

# General Manager (Maternity Cover) February 2024



# Overview

Theatres Trust, the national advisory body for theatres, is looking for maternity cover for the General Manager role. This is a 12-month full time, fixed term role beginning in May 2024, with the opportunity to potentially extend. You will bring your experience of project and personnel management, which could come from a range of backgrounds. You will support the overall work of the organisation through effective organisational, operational, project and event management.

<b>Reports to:</b>	Director
<b>Salary:</b>	£42,000-45,000 per year
<b>Contract type:</b>	Fixed-Term (for 12 months, starting 28 May 2024)
<b>Hours:</b>	Full-time – 35 hours per week
<b>Location:</b>	Central London office / hybrid working available.
<b>Benefits:</b>	Group personal pension scheme - employee contributes minimum 2% and employer contributes 6%.
<b>Holiday:</b>	28 days per year (not including bank holidays which are in addition). Our offices close between 25 December and 1 January inclusive, and this is taken as additional paid holiday.
<b>Application deadline:</b>	Midday on Friday 8 March 2024
<b>Interview date:</b>	Wednesday 20 March 2024

**We strongly encourage people with disabilities and people who are from ethnically or culturally diverse backgrounds from across the UK to apply as Theatres Trust is keen for the team and its work to be informed by and representative of the diverse communities it serves.**



# About Theatres Trust

## Theatres Fit for the Future

Theatres Trust is the **national advice and advocacy body for the UK's theatres** supporting all forms of theatres, whether old or new, commercial, subsidised or community-run.

We believe **people should have access to theatres wherever they live across the UK**, whether in small communities, towns or cities, so they can engage in creative activity and attend live performance.

**Theatres have a positive role to play in placemaking**, contributing to the local economy and to people's well-being, making our villages, towns and cities great places to live, work and visit.

**Theatres are central to the continued health and vibrancy of the theatre sector** which depends on well designed and well-run theatres of all scales and styles across the country, nurturing talent, providing platforms and engaging with their diverse local communities.

Established by the Theatres Trust Act 1976 and the Theatres Trust (Scotland) Act 1978 'to promote the better protection of theatres' the Trust is a statutory consultee on planning. Local authorities in England, Scotland and Wales are required to consult the Trust on planning applications for all theatres.

We protect theatres and champion the future of live performance by **advising and supporting our nation's theatres** to develop best practice in **design and management** following the four principles of **resilience, environmental sustainability, inclusivity and placemaking**.

You can find more information about our work on the [Theatres Trust website](#).



# Job description

## Job purpose – why we need you

Reporting to the Director and working closely with all members of the staff team, the General Manager will ensure smooth day-to-day running of the organisation. With experience of project and personnel management, they will work to ensure the appropriate systems and support are in place to enable staff and trustees to deliver the objectives of the organisation and make a difference to the UK's theatres.

You will be joining at an exciting time as we deliver Theatres Fit for the Future, our new three-year strategy. The role offers an opportunity to play a key role in supporting the three-year strategy and coordinating the different areas of the team to deliver effectively.

## Key responsibilities – what you'll be doing

### Facilities & Operational Management

- Ensure that Theatres Trust's facilities and operational systems support the smooth running of the organisation.
- Contract, manage and regularly review all operational, support and supplier contracts.
- Oversee IT hardware, software and systems, including service contracts and cyber security.
- Manage and further develop internal Customer Relationship Management (CRM) system, working with the Administrator, Marketing Manager and other team members as required.
- Manage the Theatres Trust's Organisational Archive, Theatre Archive, Library and Gifted Collections, including overseeing deposits and access requests.
- Ensure timely response to Freedom of Information requests, liaising with the team as needed.



## Finance & Administration

- Manage the operations and facilities budget and insurance policies for Theatres Trust's operations and theatre freeholds.
- Maintain a capital maintenance and replacement strategy and along with the Finance Manager, maintain the asset register.
- Liaise with tenants for the Theatres Trust's three theatre freeholds on occasional maintenance and insurance matters.
- Monitor income from Lyceum Theatre proprietary seats and liaise with theatre to ensure income is maximised.
- Liaise with external consultants negotiating theatre tenant lease renewals and periodic rent reviews.
- Liaise with the bank to ensure Trustee and staff permissions / signatories are revised and updated as appropriate.

## Personnel

- Ensure all employment systems, procedures, Staff Handbook and staff policies, terms and conditions and induction materials are kept up to date in line with employment legislation and follow best practice.
- Manage recruitment of staff, principal contractors and volunteers, ensuring best practice is followed.
- Oversee delivery of staff induction, training and allocation of the training budget.
- Manage records for staff holiday, TOIL, parental and sick leave.
- Line manage the Administrator and delegated responsibilities, liaising with other managers who also work directly with the Administrator.



## Policies, Governance & Compliance

- Update all Theatres Trust policies on a rolling annual basis and ensure continued compliance with all policies, including Health and Safety, Personnel, Data Protection, insurances and the Organisational Risk Register.
- Act as the Theatres Trust's Data Protection Officer.
- Act as the key contact for cyber security and IT within the Trust.
- Act as the Theatres Trust's Fire Officer and Principal Office Key Holder on the security alarm call register.
- Maintain all documentation and records relating to Trustees, including Register of Interests.
- Arrange Trustee and Board sub-committee meetings, write, collate and distribute papers and minute as needed.
- Ensure compliance and timely reporting to bodies including DCMS and Charity Commission.

## Event Management

- Support on the delivery of operational and logistical aspects of key Theatres Trust events (currently Annual Conference, Theatres at Risk Launch and Cultivation Events), including venue/technical/catering, booking system, production and event management and budget management.
- Assist with any required internal staffing support (e.g. marketing/comms, bookings/sales etc.) and oversee all external staff and suppliers for Theatre Trust events.
- Support team to deliver occasional smaller events and involvement in external industry events / conferences as needed.
- Support the delivery of all-staff training events, awaydays and social events.



## Additional Responsibilities

- Represent Theatres Trust in a prepared and professional manner.
- Manage the scheduling, agenda and minutes for monthly staff meetings and liaise with colleagues as required to ensure effective delivery.
- Ensure that the development and delivery of activities for and on behalf of the Theatres Trust are consistent with its Equal Opportunities Policy, the Terms and Conditions of Contract and all other company policies.
- Supporting colleagues in the office by sharing duties such as answering telephone calls.
- Undertaking any other duties from time to time which may reasonably be requested.
- Ensuring that the development and delivery of activities for and on behalf of the Theatres Trust are consistent with its Equal Opportunities Policy, the Terms and Conditions of Contract and other company policies.
- Maintaining strict confidentiality and propriety.



# Person specification

## **Essential skills and experience – what we are looking for**

- Experience of delivering effective office and organisational management and systems
- Demonstrable skills in negotiating contracts with suppliers and contractors
- Experience of drafting and managing organisational policies including personnel policies
- Excellent written and oral communication skills and experience of effective communication with a variety of different stakeholders and levels of expertise
- Experience of event and project management
- Line management experience with the ability to support and motivate staff
- Strong track record of budgeting and financial management
- Good IT skills, especially competency with Microsoft office
- Ability to work flexibly as part of a team and to engage positively with staff, Trustees, and stakeholders

## **Desirable skills and experience – knowledge in some areas would be good, but we don't expect you to have it all**

- Experience of working in a cross-team supporting capacity to other colleagues
- Interest in or knowledge of theatre and/or theatre buildings
- Experience of working with Boards and supporting good organisational governance
- Experience of managing CRMs and other databases
- Experience of archives/records management

## **Personal qualities – how you'll work as part of our team**

- Commitment to, and interest in, the objectives of Theatres Trust
- Creative and resilient approach to problem solving and challenges
- Able to work independently and as part of a small team
- Strong time management and organisational skills
- Understanding of and commitment to equal opportunities



# Employment Terms and Conditions

- This is a fixed-term, full time role, based on a 35 hour week. We are open to applications from job shares.
- The salary will be £42,000-£45,000 depending on experience.
- There will be an initial probationary period of 3 months, during which there will be a one week notice period. Following the successful completion of this, there will be a three-month notice period on both sides.
- The primary base for this position will be at the Theatres Trust's offices at 22 Charing Cross Road, London WC2H 0QL. We can offer hybrid working, although attendance at the office on agreed days will be required.
- Our usual office hours are 9.30am to 5.30pm Monday to Friday. An informal flexi-time system is in operation, with the core hours for full-time staff being 10.00 am to 4.00 pm.
- Occasional evening and weekend work may be required. There is no overtime provision, but the Trust operates a time off in lieu (TOIL) system.
- It is expected that the General Manager will be based within reasonable distance of the London office in order to fulfil certain responsibilities (eg. keyholder, emergency contact) as required for the role.
- Full-time holiday entitlement is 28 working days paid holiday each calendar year (not including bank holidays which are in addition). Theatres Trust offices are normally closed during the period between 25 December and 1 January inclusive, and this is taken as additional paid holiday.
- Theatres Trust offers a group personal pension scheme where the employee contributes a minimum of 2% and the employer contributes 6%. Employees are eligible to join the scheme after their first three months of employment.



# How to apply

To apply, please download the application form and equal opportunities monitoring form from our website <http://www.theatretrust.org.uk/about-us/opportunities> Once completed, please send both forms to [laura.wootten@theatretrust.org.uk](mailto:laura.wootten@theatretrust.org.uk)

Deadline for applications: **Midday on Friday 8 March**

Interviews will be held in person at our London office on **Wednesday 20 March**. Reasonable travel expenses will be paid.

## Equality, Diversity & Inclusion

We know that applying for a job is a two-way process, if you have any questions or would like to discuss the role and organisation before you submit your application, please contact Laura Wootton, General Manager, at Theatres Trust directly. We want to make the recruitment process as inclusive and accessible as we can and provide an opportunity for all candidates to show their strengths. If there is more we can do, or if you have particular accessibility needs we would be happy to provide any further support that you may require – please get in touch with us via [info@theatretrust.org.uk](mailto:info@theatretrust.org.uk) .

**We encourage applications from people of colour, LGBTQ+ people (we are a trans-inclusive organisation), people with disabilities, and people who have experienced other exclusion or marginalisation.**

