

Sri Guru Singh Sabha, located in Southall, is the leading Sikh institution outside of South Asia, and serves a diverse community of thousands of local Sikhs. Recognised for its impactful partnerships with local and national organisations, the Sabha is dedicated to promoting the well-being of all community members. With a rich history of service since 1964, the Sabha is undergoing exciting changes to further advance its mission. A hallmark of the Sabha's efforts is its daily operation of Langar, where over 1000 meals are served daily from dawn to dusk.

OVERVIEW

We are seeking a highly motivated and organised individual to join our team as a General Manager at our Gurdwara. The General Manager will play a crucial role in ensuring smooth and efficient operations of the Gurdwara facilities and services.

CORE VALUES

Sovereignty: An unwavering commitment to preserving the ideology of the Guru, promoting Sikhi, its cultural and spiritual heritage, and the principles of the Dharam.

Oneness: The idea that we are all interconnected and that we value equality and respect for all individuals, regardless of their background or religion. Employees should embody this by treating their co-workers and with dignity and respect.

Integrity: We are dedicated to living a life of honesty and truthfulness, and this value should be reflected in the workplace by employees who hold themselves accountable for their own actions and decisions. Employees should take a zero-tolerance policy to corruption and bribery.

Leadership: We are change-makers through serving others and giving back to the community. Employees should strive to make a positive impact in the workplace by leading by example and going above and beyond where possible.

Humility: We believe in humility and avoiding arrogance, and employees should embody this by staying grounded and avoiding a sense of entitlement and/or superiority. Employees should also be committed to continuous learning and growth, both personally and professionally.

Perseverance: We value hard work and determination, and employees should embody this by consistently working towards their goals, even in the face of obstacles and challenges.

Compassion: We value compassion and kindness, and employees should personify this by showing empathy and understanding towards others, and by being supportive and encouraging to their co-workers.

Justice: As defenders of the defenceless, we stand up against all forms of oppression. Employees should take a zero-tolerance approach to any form of bullying, harassment and abuse.

KEY RESPONSIBILITIES

1. Daily Operations & Maintaining Services: Maintaining services involves consistently meeting the spiritual and cultural needs of the Sangat and ensuring that all Sabha amenities are in good condition and accessible. The General Manager must strive to maintain high service standards by keeping the Sabha clean, comfortable, and safe for the Sangat, and providing timely responses to any inquiries or requests. Additionally, the General Manager should ensure that all staff members are trained to deliver excellent service, and that they are empowered to make decisions that benefit the Sangat. By maintaining high-quality services, the General Manager can foster Sangat engagement, boost donations, and maintain the Sabha's reputation. Therefore, it is imperative for the General Manager to ensure that the Sabha's services are maintained at the highest level at all times. Tasks will include:

- Oversee daily operations of the Sabha, including but not limited to managing staff, volunteers, scheduling events, and coordinating maintenance and cleaning through a 'see it, own it, solve it' approach.
- Continue to develop and implement policies and procedures to ensure efficient operations and high-quality services for the Gurdwara community.
- Plan, delegate, direct and coordinate the service delivery of all operational departments in order to meet and exceed expectations, whilst reporting to key stakeholders, such as Executive Committee, on a periodic basis.
- Manage and develop the operations to ensure progression and effective succession planning and adherence to long-term goals within the Gurdwara.

2. Managing Staff & Sevadars: The ability to lead and motivate a team of diverse employees, to communicate effectively with the Sangat, Sevadars, and visitors, and to make quick and decisive decisions is essential. Effective leadership skills are required to provide direction and guidance to employees, ensuring that they understand their roles and responsibilities and are motivated to perform at their best. The General Manager is also responsible for creating a positive work culture and maintaining a high level of Sangat satisfaction. Tasks will include:

- Manage and implement periodic staff performance reviews and training plans and reporting to the relevant committees. Provide regular updates and reports to the Executive Committee and leadership, and participate in committee meetings as needed.

- Ensure the safety and security of the Sabha, its employees, Sevadars, and Sangat, and take appropriate actions, such as recording all incidents through the appropriate channels to resolve any issues that may arise.
- Supervise all facilities staff, including Sevadars with key skills, and manage external contractors as needed.

3. Events Coordination & Leadership: It is important to maintain open and clear communication channels with employees and Sevadars, ensuring that they understand their roles and responsibilities, and are aware of any updates or changes in the Sabha's operations. Additionally, communication is critical when dealing with inquiries, complaints, and feedback, as it helps to address any issues promptly and professionally, leading to improved Sangat satisfaction. Tasks will include:

- Where required, act as a liaison between the Executive Committee and its Sangat, members, local organisations, and government. Solicits feedback, utilises an "open door" policy and reviews employee satisfaction results to identify and address employee problems or concerns.
- Collaborate with the Executive Committee and third-party organisations to plan and coordinate activities, such regular and one-off events. Ensure public facing communication, such as social media and notice boards are up-to-date, accurate and in-line with marketing policy.
- Organise all calendars and diaries across the Sabha's various sites, for example, provide the Langari with a list of the events that will be occurring each week so that they can prepare Langar accordingly, and co-ordination of bookings such as Anand Karaj.
- Respond to ad-hoc requests and assist as needed on projects such as long-term planned improvements to ensure continued excellence is achieved

4. Facilities Management: It is important to understand the significance of facilities management at the Sabha. Facilities management involves the effective maintenance and upkeep of the Sabha's physical assets, such as the building structure, mechanical systems, and equipment. A well-executed facilities management plan can enhance Sangat experience, increase the lifespan of the property's assets, and ultimately reduce costs associated with repairs and replacements. It is crucial to establish and adhere to preventative maintenance schedules, monitor equipment and utility usage, and regularly assess the condition of the property. By prioritising facilities management, the Sabha can ensure a safe, comfortable, and enjoyable environment for its Sangat. Tasks will include:

- Maintain a comprehensive database of all suppliers, contracts, and service dates for all plant and equipment, ensuring that all equipment is properly maintained and serviced.

- Inspect the structures of all buildings, determining the need for repairs or renovations and taking appropriate action.
- Monitor utilities consumption, and implement cost-saving measures to minimise expenses.
- Manage the tender process for contracts related to facilities maintenance, ensuring that the Sabha receives the best value for its investment.
- Oversee the upkeep of all plant and equipment, including plumbing and electrical work, painting and decorating, furniture assembly, property exterior maintenance, and building and repair work.
- Ensure compliance with all health and safety practices, and provide training and support to staff and volunteers as needed.
- Plan, manage, and oversee the installation and maintenance of the Sabha's gardens and landscaping, ensuring that the grounds are well-maintained and visually appealing.

WHAT YOU NEED

- Proven experience in a similar role, with a strong track record of managing operations and leading teams in business administration or related field.
- Strong leadership and interpersonal skills, with the ability to motivate and guide volunteers and staff.
- Professional approach with excellent communication (both Punjabi and English) and interpersonal skills, with the ability to build relationships with visitors and the community.
- Strong organisational skills, with the ability to manage multiple tasks and prioritise effectively and meet deadlines.
- Familiarity with budgeting, financial reporting, digital systems and staff and resource management.
- Competency with Microsoft Office 365 and other basic computer applications, and the ability to learn new software as needed.
- Ability to work flexible hours, including weekends and holidays as needed.
- Desire to build and grow a dynamic and community-focused institution.
- Right to work full-time in the UK.
- Knowledge and experience of Sikh organisation operations is desirable but not essential.

WHAT YOU WILL RECEIVE

- Competitive salary
- Access to leaders and thinkers
- Periodic training to support the role
- Opportunities to represent the Sabha on a national and international stage

Job Description:

GENERAL MANAGER



This is a full-time position, with competitive compensation and benefits. If you are a dedicated and experience operations professional, who has strong leadership capabilities, we encourage you to apply for this exciting opportunity to serve the Gurdwara community.

Apply with CV and one page cover letter to: Harmeet@sgsss.org

Deadline: ongoing