January 2020

Dear Applicant,

Thank you for your interest in the post of **General Manager.**

This pack includes information on Theatre Royal Stratford East, the job description, person specification and details on how to apply. Please read all the information carefully before starting your application. Only relevant information will be considered when shortlisting applicants for interview. You may find it helpful to look at the Stratford East website [www.stratfordeast.com](http://www.stratfordeast.com) for general information on the theatre’s policies, current programme and past history.

To apply for the post, please:

* Complete an application form in type or black ink. Use the Supporting Information section on the form to explain why you are interested in this role and how your experience and skills match the person specification
* Return the application form and equal opportunities monitoring form by email to recruitment@stratfordeast.com
* Do not submit CVs, as these are not accepted.

The deadline for receipt of completed applications is **Monday 10 February 2020, 12 noon.**

It is intended that initial interviews will take place on **Monday 17 February** and second round interviews on **Thursday 20 February.**

We look forward to receiving your application and thank you for your interest in Theatre Royal Stratford East.

With best wishes,

Eleanor Lang

Executive Director

**Theatre Royal Stratford East**

Stratford East makes theatre both for, and inspired by, our community in Newham, East London. We continue the political and revolutionary ethos of our founder Joan Littlewood as a leading London theatre and civic hub for East London. We are driven by our art, inclusive and bold.

We tell stories that provoke discourse about the world we live in and our place within it.

Stratford East is a producing theatre, built in 1884, in the heart of East London, situated a short walk from Stratford station. We have a proud history and an exciting future. We represent our culturally and socially diverse community in the work we make, the people we employ and our audiences and participants. We tell stories that are current, political and representative of London.

From 1953 – 1979 the theatre was the home of Joan Littlewood’s legendary Theatre Workshop Company. The Company received international recognition with their acclaimed productions such as Oh, What a Lovely War! and A Taste of Honey. Many leading actors, writers and directors have been part of the Theatre Royal Stratford East family including Meera Syal, Barbara Windsor, Don Warrington, Sheila Hancock, Indhu Rubasingham, Tanika Gupta, Roy Williams and Cynthia Erivo.

Under Nadia Fall’s Artistic direction, we present a bold programme of reimagined classics, timely revivals and ground-breaking new work. Nadia’s first season included a revival of *Equus*, which received seven 5 star reviews and a West End transfer, Sir Lenny Henry starred in a critically acclaimed and power rendition of August Wilson’s *King Hedley II*, and we engaged over 300 young people in a large scale production of Benjamin Britten’s *Noyes Fludde* in collaboration with English National Opera.

Alongside our work on stage, we run a Learning and Participation offer that is accessible and inclusive to all, with the aim to develop creative talent for people of every age. We run a range of programmes to create a lasting impact for our local community which aims to:

* provide routes into the industry, across all theatre departments, with a particular focus on diversifying those coming into the workplace, ensuring the theatre workplace of the future is a diverse and skilled one; and
* provide opportunities to people of all ages to develop their creative talents and engage with the work of the theatre, ensuring that there is a creative outlet to the widest possible constituency.

**Our Mission**

* We produce work of the highest artistic quality that is:
	+ Popular: Theatre of the highest quality that seeks to move and entertain everyone
	+ Political: Work that provokes discourse about the world we live in and our place within it
	+ Inclusive: Stories that are representative of our East London home and speaks to a wider London audience and which strive for an expansive and imaginative portrayal of its diverse communities
* We ensure diversity and inclusion is central to everything we do
* We are investing in our Grade 2 listed building
* We work to be environmentally sustainable
* We nurture and develop our staff
* We create and champion opportunities for a diverse range of artists
* We develop an emerging generation of talent
* We present a year-round participation programme for people of all ages
* We engage with local partners and people in Newham and the East London area

**Governance and Finances**

Theatre Royal Stratford East is a registered charity (Charity Name: Pioneer Theatres Ltd) and a company limited by guarantee. Stratford East Trading Limited is a subsidiary of the charity and operates the bar and catering provision. We are overseen by a non-executive Board of Directors chaired by Dame Margaret Hodge MP. The Board delegate day-to-day management of the theatre to its Executive Team: Nadia Fall (Artistic Director and CEO) and Eleanor Lang (Executive Director).

We have an annual turnover of approximately £3.5m and our work is funded through four main sources: grant income from Arts Council England and the London Borough of Newham; box office income; fundraising income from trusts, businesses and individuals; and other earned income which includes commercial hires, catering and front of house sales.

**JOB DESCRIPTION**

**Job Title:** General Manager

**Reporting to:**  Executive Director

**Direct reports:** Building & Facilities Manager, Operations Manager, IT Systems Manager, Operations Coordinator

**Working with:** Senior Management Team

**Department Information**

The General Manager leads the operational teams in Stratford East, comprising:

* Building and Facilities team
* Operations team which includes front of house, duty managers and bar teams
* IT Systems Manager
* Operations Coordinator

**Main purpose of the Role**

This is a senior management post working closely with the Executive Director and the Senior Management Team to head up HR, operations and policies and procedures across the organisation. This post is responsible for the effective and efficient day to day management of the company’s activities, overseeing several key areas of its operation, and ensuring the organisation implements best practice processes and procedures across all areas of activity.

**Key Responsibilities**

**HR**

* Responsible for the day-to-day management of all personnel matters within Stratford East’s team – to include recruitment, contracting, training, performance review, disciplinary and grievance.
* Maintain and develop the theatre’s HR systems, policies and procedures and ensure the consistent application of same – within the frameworks of employment legislation and good practice.
* Create and implement the annual training plan and manage staff training allocations and budgets.
* Oversee the collation of appropriate data for equal opportunities monitoring and other comparative analysis as required.
* Liaison with the Finance Department to ensure accurate payroll and associated calculations, including final sign-off of payroll on a weekly basis.
* Work pro-actively to engender positive staff relations.

Hires

* Maximise ancillary income from the hire and other commercial exploitation of the theatre’s various spaces for activities around the main programme of work.
* Create and manage budgets, ensuring full cost recovery for any hires or events.
* Coordinate the execution of any such one-off events/ hires and ensure information regarding these events is communicated across the organisation.

Operations

* Oversee the management of Operations team to ensure quality, efficiency, excellent customer service, consistent application of procedures and increased income generation through secondary spend across our front of house and bar teams.
* Lead the Building & Facilities Manager and IT Systems Manager to ensure effective and efficient management and maintenance of the building, and the operating infrastructure and facilities within it.
* Oversee the administration and office management function ensuring information is recorded accurately, updated and maintained safely.
* Lead on the management of the theatre’s room-booking system and coordinate the booking of spaces for both internal and external needs (hires and artist/community bookings).
* Lead on encouraging good communication around the operations of the organisation – including chairing a weekly operations meeting and coordinating regular senior team and full staff meetings.
* Act as daytime duty manager as and when required.

Health & Safety

* Primary responsibility for the management of Health & Safety across the organisation and its activity - in conjunction with the Building & Facilities Manager and Head of Production, to ensure compliance and best practice in respect of Health & Safety legislation and licensing requirements.
* Oversee the Building & Facilities Manager ensuring the continued monitoring and review of risk assessment procedures for the organisation.
* Oversee the Building & Facilities Manager to ensure fire training for all staff and that regular fire drills take place
* Work with the Operations Manager to ensure that the building is fully staffed during opening hours to ensure the health and safety of staff and visitors
* Ensure the correct number of staff are adequately trained in First Aid at all times.
* Chair the Health & Safety Committee, take the lead on Health & Safety designations and draw up and maintain policies and procedures (eg. emergency incident plans, fire safety etc) alongside the Building & Facilities Manager.

Environment

* Lead on ensuring there is a green agenda in the operation of the organisation – including chairing the Green Committee, updating and overseeing the implementation of the environmental policy and action plan, supporting the Building & Facilities Manager in implementing greener building technologies.
* Ensure that legal and statutory requirements are met (eg DEC certificate) and oversee collation of data to report on our environmental credentials.
* Support changes in behaviour and equipment to contribute towards improving our carbon footprint.

Access and Equality

* Work with the Agent for Change to ensure the physical building is as accessible as it can be
* Work with the Agent for Change to continuously assess access and inclusion arrangements at Stratford East.
* Work with the Agent for change to develop relationships with appropriate external agencies and organisations
* Ensure the organisation conforms to the Equality Act 2010 at all times

Insurance & Legal

* Liaison with the theatre’s insurers, maintaining inventories and ensuring that the Company’s insurance policies and levels of cover are appropriate and up-to-date.
* Maintain relationship with UK Border Agency and issue certificates of sponsorship for overseas artists as required.
* Support the organisation in respect of contractual negotiations and agreements.
* Support the Executive Director in respect of GDPR.

Funding and Financial

* Collate information required by the Company’s core funding bodies in line with the conditions attached to these grants and the drafting of funding returns - including the development and maintenance of systems for capturing statistical information.
* Oversee, manage and implement various departmental budgets including core salary and operational budgets.

Other

* Play an active part in the running of the organisation as appropriate, with full engagement as a member of the senior management team.
* Represent the theatre at some events, conferences and meetings etc
* Maximise income and minimize expenditure wherever possible, without jeopardising the quality of the work or the reputation of TRSE
* Be familiar with and abide by all TRSE Company Policies including, but not limited to, our Equal Opportunities Policy, Dignity at Work Policy and Health and Safety Policy
* Undertake any other duties as appropriate to the post

**PERSON SPECIFICATION**

**Essential**

* Experience of senior management in a Theatre or Arts environment
* Experience of human resources management and knowledge of relevant HR and other relevant legislation and compliance requirements
* Experience of Health & Safety management and its application in theatre
* Excellent people management skills including building and leading teams
* Experience of managing IT systems
* Strong analytical skills, with good attention to forward planning and achieving strategic objectives combined with proven capacity to manage procedures
* Financially astute with substantial experience of budget management
* Excellent computer skills - familiarity with Microsoft packages e.g. Microsoft Office: Word, Excel
* Effective written skills across a range of documentation including strategic policy and procedure development.

**Desirable**

* Building management experience
* Experience working in the area of access, particularly with regards to HR, recruitment and building accessibility
* Experience in managing front of house and/or a catering operation

**Personal Attributes**

* Ability to manage a varied workload with multiple priorities and deadlines
* Ability to motivate and to work collaboratively, flexibly and in partnership with others
* Ability to bring innovative solutions to everyday organisational challenges
* Commitment to inclusion and equality of opportunity
* Interest in the work of Stratford East

**INFORMATION**

**Contract type:** Full time and permanent

**Salary:**  £40,000 per annum

**Hours of Work:** 40 hours per week.

 Usual office hours are Monday to Friday 10am to 6pm, with

occasional evening/weekend work required for which an informal

TOIL system is in operation.

**Holidays:** 22 days per annum plus bank holidays pro rata. This will increase

by 1 day for each full holiday year of service completed to a

maximum total of 25 days pro rata.

**Pension:** Up to 5% matched pension contribution after qualifying period

**Other benefits:** Season ticket loans, Cycle to Work Scheme, complimentary theatre tickets, staff catering discounts

**Notice Period:** 3 months

**Probation Period:** 6 months

**TRSE is committed to a policy of equal opportunities embracing diversity in all areas of activity and positively welcomes applications from disabled people and people of all ethnicities.**