

## **Social Enterprise Business Manager**

### **Job description**

*Are you a forward-thinking, innovative business manager who is passionate about improving the lives of children and youth and being a good environmental steward?*

Big Brothers Big Sisters of Victoria Capital Region, whose mission is to enable life-changing mentoring relationships to ignite the power and potential of young people, is a not-for-profit, charitable organization offering preventative support to children and youth through mentoring.

For more than 20 years, we have been operating a social enterprise in support of our mission, “to enable life-changing relationships to ignite the power and potential of young people”. Our social enterprise raises funds for our mentoring programs while diverting re-usable goods from landfills and maximizing benefits to our community through environmental stewardship. Under the direction of the Social Enterprise Business Manager, we work to upcycle used items through sales, with every dollar raised supporting our agency and vulnerable children in our community.

We are looking for someone with strategic vision, strong management skills, and business acumen - an innovative entrepreneur who will help us grow our business, ensure profitability, and build solid partnerships throughout the community.

### **Job Overview**

Reporting to the Executive Director, the Social Enterprise Business Manager manages our social enterprise. To succeed in this role, the ideal candidate will have a strong background in business, or related discipline, experience in inventory management, managing stakeholders, building strong relationships, and hands-on experience mentoring and developing others.

They are responsible for ensuring that targets are met and for maintaining strong fiscal accountability. This position is responsible for business development, supporting the development and implementation of a business plan, as well as providing leadership for the safe and effective day-to-day operations of the social enterprise.

### **About the Role**

Specific core duties include:

- Achieving profitability, growth and market performance through innovative entrepreneurial approaches to business development.
- Managing all areas of day-to-day social enterprise business operations, including safety of staff and customers, inventory and product management, revenue generation,

stakeholder relations, customer service, events marketing, budget management, quality assurance, staff scheduling, etc.

- Maintaining and developing a donations solicitation strategy, using technology to maximize both profitability and good donor relations.
- Recruiting, hiring, training, scheduling, mentoring, coaching and performance managing all employees of the social enterprise, including co-op students and volunteers.
- Monitoring budgets, revenues and expenditures to ensure maximum profit levels are achieved, which includes preparing financial and performance-oriented reports for purposes of strategic development.
- Managing operations related to a truck fleet, including maintenance, donation pick-ups and deliveries, tracking and scheduling.
- Maintaining knowledge of BBBS Victoria Capital Region, its programs, mission and vision, and promoting the agency throughout the community.
- Informing the strategic plan through annual business plans which outline financial projections based on performance analysis.
- Regularly conducting quantitative and qualitative analysis to identify strengths and weaknesses to improve overall performance.
- Leading, supporting and/or coordinating logistics and procurement.
- Working in compliance with Employment Standards and WorkSafeBC and ensuring safety is a top priority.
- Supporting the development of marketing strategies.
- Other related duties as assigned.

#### **Qualifications and Requirements:**

- Post-secondary education in Business Administration, Economics, other related discipline, or equivalent experience.
- 1-2 years' supervisory experience in a multi-disciplinary environment with a scheduling component. Previous supervisory, managerial or entrepreneurial experience in a social enterprise setting preferred.
- Demonstrated experience in managing a complex social enterprise or retail environment.
- Strong financial analysis skills, with the ability to create financial models preferred.
- Strong attention to detail, time management, and organizational skills.
- Good interpersonal skills, effective oral and written communication skills, and exceptional attention to detail.
- Strong IT skills with a good knowledge of computer systems and database management.
- Excellent problem-solving skills.
- Ability to work independently and as part of a team.
- Ability to work flexible hours, including evenings and weekends.
- Great team player that can work cooperatively with internal and external stakeholders.
- Must have a valid driver's license, clean driver's abstract, and successfully complete a criminal record check.

**Terms of Employment:**

- Hours: 40 hours per week (Monday to Friday with occasional evening/weekend hours)
- Salary: commensurate with experience and qualifications
- Eligible for health benefits after three-month probation period and RRSP contributions after one year

**To Apply** please submit a cover letter outlining how your education and experience supports the mission of Big Brothers Big Sisters Victoria Capital Region, together with your resume, to Sue Pratt, Interim Executive Director, at [Sue.Pratt@bigbrothersbigsisters.ca](mailto:Sue.Pratt@bigbrothersbigsisters.ca) before the closing date of **March 17, 2023**.

*We thank all those who apply; however, only short-listed candidates will be contacted for an interview.*