



General Manager – 12 month fixed-term contract

Reporting to: Chair of Trustees

Line Managing: Volunteers & future roles TBC

About the Maddermarket Theatre

The Maddermarket Theatre is a long standing and much-loved institution in the city of Norwich. It has a long history of producing high quality theatre in an inclusive and open setting that allows amateur and professional theatre arts practitioners to mix together. We have had to close due to the impact of the COVID-19 pandemic, and that has also presented an opportunity for the Board of Trustees to review the theatre's operations and to agree a strategy that will see it thrive in its second century. Recruiting a General Manager is a key step in achieving this.

Objectives of the Post

The Maddermarket Theatre General Manager will manage our people and our day-to-day operations, including the artistic programme (produced and received), the maintenance and management of the building, events, projects and theatre administration. At a time when the Theatre is running with minimal paid staff, the General Manager will be supported by the Board of Trustees.

This is not an entry-level job, nor is it for the faint-hearted. The Maddermarket Theatre is about to reopen and go through a period of change and development; we want someone who has the capacity to hit the ground running and can grow with us through our next phase. Although the job description currently covers a vast array of tasks, we hope to be able to hire for more roles over the coming months/years to support the General Manager. If you are passionate about the role the arts has to play within the community and have some exciting and creative ideas we would like to hear from you.

RESPONSIBILITIES

Planning, Programming & Administration

- Plan how all in-house and external productions are mounted and scheduled in alignment with the Maddermarket's artistic and financial goals.
- Contract, manage and support all in-house and visiting productions, including chairing production meetings.

Finance and Budgeting

- Run and reconcile theatre and production budgets.
- Finance administration

- Oversee payroll for all paid staff.
- Report to the Chair of Trustees monthly on budget and performance and on any issues as they arise.

Front of House and Bar

- Line Manage the Front of House, Box Office and Bar volunteers.
- Manage bar stocks.
- Oversee the effective operational running of the whole Front of House and Bar operation.

Theatre & Facilities Operations

- Line Manage the technical volunteers.
- Ensure the venue is maintained and fit for purpose including all theatre tech, grounds and facilities.
- Maintain compliance with licensing conditions.
- Liaise with all maintenance and support companies (e.g., phones, premises, IT, insurance, photocopier) and invite new companies to tender as agreed with the Board of Trustees.
- Ensure appropriate opening and locking up procedures are in place for the building.

Health & Safety

- Work with the Board of Trustees and volunteers to ensure that best practice policies are in place and adhered to at all times.
- Update organisational policies when relevant.
- Ensure auditoriums and foyer areas are safe, clean and secure at the end of each performance.
- Act as a first aider (training to be given as necessary).
- Keep abreast of relevant industry practice guidelines, responsibilities and duties, including those related to COVID regulations.

Volunteer Management

- Manage the recruitment of all volunteers; ensuring we have a growing and diverse pool of people volunteering with us.
- Rota volunteers for front of house & bar shifts, ensuring we have enough ushers to smoothly manage front of house procedures for each performance.
- Organise the training of volunteers.

Marketing and Promotion

- Develop and implement a marketing strategy for the organisation.
- Oversee the Maddermarket Theatre website and other publicity platforms, such as Twitter, Instagram and Facebook.

General

- Communicate regularly and effectively with the Board of Trustees about activities and seek support at the earliest opportunity should problems arise.
- Support in maintaining relationships with and reporting to the Maddermarket Theatre's key stakeholders, including the Norwich Players and theatre volunteers.

- Seek funding opportunities and make applications to trusts, foundations and third sector grant providers.
- Ensure that appropriate reports (monitoring, evaluation and finances) are made for grants and contracts.
- Promote equality of access and ensuring the Maddermarket is as accessible as possible
- Act as duty venue manager for all weekday matinee performances and any other performances as required.
- Undertake any other duties as may be reasonably required.

PERSON SPECIFICATION

Essential

- Minimum of five years relevant management experience in theatre/the arts.
- Successful track record in theatre production and/or project management.
- A passionate interest in contemporary culture, particularly in theatre, with a good knowledge of the sector and of plays/musicals.
- A motivated self-starter who enjoys working with managers and artists with diplomacy, discretion, professionalism, pragmatism and a can-do approach.
- Sound understanding of project finance.
- Experience of working with funding administration and funded projects
- Excellent people management skills including building and leading teams.
- Ability to prioritise a complex workload with excellent organisational and administrative skills.
- Flexibility and the ability to adapt to changing circumstances.
- A proactive attitude to promoting diversity and inclusion across the sector.
- Able to take responsibility and make quick, informed, operational decisions.
- Highly computer literate with experience of using IT to streamline operations.
- Excellent written and verbal communication skills.
- Progressive, positive and forward-thinking attitude.

Desirable

- Sound understanding of planning and scheduling theatre.
- A passion for grassroots community arts and an understanding of the impact of community theatre.
- Experience of managing and maintaining a venue.
- Knowledge of Health and Safety and its practical application in theatre.
- Knowledge of artist/creative contractual agreements.
- Knowledge of HR practice and employment law and experience of implementing this in contracting and dealing with staff.
- Fundraising and development expertise.
- Duty Manager/front of house experience.
- Experience using Spektrix (Maddermarket Theatre's box office system).
- First aid experience.

TERMS & CONDITIONS

Title of post: Maddermarket Theatre General Manager

Hours: 38 hours per week, with regular evening and weekend work

Salary: £25,000 – £30,000 per annum (dependent on experience)

Holiday entitlement: 25 days per annum

Contract: Initial 1 year contract (with intention to extend for successful candidate) subject to a two-month probationary period. Notice period – 2 months

APPLICATION PROCESS

Please email us the following:

- A covering letter stating your interest and suitability for the role with reference to the job description and person specification.
- An up-to-date CV.
- An email address and mobile phone number.
- The name and contact details of 2 references —to be contacted only after interview, prior to appointment.

Applications must be received electronically and clearly marked '[YOUR NAME] - Application for Maddermarket Theatre General Manager Post.

Please email: Robert Tiffin, Chair of Trustees - robert.tiffen@maddermarket.org

The deadline for receipt of applications is **Friday 2nd July 2021**.

Interviews will be held on **Friday 9th July 2021** at the Maddermarket Theatre.