

JOB DESCRIPTION



Role: General Manager
Reporting to: Executive Producer
Line Managing: Technical Manager, Bar Manager,
Front of House & BO Manager, Administrator
Supporting: Whole staff team

ARCOLA THEATRE

“An undisputed powerhouse” Time Out

Described by The Stage as *“one of the great success stories of the British theatre”*, Arcola has championed new writing and forgotten classics ever since its foundation in 2000. Now based in a converted paint factory in Dalston, East London, Arcola offers world-class productions of plays, operas and musicals alongside work from some of the most exciting young companies and artists.

Arcola also runs one of the most extensive multi-cultural community and youth programmes in East London, awarding over 3000 opportunities every year. It is also internationally known for leadership in environmentally sustainable arts practice and is a National Portfolio Organisation of Arts Council England.

Arcola has staged work with some of the best living actors, writers and directors, including:

Adam Rapp	Geraldine James	Mike Bartlett
Ariel Dorfman	Greg Hicks	Rebecca Lenkiewicz
Bill Bryden	Helena Kaut-Howson	Roger Lloyd-Pack
Bonnie Greer	Jack Shepherd	Rupert Friend
David Bamber	Joe Sims	Sam Shepard
David Farr	Kathryn Hunter	Sean Holmes
Dominic Dromgoole	Lia Williams	Timberlake Wertenbaker

Each year:

- Arcola presents around 60 productions and events. Half are new plays and involve new talent and young companies. In 2013/14, a third were by ethnically diverse artists and two-thirds had women at the helm as writers, directors and producers
- Arcola provides 28 weeks of free rehearsal, showcasing and office space to emerging ethnically diverse artists
- Over 2,500 students attend our performances

Arcola Theatre has won numerous awards in its 14 years of operation and most recently this included winning *“Most Welcoming Theatre”* at the 2014 Off West End Awards.

OBJECTIVES OF THE POST

The General Manager provides the glue which holds together a gloriously eclectic mixture of people, projects and priorities.

The General Manager will manage our people and our day-to-day operations, including the artistic programme (produced and received), events, projects and company administration. The General Manager will lead on HR management across the whole organisation.

The post holder will recognise and value all that makes Arcola Theatre one of the most ambitious and exciting producing and receiving houses in the UK.

This is not an entry-level job, nor is it for the faint-hearted. Arcola is about to go through another burst of growth; we want someone who has the capacity to hit the ground running and can grow with us through our next phase. Our former General Managers have come to us from senior roles in peer organisations and their next roles have respectively been as General Manager and Executive Producer at much larger venues.

RESPONSIBILITIES

Planning and Programming - In-House and Visiting Productions

Support the Executive Producer in:

- Planning how all Arcola productions are mounted and scheduled in alignment with Arcola's artistic and financial goals.
- Administration and scheduling of the programming across all Theatre spaces and rehearsal rooms at Arcola Theatre.
- Delivering the artistic programme at Arcola Theatre, and if applicable on tour both nationally and internationally.
- Managing further exploitation of Arcola productions, including transfers and tours and possible digital exploitation (filming, recording and/or live broadcasts).
- To work with the Executive Producer to contract, manage and support all in-house and visiting company productions (at Arcola and on tour).
- Hosting 'Meet and Greets' with in-house and visiting companies
- Oversee the development of Arcola's work in championing diversity within the sector – including developing its work with Black, Asian, Minority Ethnic and Refugee (BAMER) artists through the Arcola LAB programme and working with the Artistic Director, Executive Producer and Creative Engagement Manager on nurturing talent development
- Chair production meetings with in-house productions and visiting companies
- Whenever possible attend press nights, GALA events, and previews of all Arcola shows and regularly visit shows and companies during the course of their runs.

Production Administration & Scheduling

- Contracting Productions and Events
- Oversee the Management of the Diary and Space bookings
- Hiring and contracting actors and creatives for in-house productions
- Supporting negotiations with and Contracting visiting companies
- Working with Equity and UK Theatre on contracting and maintaining high standards of practice and working conditions at the venue.
- Ensuring that all staff collaborate together to maintain efficient operational systems
- Running Company and Operations meetings

- Keep abreast of relevant industry practice guidelines, responsibilities and duties and represent the theatre to Equity/BECTU/MU/UK THEATRE

Financial and Budgeting

- Run and reconcile production budgets
- Authorise production invoices, petty cash expenditure and royalty payments
- Oversee payroll for permanent and casual staff, working with the relevant managers and Executive team to ensure accuracy at all times. Report to the Executive Producer monthly on budget and performance and on any major issues as they arise.

Front of House and Bar

- Line Managing the Front of House & Box Office Manager and Bar Manager
- Overseeing the managers with the effective operational running of the whole Front of House and Bar operation

Theatre & Facilities Operations

- Line Managing the Technical Manager
- Overseeing the Technical Manager with smooth running of the whole venue and performance spaces from a technical perspective

Health & Safety, Best Practice Policies

- Working with managers across the company to ensure that best practice policies are in place and adhered to at all times
- Updating Organisational policies when relevant and updating these policies on the staff internet and public access digital platforms

Human Resources

- Running the HR function for the whole company
- Contracting staff and maintaining employment records for staff
- Lead on recruitment
- Coordinating with relevant line managers regular appraisals for all staff
- Oversee the DBS checking process at the venue and being the 'Designated Person' on Child Protection and Safeguarding – working with the Creative Engagement Manager.

General

- Work with the senior management team on business planning and operational work plans including implementing Quality Management System processes
- Be able to speak knowledgeably about all aspects of the work of Arcola and to support the organisation's principal aims and objectives.
- Communicate regularly and effectively with colleagues and Senior Management about activities and to seek support from appropriate staff at the earliest opportunity should problems arise
- Support in maintaining relationships with and reporting to Arcola's key funders and supporters (incl. Arts Council)
- Support and promote the aims and objectives of Arcola Theatre both internally and externally
- Deputise for the Executive team in their absence as directed, and address issues as they arise, including representing or speaking on behalf of the Executive team as required
- Undertake any other duties as may be reasonably required.

PERSON SPECIFICATION

- Minimum of five years relevant management experience in theatre or arts
 - Successful track record in theatre production, general and/or project management
 - Extensive knowledge of Health and Safety and its practical application in theatre
 - Knowledge of artist/creative contractual agreements and practical knowledge of union agreements (Equity/MU/BECTU/UK THEATRE/ITC).
 - Sound understanding of planning and scheduling Theatre
 - Experience of managing Continuous Professional Development across a staff team
 - Sound understanding of company and project finance
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- A motivated self-starter who enjoys working with managers and artists with diplomacy, discretion, professionalism, pragmatism and a can-do approach
 - Excellent people management skills including building and leading teams
 - Ability to prioritise a complex workload with excellent organisational skills.
 - Calm and reassuring manner
 - To be a team player with the ability to work independently
 - Flexibility and the ability to adapt to changing circumstances
 - Ability to engage confidently and pleasantly with a wide range of people
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- Highly organised with excellent administrative skills
 - Able to take responsibility and make quick, informed, operational decisions
 - Excellent written and verbal communication skills
 - Highly computer literate with experience of using IT to streamline operations
 - Educated to degree level or equivalent experience
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- A passionate interest in contemporary culture, particularly in theatre, with a good knowledge of the sector and of plays/musicals.
 - Progressive, positive and forward thinking attitude

TERMS & CONDITIONS

Title of post: General Manager

Hours: Standard 40 hours, with regular evening and weekend work

Salary: £35,000 – £40,000 per annum (dependent on experience)

Holiday entitlement: 28 days per annum (including public holidays)

Benefits: 50% discount on food and drink in the Arcola Bar and complimentary tickets to productions at the venue.

Contract: Initial 1 year contract (with intention to extend) subject to a three month probationary period

Start: Immediate start
