



Manager of An Cridhe and Coll Bunkhouse

Full/part time position – salary £22,000 - £26,000 pro rata

Purpose of role – to fulfil the Mission Statement

To provide a centre for culture, interaction and warm hospitality to visitors and the local community. Both buildings should be run for the overall benefit of the community and should be financially self-sustaining.

Manager Job Duties

Will include but are not limited to:

Cash management and financial administration

- Cashing up, float management
- Purchasing, invoices, managing expenditure against budget
- Sage entry – downloading Stripe reports, income coding
- Wages and HMRC (with professional support)
- BACS payments

Event management

- Liaison with hirers/performers
- Bar – alcohol & entertainment licences, stock ordering and control
- Planning & strategy, ticket admin, publicity
- Pre- and post-event set-up, cleaning, staffing, volunteers

Staff and Volunteer management

- Allocation and delegation of tasks
- Timesheets
- Rotas and staff leave, training

Service provision and administration

- Coll Bunkhouse bookings, check-ins and general management
- E-bike hire and maintenance
- Online booking site management (Free to Book, Ticket Source etc)
- Websites, bulletins (Mailchimp) and social media
- Electricity and insurance contracts
- 500 Club
- Maintenance plans and repairs, health and safety checks
- Attend board and/or management committee meetings

The role is based at An Cridhe, Isle of Coll

- Permanent full or part-time position (evening and weekend working will be required)
- Reports to the Development Coll board of trustees
- Salary £22,000 - £26,000 pro rata
- 30 days annual leave (pro rata based on a 35-hour week) including bank holidays. The expectation is that at least 50% is taken between October and March, and only odd days are taken between mid-June and mid-August.
- Statutory pension contributions
- Learning and development opportunities
- Opportunity to carry out a vital role in the community

An Cridhe and the Coll Bunkhouse are two community-owned enterprises that work in conjunction with each other to provide amenities to islanders and visitors. An Cridhe, the community centre, has a wide range of uses from being a gym to hosting wedding receptions to providing a space for the local community to congregate. The Coll Bunkhouse is a 5-star Scottish Tourist Board Hostel providing accommodation for up to 15 people. The two are situated on the same site. Also included on the site are 4 motorhome hook-up pitches and an e-bike rental service. Both An Cridhe and the Coll Bunkhouse are in the main settlement of Arinagour. The Isle of Coll experiences an extremely active and lively summer season with the shoulder seasons providing a more steady but reliable flow of visitors. The winter season is relatively quiet in comparison; however, both enterprises keep their doors open all year round.

Our core services

- Providing a space for meetings and socialising
- Planning and hosting events/performances
- Offering accommodation and a base for visitors
- Using our adaptable spaces to deliver the needs of the community eg sports, displays, internet access

Background

An Cridhe and the Coll Bunkhouse have been operational since 2012 and have been a success story. The current staff structure consists of 3 part-time operations assistants and the vacant position of manager. There is also a pool of volunteers who assist at various events as well as carrying out light maintenance work. The centre is open from 9am-9pm every day of the year, however it is not permanently manned during these hours. The two enterprises are owned and overseen by Development Coll, a local development trust formed to benefit the community of the Isle of Coll. Development Coll is run by a Board of volunteer Directors and seeks to create other improvements to life on Coll.

The role

Our manager works across the two enterprises to ensure the smooth running of operations and to carry out vital administrative duties. As well as the specific duties as manager you will be working with a team and collaborating with volunteers to maintain and promote one of the community's most valuable assets.

Main tasks and responsibilities

An Cridhe and the Coll Bunkhouse want to create a warm and welcoming atmosphere, maintaining their position at the heart of the community. The experience of locals and visitors is important to us, so organisation is key to running the bookings and check-ins of both facilities, especially during the summer season when footfall is high. It is essential to keep the buildings in good condition; as manager you will need to work flexibly with the other operations assistants, facing the public and ensuring the spaces are clean and well-maintained. Organising any emergency or general maintenance to guarantee the continuity of operations will also be required.

You will need to be passionate about promoting the venue aspect of An Cridhe. Event management will involve liaising with hirers/performers/volunteers, organising bar licences, bar stock, entertainment licences and publicity, including keeping our websites and social media channels updated, and looking out for potential low season income opportunities.

Although the public-facing role is important, it is just as crucial to maintain the smooth-running of the operation and ensure that the finance and general administration is kept up to date; keeping accurate records of purchases, invoices and expenditure against the budget set by Development Coll. Therefore, the manager is expected to be hands-on with the inputting of transactions using our Sage software, and to maintain an overview of the day-to-day finances. Staff wages and HMRC payments are tasks that are required to be completed by the manager, as well as timesheets, rotas and holidays. The negotiation of utility bills and insurance cover are also the responsibility of the manager in conjunction with a trustee of the board.

About you

As the manager you'll work alongside and benefit from the experience and knowledge of colleagues and volunteers who contribute to the ongoing success of these community-run enterprises.

You'll be:

- committed to maintaining and growing a place that serves the community
- solution-focussed
- an able and competent administrator
- a skilled communicator
- able to inspire others with vision and leadership
- familiar with working as part of a team and collaborating with others

Joining the team will give you a role where you have a real sense of purpose supporting the continuous delivery of key facilities to the community.

To Apply

Please send a CV and / or cover letter (3 pages max) outlining how your skills and experience align with the role requirements to: nic.smith.developmentcoll@gmail.com

For an informal chat, please arrange a call via WhatsApp: 0746 8886 594

Closing date: 9am Thursday 16th March

Knowledge, skills, and attributes

Essential

- Experience of working in a busy, front line customer-facing environment delivering excellent service
- Ability to balance and resolve the conflicting interests and priorities of different users and groups
- Experience of managing staff and volunteers and able to delegate effectively
- Prepared to work unsociable hours when required (evenings and weekends)
- Excellent interpersonal, written and verbal communications skills
- A resilient mindset – able to respond to negative comments and criticism appropriately
- Good IT skills: able to use Word, Excel, download reports, manage content on online booking sites
- Self-motivated, able to work with minimal supervision and under pressure to deadlines
- Organised and methodical approach to work with the ability to create, implement and follow processes and procedures
- Strong understanding of the importance of accurate record-keeping and following processes
- The desire to live in a remote rural area of natural beauty as part of a close knit community.
- Employment rights to live and work in the UK
- Commitment to equality and diversity

Desirable

- Experience of managing multiple projects simultaneously
- Experience of running entertainment events including weddings
- Basic website editing skills
- Experience of inputting transactions to Sage
- Experience of managing online bookings sites
- Experience of managing and working to budgets

Please be aware that certain aspects of the role involve physical activity.

Don't meet every single requirement? If you're excited about this role and believe in the aims of the Mission Statement but your experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyway. You may be just the right candidate.