

| JOB DESCRIPTION      |                 |                    |                        |
|----------------------|-----------------|--------------------|------------------------|
| <b>Job Title</b>     | General Manager | <b>Reports to</b>  | Chair of the Directors |
| <b>Date of Issue</b> | June 2026       | <b>Review Date</b> | June 2027              |

### About Northwood House Charitable Trust Company Ltd

Northwood House and Park comprise one of the most important historic landmarks in Cowes. Built in 1797, it was owned and occupied for over 130 years by five generations of the Ward family, who played a significant role in the social and civic life of the Island.

Today, as sole Trustee of the Charity owning the grade 2\* listed house and its surrounding parkland, Northwood House Charitable Trust Company Ltd. (NHCTCL) is responsible for:

- Providing and maintaining public pleasure grounds for recreation and relaxation
- Delivering public amenities, including car parking and leisure facilities
- Managing, restoring, conserving, and maintaining the House and Park in recognition of their historic and architectural significance

The continued restoration and preservation of Northwood House and Park bring wide-ranging benefits to the community. We protect a unique piece of local heritage, support education and cultural engagement, provide green space for health and wellbeing, and strengthen Cowes' appeal as a visitor destination. We are also a significant local employer, driving economic activity and providing direct and indirect support for local businesses not just on the Estate, but within the town of Cowes and the Isle of Wight.

We do not receive substantial public funding and so must manage the Estate in a way which ensures it is self-supporting. However, commercial activities on the estate are carefully managed and are limited to those required to support financial sustainability, fund essential restoration and maintenance works, and enable the ongoing provision of community services. In doing so, we must balance the needs of the Estate and many different sectors of the community.

In this way, Northwood House and Park can remain not only a treasured historic asset, but a living, working part of the community and one which can continue to provide numerous benefits for the people of Cowes.

### Job Purpose

The General Manager is responsible for leading, directing and managing the day-to-day activities of NHCTCL. They will report to the Chair of the Board of Directors, with whom they are expected to develop an effective working relationship.

## **Main Duties / Responsibilities**

- Managing and overseeing the daily activities of the Charity and its staff, ensuring that it is run effectively and efficiently.
- Working effectively with the Charity's staff and volunteers to maintain and improve the House and Park.
- Working with the board in preparing a strategic plan.
- Preparing an annual budget for approval by the Board of Directors.
- Monitoring key indicators of the Charity's financial health and responding appropriately.
- Delivering the Charity's business plan and, if necessary, helping the Charity to win new business from public and private bodies and the local community.
- Representing the organisation at external events and publicity opportunities within the community and media.
- Understanding all contracts and funding arrangements and ensures that all services are delivered in accordance with contractual requirements.
- Managing resources effectively and undertaking responsibility for staff recruitment, induction training, monitoring performance, managing absence, and conducting appraisals and supervisions.
- Developing and maintains effective reporting, recording, and monitoring systems.
- Managing the health and safety of staff, volunteers and visitors to the House and Park.
- Ensuring the Charity and NHCTCL fulfil their legal, statutory, and regulatory responsibilities.
- Undertaking all reporting for the Board, ensuring that reports are produced and delivered to meet required deadlines, attending Board Meetings to present reports and updating the Board on service outcomes and new opportunities.
- Managing the complaints process and actioning any learning outcomes.
- Managing and appraising staff performance, supporting their development, and resolving any specific performance issues in a timely manner with the support of our external HR provider as appropriate.
- Holding regular team meetings promoting staff engagement.
- Developing own personal skills, knowledge and experience and maintaining an awareness of the internal and external environment in which Northwood House Charitable Trust Company Ltd operates.

## **Key skills**

- Leadership skills: A prime role of the General Manager is to motivate staff and volunteers and personal drive and energy is required to achieve this.
- Advocacy skills: As the public face of the Charity, the General Manager needs to be able to effectively promote its aims.
- Excellent interpersonal skills: The General Manager will need to build effective relationships with a variety of people within both the Charity and the wider community.

- Financial acumen: The General Manager must set and operate a budget.
- A quick learner: The General Manager will need some prior knowledge of the Charity, but also, once in post, must quickly appraise themselves of the structure and function of the organisation and respond accordingly.
- Flexibility: The Charity is a relatively complex organisation and its activities are wide ranging in scope and timing, meaning the General Manager's role and working hours must be adaptable to organisational needs.

#### **Flexibility statement**

- This job description represents an outline of the intended role. It is NHCTCL practice to review the job description annually as part of the employee appraisal process. The job description should be read in conjunction with NHCTCL policies and procedures.

| PERSON SPECIFICATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                  |        |
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| Job Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  | General Manager                                  |        |
| Criteria: E = Essential D = Desirable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | Assessed: A = Application I = Interview T = Test |        |
| EXPERIENCE & KNOWLEDGE (may have been gained via paid or voluntary work)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                  |        |
| <ul style="list-style-type: none"><li>A minimum of two years’ experience in a comparable leadership role or the ability to demonstrate comparable competence</li><li>Managing a built environment or similar entity, ideally in the heritage or charitable sector</li><li>Providing customer service to internal / external customers</li><li>Significant experience of operating in an environment where high levels of organisational skills were required</li><li>Excellent communication and interpersonal skills, able to liaise effectively with staff, volunteers and members of the public as well as representatives of external entities</li><li>Very strong time management skills with the ability to prioritise and manage conflicting priorities in an effective way</li><li>Be able to demonstrate through experience the competence, maturity and knowledge required to manage a team of staff and volunteers, make decisions, solve problems and manage time effectively whilst being creative, resourceful, assertive, and flexible</li><li>Previous experience working in a heritage environment or similar and/or the charitable sector will be a significant advantage</li><li>Experience of seeking grant funding and/or delivering outcomes in accordance with the provision of such grants</li></ul> |  | D<br>D<br>D<br>D<br>D<br>D<br>D<br>D<br>D        | A<br>I |
| QUALIFICATIONS & TRAINING (may equate to levels of experience)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                                  |        |
| <ul style="list-style-type: none"><li>Leadership or equivalent qualification/experience</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | E                                                | A      |
| <ul style="list-style-type: none"><li>Hold other relevant qualifications, particularly in relation to the charitable or heritage sector</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | D                                                | I      |
| SKILLS & ATTRIBUTES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                  |        |
| <ul style="list-style-type: none"><li>Flexible in approach, adaptable and encouraging of new ideas</li><li>Able and willing to adapt working hours and patterns to the needs of the organisation</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | E                                                | A<br>I |

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| <ul style="list-style-type: none"> <li>Fully IT literate</li> <li>Working with and supporting others as part of a team</li> <li>Ability to take ownership and personal responsibility for your actions</li> <li>Acting with honesty and integrity in all interactions</li> <li>Innovative; able to identify and respond to new challenges</li> <li>Ability to handle confidential information with absolute discretion</li> </ul> |   | T |
| <b>OTHER REQUIREMENTS</b>                                                                                                                                                                                                                                                                                                                                                                                                         |   |   |
| <ul style="list-style-type: none"> <li>Able to work between the House and Park and other locations as may be required</li> <li>Full driving licence and daily access to a vehicle</li> </ul>                                                                                                                                                                                                                                      | D |   |