

Job Description

Job Title:	General Manager
Hours:	40 hours per week
Salary Band:	£35,000 - £40,000 per annum
Reports To:	Theatre Director, Executive Director
Responsible For:	Operations Managers, Technical & Production Manager.
Works With:	Senior Management team, Production Creative teams
Location:	Theatre Royal Windsor

Main Purpose

Theatre Royal Windsor is seeking a motivated and enthusiastic general manager to support the Theatre Director with both the continued strategic development of Theatre Royal Windsor as well as overseeing the operational running of both the building and productions. The key elements of the role include:

- To champion the further development of the theatre and to promote engagement with the arts across the community and beyond.
- To support the continued evolution and development of the Theatre, working closely with the Theatre Director to develop and implement the robust business plan focusing on a resilient future of the venue, in line with the vision statement.
- To support the Theatre Director in leading the venue team, line managing the relevant department managers, undertaking overall responsibility for the venue's presentation, maintenance & upkeep, delivering a first-class customer experience, smooth operation, and trading.
- To ensure the overall operation of the venue within preset budgets, working closely with the Theatre Director, Finance Director and Executive Director to set and establish future year budgets and KPI's for monitoring.
- To chair the H&S committee, working closely with the Operations managers and Technical & Production Manager, to manage and maintain the Venues Health & Safety policies and procedures, ensuring that all operations and activities have suitable risk assessments, method statements, CDM plans and that these are followed, including incident and emergency plans. This will include being on the emergency call out list.
- To be the lead on human resources across the theatre, working closely with our external HR consultant to ensure the smooth and efficient administration of staff resources, staff welfare, staff training and development programmes through our appraisal and review procedures.
- To support all in-house and co-productions to ensure first class productions are delivered within the budgets set.
- To work closely with the Theatre Director and Executive Director to develop and implement a capital expenditure plan, including major projects to renovate and enhance the theatre and its operation.

General Information

Theatre Royal Windsor is an exciting and thriving regional theatre and is proud to be the only unsubsidized producing theatre to operate all year round in Britain. The theatre hosts a busy programme of shows and events focusing on drama and musicals, supported with live music comedy and dance. The auditorium seats 633 and the building is grade 2 listed.

Theatre Royal Windsor is operated as part of Bill Kenwright Ltd alongside its sister venue The Other Palace, London. One of the largest commercial theatre producers in the UK. Theatre Royal Windsor produces and opens a large number of Bill Kenwright touring productions, in addition to its own in-house productions and the annual pantomime.



Theatre Royal Windsor is keen to ensure that we actively engage with all residents and visitors to the area and is developing a new outreach and education programme and more diverse offer at the theatre.

The business plan aims to position the theatre as a key cultural hub that aims to meet its vision statement:

“To provide a first-class regional theatre that is recognised nationally, that produces and presents a core programme of drama and theatre for all residents and visitors to the Windsor area. Acting as a key cultural hub, encouraging participation and engagement with performing arts and supporting the development of staff, artists and audiences.”

To apply please send your up-to-date CV and a cover letter outlining why you are suitable for the role by email to Anne-Marie.Woodley@theatreroyalwindsor.co.uk

If you have any questions or would like more information about the role, please contact Anne-Marie Woodley on 01753 863444 or by email as above.

Responsibilities Include:

1. To champion the further development of the theatre and to promote engagement with the arts across the community and beyond, working closely with the Theatre Director, Programme & Productions Co-Ordinator and Education & Outreach Co-Ordinator to develop and deliver a cohesive programme of opportunities and activities around the programme of productions and events.
2. Work closely with the Theatre Director to develop and implement the robust business plan focusing on a resilient future of the venue, in line with the vision statement. Targeting viable routes to increase sales and revenue, developing alternative new income streams through increased asset utilisation, controlling overheads, whilst actively assessing and monitoring risks to the business.
3. To ensure the overall operation of the venue within preset budgets, working closely with the Theatre Director, Finance Director, and Executive Director to set and establish future year budgets and KPI's for monitoring.
4. Working alongside the other senior managers to promote and implement an exceptional customer service experience and to execute approaches to maximize audience cross-pollination.
5. Developing a strong working relationship with all other departments and senior managers, supporting events, projects, and programmes in all departments.
6. To deputise for the Theatre Director as required and support the Theatre Director in leading the venue team, line managing the Operations Manager(s) and the Technical & Production Manager.
7. Undertaking overall responsibility for the venue's presentation, maintenance & upkeep, delivering a first-class customer experience, smooth operation, and trading. Working closely with both the Operations Manager(s) on the rolling repairs, maintenance, and upkeep of the venue, liaising with both external contractors and our building and maintenance assistant.
8. To work closely with the Theatre Director, Executive Director, and Senior Management team to develop and implement a capital expenditure plan, including major projects to renovate and enhance the theatre and its operation over both the

short and medium-long term, including supporting with developing business cases, 'invest to save' plans and external funding applications as applicable.

9. Champion awareness within the team of our successes, awards, reviews, and PR coverage to ensure all departments (especially customer-facing) are fully informed.
10. To chair the H&S committee and take the lead on responsibility for H&S at the Theatre, working closely with the Operations managers and Technical & Production Manager, to manage and maintain the Venues Health & Safety policies and procedures, ensuring that all operations and activities have suitable risk assessments, method statements, CDM plans and that these are followed, including incident and emergency plans. This will include being on the emergency call out list.
11. To ensure that the venue always operates within the requirements of its license.
12. Be the responsible person for data protection and confidentiality in the venue, across all areas of operation, including both the box office and CRM systems of the venue, to ensure compliance with the requirements of GDPR and the Data protection act.
13. To be the lead on human resources across the theatre, working closely with our external HR consultant to ensure the smooth and efficient administration of staff resources, staff welfare, staff training and development programmes through our appraisal and review procedures.
14. To support the Theatre Director on all in-house and co-productions to ensure first class productions are delivered within the budgets set.
15. To create and maintain effective internal working relationships with other BKL departments, in addition to always acting as an ambassador both for the venue and the wider company.
16. Preparation of weekly information for management meetings as needed.
17. Any other duties appropriate to the post and under the Equalities Act with due consideration to any employees with a "protected characteristic" and within the framework of equal opportunities.
18. As a direct manager you will ensure that all hazards are identified and managed to an acceptable level, ensuring all relevant documentation is also completed. You will also demonstrate you are committed to Health & Safety by leading by example.
19. Lead on creating a culture of pride in the workplace by ensuring clean and well-presented public and office spaces within the building at all times.

PERSON SPECIFICATION

Position Title:	General Manager	Date Prepared:	15/03/2024
Department:	Administration		

AF= Application Form	I = Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Demonstrable experience of working in a senior management role in a theatre including the management and appraisals of reporting staff.	✓		AF/ I
1.2	Experience of venue / facility management, including overseeing day-to-day operations, repairs, maintenance, and upkeep, as well as capital expenditure projects.	✓		AF/ I
1.3	Up to date knowledge of box office and CRM systems. (e.g. Spektrix)	✓		AF/ I
1.4	A strong knowledge of applicable H&S legislation within theatre and demonstrable experience of implementing and proactively managing H&S policies and procedures within a theatre environment.	✓		AF/ I
1.5	Experience of artistic policy or venue operational planning and implementation using both qualitative and quantitative data.		✓	AF/ I
1.6	Experience of delivering projects or initiatives and using project management systems with a proven track record of meeting timescales and budget requirements.		✓	AF/ I
1.7	Experience of research, development, and the implementation of business plans, linked to commercially viable forecasts.		✓	AF/ I
1.8	Excellent tact and skill in dealing with suppliers and external companies	✓		AF/ I
1.9	Excellent verbal and written communication skills with good information technology skills.	✓		AF/ I
1.10	Proven administration and numeracy skills.	✓		AF/ T/I
1.11	Proven organisational skills.	✓		AF/ T/I
1.12	Able to work under pressure and to strict deadlines.	✓		AF/ T/I
1.13	Excellent level of negotiating and influencing skills	✓		AF/ T/I
1.14	Experience of using Spektrix or similar box office systems.	✓		AF/ I

2.	COMPETENCIES			
2.1	DECIDING AND INITIATING ACTION a) Makes prompt, clear decisions which may involve tough choices or considered risks b) Takes responsibility for actions, projects and people c) Takes initiative, acts with confidence and works under own direction d) Initiates and generates activity	✓		AF/I/T
2.2	LEADING AND SUPERVISING a. Provides others with a clear direction b. Sets appropriate standards of behaviour c. Delegates work appropriately and fairly d. Motivates and empowers others e. Provides staff with development opportunities and coaching f. Recruits staff of a high calibre	✓		AF/T/I
2.3	WORKING WITH PEOPLE a. Demonstrates an interest in and understanding of others b. Adapts to the team and builds team spirit c. Recognises and rewards the contribution of others d. Listens, consults others and communicates proactively e. Supports and cares for others Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses	✓		AF/T/I
2.4	RELATING AND NETWORKING a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict e. Uses humour appropriately to enhance relationships with others	✓		AF/T/I
2.5	CREATING AND INNOVATING a) Produces new ideas, approaches or insights b) Creates innovative products or designs c) Produces a range of solutions to problems d) Seeks opportunities for organisational improvement e) Devises effective change initiatives	✓		AF/I/T
2.6	PLANNING AND ORGANISING a. Sets clearly defined objectives b. Plans activities and projects well in advance and takes account of possible changing circumstances c. Manages time effectively d. Identifies and organises resources needed to accomplish tasks a) Monitors performance against deadlines and milestones	✓		AF/I/T
2.7	DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATION a. Focuses on customer needs and satisfaction b. Sets high standards for quality and quantity c. Monitors and maintains quality and productivity d. Works in a systematic, methodical and orderly way a) Consistently achieves project goals	✓		AF/I/T
2.8	ENTREPRENEURIAL AND COMMERCIAL THINKING a. Keeps up to date with competitor information and market trends b. Identifies business opportunities for the organisation c. Demonstrates financial awareness d. Controls costs and thinks in terms of profit, loss and added value	✓		AF/T/I

3	EDUCATION AND TRAINING			
3.1	Educated to degree level with a focus on arts management, arts administration or drama / theatre studies, or having comparable career experience.	✓		AF
3.2	A minimum of 5 GCSE grade A*-C passes, including in English and Math's	✓		AF
3.3	IOSHH or CIEH managing H&S Qualifications		✓	AF
3.4	Personal License Holder, or willingness to gain and hold a Personal License		✓	AF
3.5	First Aid at Work qualification		✓	AF

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