and a range of enhanced benefits, as outlined below:

**Salary:** All our salaries are benchmarked based on the requirements of the job description and comparable roles in the charity sector. Salaries are subject to annual review.

**Hours of Work:** Unless otherwise stated, contracts are normally offered on a full time basis, 37.5 hours a week, Monday to Friday.

**Location:** The Poppy Factory, 20 Petersham Road, Richmond, Surrey TW10 6UR (or home based if applicable).

**Contract:** unless advertisement states otherwise all posts are offered on a permanent contract (subject to completion of a six-month probationary period).

**Pension:** on completion of three months service staff will be auto-enrolled into the Poppy Factory occupational pension scheme offered by Standard Life. Contribution rates on auto-enrolment are 2.67% employee and 5.33% employer (via salary sacrifice). Staff may choose to increase their contribution rate. The Poppy Factory will contribute double the rate, up to a maximum of 10% employer contribution (increasing to 14% after completion of 5 years’ service).

**Annual Leave:** Full time staff entitlement is 24 days per year with 1 day’s additional leave on completion of 3, 4, 5 and 9 years’ service (i.e. to a maximum of 28 days) plus 1 day in lieu of Armistice Day plus public holidays.

**Reservists Leave:** Staff who are members of the Reserve services are entitled to two weeks’ paid leave to support their reservist activities.

**Life Cover:** Life insurance cover of 3x annual salary.

**Employee Assistance Programme**: 24 hour/365 days confidential service offering a wide range of advice and support.

**Family Friendly:** Enhanced parental benefits (subject to meeting statutory requirements).

**My Work/Life Benefits:** Childcare vouchers scheme (via salary sacrifice), cycle to work scheme, and access to our benefits portal offering a wide range of discount vouchers and promotions for high street shopping, restaurants, experiences and days out.

**Equality, Diversity and Inclusion**

We are committed to equality, valuing diversity and promoting inclusion within our workforce, including the volunteers who give their time to us. We work to maintain an environment where the needs and aspirations of all employees are met, irrespective of characteristics protected under the legislative framework of the Equality Act 2010. We expect everyone to understand and accept their personal responsibility to recognise and value differences and the unique contributions that people make to the way we deliver our work.

As an equal opportunities employer our commitment is to take positive measures to recruit people from underrepresented groups, and we actively encourage applicants from diverse backgrounds. As a Disability Confident employer, we offer a guaranteed interview for any job applicant with a disability who meets the essential criteria for the role. Please indicate in your application if you wish to be considered under this scheme. We are also happy to discuss reasonable adjustments to the application or interview process to accommodate disabled candidates.

We are a family friendly employer and happy to discuss flexible working.