

WE ARE STRATFORD CIRCUS ARTS CENTRE

Thank you for your interest in the position of General Manager at Stratford Circus Arts Centre.

We believe that access to art brings joy, empowers people, and draws them together. We provide world-class, accessible creative experiences and performances on the doorstep of people in Newham and East London.

Stratford Circus Arts Centre is a vibrant place to create and experience art through world-class theatre, dance, music and circus and visual exhibitions and we present work for families, young people and adults. We support national, international and East London artists to create new work that is relevant to local people, connecting artists and audiences to help them find authentic voices.

Our creative learning programme works with schools and community organisations to introduce local people to artistic experiences through workshops and bespoke creative learning projects. We are proud to be a founding partner of the East London Cultural Education Alliance (ELCEA), delivering outstanding creative opportunities for children and young people across East London.

Our modern and versatile building receives more than 125,000 visits a year and is a key resource for the local community. We regularly hire out space to artists, schools and local groups as well as corporate clients and promoters. Stratford Circus Arts Centre is a National Portfolio Organisation of Arts Council England and a registered charity. Any profits we make go directly back into our work.

WHAT WE DO

- **We welcome** diverse audiences and actively support people who are marginalised. We are a venue that local communities are proud of and value, where people encounter great artistic experiences and creative opportunities.
- **We create** high-quality, mixed art-form artistic programmes linking Stratford Circus Arts Centre both to its immediate communities and to other creative organisations, regionally, nationally and internationally.
- **We develop** creative and cultural skills through direct engagement with young people and communities, enabling wider access, progression and career development.
- **We engage** with professional arts organisations and individual artists leading to the development of creative programmes and festivals, the incubation of new artistic work, and the professional development of individuals.

Stratford Circus Arts Centre is an equal opportunities employer.



Stratford Circus Arts Centre
Theatre Square
London E15 1BX
020 8279 1080
stratford-circus.com

General Manager Job Description

Contract: Permanent, full time

Reporting to: Chief Operating Officer

Responsible for: Front of House, Box Office and Catering services

Salary range: £30,000 pro rata

41 hours per week (including breaks: evening and weekend working as necessary)

Holiday entitlement: 23 days increasing by one day for each complete year to a maximum of 30 days, plus Bank Holidays

Deadline for applications: 17.00 Monday 1st July 2019

Interview date: Anticipated 8th and 9th July 2019

To apply, please fill out the application form and return it, along with a cover letter addressing the Person Specification and outlining your suitability for the position. Please submit your application to jobs@stratford-circus.com by the due date specified.

PURPOSE OF POSITION

This post is responsible for the day to day management of the the front of house service, the box office, the catering activities, and the presentation of the building. They will report to the COO, working closely with technical, hires and programming teams, to ensure that the public-facing side of the building runs smoothly and efficiently.

This is a new role and an exciting time to join Stratford Circus Arts Centre, an organisation focused on growth in a dynamic part of east London. There is considerable scope for the post-holder to innovate, improve and make a real impact.

MAIN DUTIES

Operations

Assume responsibility for the operational delivery of all events (performances, conferences and room hires, community events) at Stratford Circus Arts Centre through effective management of staff, systems and resources.

Ensure that building security is maintained that adequate policies and procedures are in place and followed correctly

Ensure the building is clean, safe, well maintained and fit to welcome customers. Work closely with the COO, Head of Technical Services and contractors to address any issues.

Ensure compliance with all Health and Safety regulations, FSA standards, licensing, and employment regulations, and document accordingly. Ensure regular safety and evacuation drills take place and are properly documented.

Conduct regular inventories of the equipment used by customers of the building, ensuring good maintenance and recommending expenditure on replacements as required.

Manage ancillary tasks such as laundry and parking services.

Complete and delegate administrative tasks as required, including daily reporting and documentation, budgeting and financial management, incident and shift reporting.

Deputise for the COO and provide on shift support for café/front of house staff as required.

Front of House

Manage the front of house team to deliver an engaging client experience based on an understanding of needs of artists, audiences and other users that contributes to driving up the SCAC's standards of presentation and customer care.

Manage the front of house team, providing clear direction, creating rotas, overseeing training and ensuring staff feel supported and motivated to deliver great service.

Manage the box office function of the organisation, ensuring staff are adequately trained on the Spektrix CRM system, working closely with the marketing and programming departments to schedule and fulfil 'on sale' periods, delegating to team members as required.

Ensure smooth communication channels between the front of house team and departments across the organisation, that staff are aware of the organisational functions to ensure queries are effectively managed .

Café and Catering

Manage the café, bar and catering operation for the organisation, including staff recruitment and management.

Train the team in all processes, service and hospitality.

Monitor stock levels, conduct regular stock takes and ensure rotation of stock. Complete ordering and receiving of food and supplies as required.

Ensure compliance with all Health and Safety regulations, FSA standards, licensing, and employment regulations, and document accordingly.

Work closely with the Events and Hires Manager to ensure catering for commercial/corporate events is delivered to brief and to a high standard.

Develop menus and offers in conjunction with the COO, with input from the Events and Hires Manager.

Suggest new initiatives in order to maximise income.

Work with the Creative Learning department on devising the catering offer for community and outreach events, such as Christmas lunch and regular coffee mornings.

PERSON SPECIFICATION

We are seeking an enthusiastic and capable all-rounder with significant and successful experience in a number of operational areas. This position will suit a person who is a very good staff manager, able to deliver great service, has an eye for detail, can manage resources and can demonstrate excellent interpersonal skill. This person will lead by example, and inspire the team to deliver friendly, fast, consistent and professional service.

This role requires a minimum of three years experience and knowledge in the following operational areas:

Experience	Essential	Desirable
Successful experience of leading, training and managing staff	*	
Box Office systems, ideally Spektrix	*	
Management of a café or catering service	*	
Experience of budget management and creation	*	
Experience of working within a busy creative arts environment		*
Contract management		*
Delivering excellent customer service	*	
Experience of building or facilities management		*
Experience of quality assurance and service level agreements		*
Experience of working effectively within teams	*	
Good understanding of IT systems		*
Managing inventory, ordering supplies	*	
Cash handling and management	*	
Knowledge of Health and Safety legislation	*	
Qualifications and skills		
Commitment to SCAC goals of access, diversity and inclusivity	*	
Calm under pressure	*	
Well-organised and self-motivating	*	
Strong interpersonal and excellent customer service skills	*	
Excellent communication skills (both written and oral)	*	
Observant, with good attention to detail	*	
Hard worker, able to work swiftly as required	*	
Manual Handling Certificate		*
Personal License Holder		*
Level 2 Food Hygiene Certificate	*	
Level 3 Food Safety Certificate	*	
First Aid at Work Certificate		*
Fire Marshall trained		*
Full UK Driving License		*
A thorough understanding of food safety, food allergies and intolerances	*	

Due to the nature of the projects the post-holder must be available to work flexible hours (evening and weekend work). Manual handling is required.

You will need to be physically fit enough to spend a shift standing and moving around the building. Appointment is subject to an enhanced certificate from the DBS. For this role you must have evidence of right to work in the UK.

June 2019