



Job Title: Queen Street Site and Development Manager

York RI CIO

York RI CIO is a multi-sports and cultural charity operating across two sites, one in the West of the City, New Lane, and one at Queen Street, adjacent to York Railway Station. Established as a CIO in 2016, but rooted in a rich history tracing back to 1889, York Railway Institute was first formally established in 1926, making this year 100 years of activities at our Queen Street site.

The charity is run by a group of 6 charity trustees, who are responsible for strategic direction, legal, Health and Safety, Employment, Safeguarding and Budget compliance. A committee for each site meets monthly and is responsible for operational activities. At least one trustee and members from each of the sports sections sit on these committees.

York RI CIO, is at an exciting juncture, where it has the opportunity to buy the building of its Queen Street site. This will create further opportunities and additional funding routes to grow our offer and improve our facilities.

The modern CIO now hosts a huge variety of activities, from elite competition to grassroots clubs and the focus of this role and of the charity moving forward, will be “Sport, People & Community”. This role has been specifically created to help us fulfil our objectives under that plan, creating strong partnerships with local businesses, other charitable organisations, and further sports pathways for our members and hirers.

As a flavour of the activities and sports we currently support across the two sites, these include football, rugby, badminton, table tennis, judo, netball and squash. In addition, we have regular partnership bookings, including local schools, dance clubs, a charity supporting disadvantaged young people and a variety of one-off cultural events. We also host private functions and events. Whilst our Queen Street site is bustling with activity, we are keen to explore opportunities for diversifying our offering and develop our usage during less busy periods, such as daytime weekdays. A key focus in our recruitment will be exploring with candidates creative ideas, practical strategies and new approaches to fulfil the charity’s objectives.

What are we looking for?

For the right candidate, this role has ample opportunity to make it your own. You will be supported by a Staff Supervisor, a team of five front of house staff, a site committee of eight volunteers and a board of six trustees, making the General Manager a key point of contact for internal stakeholders. The role requires energy and drive to succeed and direct involvement in crafting the future of the Queen Street site. Key responsibilities will include line management of existing Queen Street staff, growing existing revenue streams and exploring new opportunities, investigating and securing grant and charitable funding opportunities and managing the budget for the Queen Street site.

Job Description

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Main Purpose

To lead and manage York RI CIO operation and strategic ambitions, at the Queen Street site, prioritising community impact, while balancing commercial viability. Key to success will be making sure the site serves as an inclusive hub for a variety of sports and events, including badminton, table tennis, judo, and squash, while ensuring income is maximised, including grant funded projects and community engagement.

Main Duties to include:

- Working closely with the Trustees to implement the CIO's strategic plan and ensure the charity is sustainable into the future.
- With a focus on the Queen Street site, but an awareness of operations at the New Lane club site, develop new opportunities for revenue and community impact.
- Ensure a positive experience for customers and volunteers, creating an inclusive and supportive culture.
- Explore opportunities for efficiencies and cost savings to deliver on the charity's budget and the Sport, People & Community plan.
- Line management of existing Queen Street staff, following relevant internal employment and health and safety policy.
- Regularly report to relevant internal stakeholders on progress or concerns that may arise.
- Create relationships with local businesses and other Yorkshire based charities, with shared interests and synergies
- Explore opportunities for us to better serve the community and the most disadvantaged groups.
- Assist in finding and securing funding through grants or other charitable funding streams.
- Collaboratively create KPIs for the charity with the board of trustees to monitor the success and progress of the Sport, People & Community plan.
- Play a key role in the Queen's Street facility refurbishment plan.

The right candidate

- Experience of managing a community, charity, public cultural facility or similar.
- A strong commitment to social inclusion, health equality, and the charity's core mission.
- Experience of business development, identifying and maximizing new business opportunities, maintaining key relationships and exceeding targets.
- Experience maintaining customer relationships and ensuring an excellent customer experience.
- Experience monitoring and implementing an annual budget, ensuring that income is maximised and expenditure is reduced
- Excellent relationship building skills with internal and external stakeholders, pioneering a culture of inclusion and support.

Desirable

- Recognised qualification in leisure management or sports development.
- Experience of working in a multi-sports environment.
- Successful Fund-raising and bid writing experience.
- Experience and understanding of working in the charity sector.
- Experience of managing an old building, with a lot of history, but sometimes a few hiccups.

The offering

- Salary Range £35,000 - £40,000 per annum dependent on experience and skills.
- 37.5 hours per week
- Occasional evening and weekend working
- Whilst some flexible/remote working will be available, the expectation is that you will largely be based and work at our Queen Street site
- NEST pension available
- Limited on site car parking available
- 28 days annual leave,incl bank holidays