

**Unity Enterprise Assistant Manager**

**Applicant Information Pack**

Hello!

Thank you for having an interest in working for Unity. We are a housing association based in Leeds, with a social purpose to provide opportunities for people with disadvantages to improve their lives.

Unity Enterprise is our not-for-profit subsidiary. Its mission is to find, encourage, support, and develop local people with entrepreneurial talent and aspiration. Among other things we provide managed workspaces, rented business units, an incubation hub, business courses and support facilities for fledgling entrepreneurs, emerging inner-city enterprises, and voluntary sector organisations across Leeds.

The new role of Assistant Manager is a great opportunity to join a highly successfully and motivated team. The role involves helping to manage our three business centers; encouraging and supporting people to succeed as entrepreneurs and working with them to build and develop their businesses; contributing to our fundraising initiatives that generates the resources for Unity to expand its range of much needed services; developing UE’s existing income/business streams and marketing and promoting the UE brand and the work of Unity.

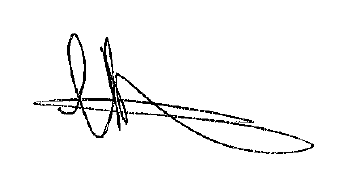
We are looking for someone with experience of and interest in business who we can train and develop to make a positive contribution to our company. We will invest in their training and development with the aim that in two years’ time you will be proficient to:

1. Manage the UE business or similar businesses.
2. Provide a range of high-level business support, information, coaching, advice, and guidance to a range of people/businesses, from fledgling entrepreneurs to those looking to start their own business, through to supporting established businesses to grow, scale up, change, or diversify their business model.
3. Write bids to generate external funds and fundraising in general.

You will need to be a real team player with excellent communication skills and can work with minimum supervision.

I believe this is a brilliant opportunity to make a difference and I look forward to receiving your application.

Yours sincerely



Cedric Boston

Chief Executive

**Advert: Unity Enterprise Assistant Manager**

**Working Location:** You will be based at our offices either at 26 Roundhay Road, LEEDS,

LS7 3AB or Leeds Media Centre 21 Savile Mount, LEEDS, LS7 3HZ.

**Supervising:** 2 x part-time Enterprise Coordinators and the Enterprise Handyperson.

**Salary:** £35,000 per annum pro rata. **Fixed term contract for 2 years.**

**Hours of Work:** Flexible, up to 35 hours per week as a full-time role but also interested in applicants looking for a part time role.

**Benefits:** 27 days leave plus bank holidays, Occupational Pension Scheme, flexible working and family friendly policies.

You will be required to support business development within Leeds and to develop and manage a local “Enterprise Hub” and perhaps one other emerging business stream. It will involve collaborative work with Leeds City Council and the Local Enterprise Partnership to deliver a comprehensive support service from pre-start to new and established businesses and social enterprises.

It’s about working closely with other colleagues and partners to make sure that where our customers need support, we are able to provide this and an excellent customer experience. The quality of people’s lives is important to us.

To make sure this happens, we are looking for a colleague who must be able to demonstrate:

* Experience in advising existing small businesses and social enterprises.
* Experience of working with people to develop business plans and support the launch of a

small business or social enterprise.

* Experience of working on grant funded projects is beneficial, but not essential.
* Experience of partnership working to deliver business support services
* Experience of bid writing and fundraising is desirable.
* Excellent organisation and prioritisation skills.
* Excellent record keeping and reporting discipline.
* Excellent interpersonal skills

You will continuously improve services to meet challenging targets and obtain best value for customers, working in partnership with stakeholders, external partners and colleagues you’ll make sure our tenants receive a customer experience all the team can be proud of.

We positively welcome and support diversity in our workforce and welcome applications from all sections of the community.

**Applying for this job**

For an informal discussion call our Enterprise Manager, Adrian on 0113 2425996.

Whilst we are interested in your work history and experience, demonstrating behaviours, skills abilities and knowledge and experience can come from a variety of life experiences not just paid employment. Please feel free to use example from all areas of your life that are relevant to the requirements of the role. We also want you to tell us why you have a passion for working for Unity and why you are the colleague we need.

To apply please submit your CV together with a covering letter to [recruitment@unityha.co.uk](mailto:recruitment@unityha.co.uk).

If you are selected for interview, you will be asked to provide photo identification and proof of eligibility to work in the UK.

We reserve the right to withdraw this vacancy at any time.

**Closing date: 24 January 2025**

**Unity Enterprise Assistant Manager**

**Responsible to:** Unity Enterprise Manager

**Supervises:**

**Location:** Leeds

**Objectives of the Post:**

Unity Enterprise is looking for an enthusiastic and proactive Assistant Enterprise Manager to support with overseeing the operations of Unity Enterprise buildings and our podcast studio. This role requires a blend of business skills with some technical expertise in audio and video production. The successful candidate will be responsible for supporting the Enterprise Manager in the day to day running of the Unity Enterprise business centres by providing general support services, engaging with potential clients, organising events, and contributing to the growth of our business initiatives.

**Key Responsibilities**

**Enterprise Support**

Assist the Enterprise Manager to manage the centres. This includes maintaining profitability by managing occupancy, service revenue and effective marketing. Ensuring all centres are fit for purpose and being able to perform basic maintenance in the centres.

Actively promote the centres available units and facilities to potential customers.

Receive payments from tenants and former tenants for their rent/debt and other charges, record appropriately and issue accurate receipts.

Ensure that any changes to the unit and tenant databases are corrected immediately and that any validation exercises are processed in accordance with procedures.

Ensure that all sensitive and confidential information is stored in an appropriate manner.

Prepare and distribute reports in a timely manner, and undertake minute taking.

Liaise with the Enterprise Manager to ensure that all recharge invoices are prepared in accordance with the organisation’s procedures.

Resolve invoice discrepancies in line with the current procedures liaising with the Finance Section and the client.

Provide all necessary and appropriate administrative support including postage processing, room booking and coordination of training/conference facilities.

Ensure that the centres remain compliant with all statutory legislation.

Maintain a high standard of health and safety in accordance with company policy and legal requirements.

Be pro-actively involved in self-development, participate in training courses and from time to time undertake new roles, duties and responsibilities in connection with self-development.

Receive and sign for parcels on behalf of tenants, ensuring accurate record-keeping and timely distribution.

Undertake frequent market research and competitor comparison analysis.

Handle phone and reception queries with professionalism and courtesy, providing information and assistance to callers and visitors.

Greet visitors warmly, ensuring they are directed to the appropriate tenants or departments in a timely manner.

Answer general queries from the public, providing clear information and directing individuals to relevant organisations or resources as required.

Ensure occupancy levels are maintained and void loss is kept to a minimum.

Sourcing and applying for external funding opportunities.

Any other appropriate duties as required by the Enterprise Manager.

**Additional Duties**

**Studio Management**

Marketing: Develop and implement marketing strategies to promote the podcast studio both online and offline, using various channels to attract new clients.

Client Engagement: Conduct tours of the studio for prospective clients, showcasing its features and capabilities to encourage bookings.

Booking Management: Oversee the scheduling of studio use, ensuring efficient time allocation for all clients.

Financial Transactions: Manage payments associated with studio bookings, ensuring accurate records and prompt processing.

Equipment Preparation: Set up and prepare recording equipment before sessions, ensuring all technical aspects are ready for smooth operation.

**Podcast Production Support**

Recording Assistance: Collaborate with clients during podcast recordings to ensure optimal audio and video quality throughout the session.

Quality Control: Perform thorough quality checks on recordings to maintain high standards before delivering final products to clients.

Post-production Support: Provide clients with finished recordings and refer them to professional video editors as needed.

**Client Engagement**

Innovative Contributions: Propose fresh ideas and strategies to improve client engagement and expand our client base.

**Social Media Marketing**

Online Promotion: Leverage social media platforms including LinkedIn, TikTok, and Instagram to promote the Unity Enterprise services and engage with potential clients.

Enterprise Manager Assistance: Collaborate with the Enterprise Manager on various business support tasks including outreach to potential clients and event organisation.

Client Signposting: Assist clients in navigating available business support services by providing relevant information and referrals.

Promotional Material Development: Create promotional content for business support initiatives using design tools like Canva.

Business Advisory Services: Provide general business advice to podcast clients based on insights from the Enterprise Manager, focusing on their specific needs.

Initiative Development: Contribute to the creation of new business support initiatives tailored for podcast creators and entrepreneurs.

Networking Participation: Attend meetings with networks and associates as needed to stay informed about developments in media and local business support initiatives.

To support business development within the Chapeltown and Harehills area and to establish and manage a local ‘enterprise hub’ based at the Leeds Media Centre. Work will include support to existing and newly established businesses, especially those working within the media sector. It will also involve close collaborative work with Leeds City Council and the Local Enterprise Partnership (LEP) in order to deliver a comprehensive support service from pre-starts to new and established businesses and social enterprises.

**KEY TASKS**

**Develop an effective enterprise ‘Hub’ at Leeds Media Centre**

* To develop a coordinated programme of business support activities at the Hub in liaison with other agencies, especially Leeds City Council and the LEP.
* To identify opportunities for appropriate follow-up support including identification of workspace units and suitable on-site support.
* To develop a programme of community activities at the ‘hub’ to promote social enterprise.

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| **Develop an effective local business advice service**   * To provide intensive business support including business planning and financial forecasting * To offer advice on accommodation requirements and links with other regeneration initiatives/support in the local area. * To offer advice on other sources of business support, grants and local and national Government initiatives. * To offer advice on local markets and trends and assist with promotion and marketing campaigns.   **Develop an enterprise culture in the Chapeltown area**   * To promote the use of the enterprise ‘hub’ for events, training sessions, seminars which encourage new entrepreneurs and support existing businesses. * To work with other agencies such as the Leeds City Council and the Local Enterprise Partnership to promote enterprise amongst young people and the area’s BME communities. * To celebrate business success in the area and develop a local communication strategy for businesses including an e-newsletter for the business community.   **Other**   * To maintain a high standard of Health and Safety in accordance with Unity’s policy and legal requirements. * To ensure that all sensitive and confidential information is stored in a secure and appropriate manner. * To ensure that any complaints are recorded and responded to in accordance with Unity’s Procedures. * To implement Unity’s Equality, Diversity & Inclusion Policy in all aspects of the duties associated with the post. * To be positively involved in self-development and participate in training courses and from time to time undertake new roles, duties and responsibilities in connection with self development.   **Corporate tasks**   * Support Unity’s vision and corporate objectives. * Contribute to the continuously improving levels of customer satisfaction. * Deliver services that are inclusive and meet the needs of our tenants. |  |  |

PERSONNEL SPECIFICATION

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| **ATTRIBUTES** | **RANK** | **HOW IDENTIFIED** |
| **KNOWLEDGE & EXPERIENCE** |  |  |
| Experience of a similar customer facing/front line role in a social business environment | Essential | CV/letterinterview |
| Experience of developing business plans | Essential | CV/interview |
| Experience of partnership working. | Essential | CV/interview |
| Experience of being a liaison point for customers and other organsaitions. | Essential | CV/interview |
| **SKILLS AND ABILITIES** | | |
| Ability to remain calm when faced with challenging situations either on the telephone or face to face. | Essential | CV/interview/ references |
| Ability to communicate in a clear and concise manner. | Essential | interview |
| Ability to adjust workload priorities in line with operational needs. Whilst still meeting targets and deadlines. | Essential | CV/interview/ references |
| Ability to liaise, build and promote positive working relationships with colleagues, external organisations and customers. | Essential | CV/interview |
| Ability to maintain all aspects of confidentiality. | Essential | CV/interview |
| **DISPOSITION/ATTITUDE** | | |
| Willingness to be trained and developed. | Essential | interview |
| Ability to use own initiative whilst working within a team. | Essential | Interview/ references |
| Ability to lead when necessary to ensure that work is completed. | Essential | CV/interview |
| Flexible approach to work. | Essential | Interview |
| **CIRCUMSTANCES** | | |
| Must be willing to uphold the values and objectives of the organisation. | Essential | interview |
| Demonstrate your use of good practice and anti-discriminatory working. | Essential | CV/interview |
| To be committed to promoting the highest standards in Health & Safety performance. | Essential | interview |

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| Ability to adjust your approach to the needs of a customer | Essential | Interview |

