



Job Description

General Manager

EAST LONDON'S
INDEPENDENT ARTS CENTRE

Role:	General Manager
Location:	Rich Mix, 35-47 Bethnal Green Road, E1 6LA
Responsible to:	CEO
Responsible for:	Building Manager, Finance Manager, Visitor Services Manager, IT consultant
Works with:	CEO, Dir of Marketing, Head of Programmes, Head of Development (Executive Team)
Salary:	£50,000
Hours:	35 hours per week
Contract:	Permanent
Probation:	6 months
Notice:	Three months' notice in writing on either side, after satisfactory completion of 6-month probation period
Deadline:	10am, Friday 3rd August

Key Purpose

We are seeking an experienced arts professional to join the Executive Management team and provide key business support for the Chief Executive. This new position is a senior role, overseeing all of Rich Mix's operational and administrative functions. The General Manager provide leadership in the key areas of finance, operations, building management, visitor services and HR, as well as project managing major organisational development initiatives.

The successful candidate will have significant leadership experience, a proven track record of leading people and demonstrable experience of financial management and reporting. The post holder will also have experience of arts or related venue operations and experience of developing and implementing effective administrative systems. Leadership skills are essential, as well as the ability to communicate across the organisation and externally and the ability to think and act strategically.

Key Responsibilities

Building Management and Operations

- Act as senior landlord contact for all tenants within Rich Mix property, including negotiation of all leases, confirmation of service charge arrangements and regular tenant communication, supported by the Executive Co-ordinator
- Responsible for overseeing all building management functions and ensuring that the building is maintained to the highest standards, supported by the Building Manager

- Responsible for overseeing all Visitor Services functions including systems, front of house staff, bar provision, customer service, and oversight and review of contracts, supported by the Visitor Services Manager
- Oversee work of external IT consultant
- Responsible for Risk Management and contingency planning for all operations across the business.
- Manage insurance renewal and ensure compliance
- Maintain an awareness of any relevant legislative or statutory changes

Finance

- Oversee the financial management and administration of the charity and its trading subsidiary, supported by the Finance Manager and Finance and Operations Co-ordinator
- Responsible for the timely production of budgets and oversight of the production of management accounts for both Rich Mix Cultural Foundation and Rich Mix Cultural Enterprises (the Finance Manager produces the Management Accounts)
- Regular reporting to the board of trustees
- Preparation of financial reports for regular reporting to ACE as part of Rich Mix's National Portfolio Funding
- Responsible for preparation of annual statutory accounts, and company and charity reporting

Organisational development

- Work closely with the Chief Executive, Head of Programmes, Head of Development and Director of Marketing to ensure an integrated approach to strategic planning and organisational development, including the creation and monitoring of realistic budget projections
- Contribute to regular Executive team meetings to present future plans and contribute to wider organisational discussions
- Produce relevant management and business information for the capital project and other key projects across the business

HR

- Responsible for all HR policies, staff welfare and overseeing HR administration including recruitment, contracts, holiday and sickness procedures, performance review, equality, health and safety and disciplinary/grievance policies
- Monitor employment legislation and ensure this is adhered to, including advising managers and staff on relevant updates

General

- Act as Company Secretary for Rich Mix Cultural Foundation and Rich Mix Cultural Enterprises
- Act as principal contact and liaison for all legal matters

Team

- Manage the Finance team (currently 2 staff) and oversee Building Management, Visitor Services, IT and admin staff
- Act as line manager for the Building Manager, Finance Manager and Visitor Services Manager
- Provide regular feedback and updates to the CEO and contribute to Executive and Management meetings.

- Attend Senior Management and Building Operations Group meetings as required

Essential Requirements

- Senior management experience of working within a creative or arts venue
- Strong financial and entrepreneurial acumen with the ability to balance creative flair with commercial return.
- Extensive operational and financial experience within an arts venue, with a comprehensive knowledge of charity financial reporting, governance and relevant legislation
- Resilient and able to manage a complex and demanding work load under pressure
- Demonstrable leadership flair
- Excellent negotiation skills and ability to achieve optimal agreements with suppliers and business partners
- Ability to manage multiple priorities, work to deadlines and respond imaginatively in a fast-moving, dynamic environment
- Experience of managing a multi-skilled team within a diverse cultural environment
- Excellent written, verbal and analytical skills with a high level of accuracy and attention to detail
- A proven commitment to diversity and the vision, mission and values of Rich Mix
- A high level of computer literacy and knowledge of IT systems is essential
- Due to the nature of the role, the successful individual will have a flexible approach to working, including the ability to work unsociable hours

Benefits

- Access to auto enrolment pension plan
- 25 days holiday, rising by 1 day per year to a maximum of 30 after 5 years of service
- Access to cycle to work scheme and interest free season loan

How to Apply

To apply for this role, please send a cover letter of two pages of A4 max setting out your reasons for applying and what skills, knowledge and experience you could bring to the role. Please also provide an up-to-date CV and recent references.

Applications should be addressed to Lucy Knight, Executive Coordinator at Rich Mix and forwarded to recruitment@richmix.org.uk

The deadline for receipt of applications is **10 am on Friday 3rd August.**

NB: Should you wish to discuss the role in advance with the Rich Mix CEO Eddie Berg, he will be available to speak by phone during the weeks of July 16th and July 23rd. To arrange a specific time and date, please contact Lucy Knight at the email address above.

About Rich Mix

Rich Mix was launched in April 2006. Since that time we have built a reputation for the excellence and breadth of our programme, the diversity of the artists we nurture and the audiences we engage with, as well as the quality and range of partnerships we have fostered. We have placed diversity at the heart of everything we do, championing access and excellence for BAME artists working across a range of artistic disciplines and our audiences are a reflection of the extraordinary ethnic and social diversity that now characterises our part of east London. In little more than a decade we have become an essential part of the arts ecology of London, a beacon for the Arts Council's creative case for diversity across England and have laid the foundations for becoming a leading international exemplar of the social, cultural and economic possibilities of a neighbourhood-based arts centre in a global city.

To support this creative and artistic framework we have successfully built a flexible, resilient and diverse organisation (we now employ around 75 people, over one third are BAME) with a strong, adaptable business model. Rich Mix is constituted as a registered charity, with a wholly owned trading subsidiary. Almost 80% of our turnover is generated from earned income, primarily through our trading activities. For every £1 of Arts Council England investment we leverage a further £9 from other sources.

The diverse income portfolio that anchors this business model includes sales of cinema tickets (we have three screens with a total of 362 seats), space hire, and lease rentals to around 25 creative and cultural businesses which between them have a combined turnover of £9.5m and employ more than 150 people. Net profits generated by these trading activities are ploughed back into the charitable foundation to support our broader artistic and learning and engagement programmes, as well as the overall running of the building. The ACE investment allows us to broaden the scope, scale and ambition as well as the diversity of our programme.

Our live programme includes around 500 public events per year and includes music, performance, dance, spoken word, debates and workshops. We provide a platform and showcase for an extraordinary range of international talent, primarily through our music programme, which, with the closure of a number of grassroots music venues in the capital, has fewer opportunities to reach audiences in London. The range and geographical scope of the music programme reflects both the artistic and stylistic breadth of the artform as well as the cultural diversity of artists making pioneering music today. In any given week the programme is as likely to feature traditional Bengali music as Columbian psychedelia, Nigerian highlife or South Korean indie-pop.

We also support a network of talent, building progression routes through from our New Creatives (ages 16-25) programme to mid-career artists with a minimum commitment of 60% BAME practitioners.

Rich Mix is currently developing a capital project on the existing site which will help increase and diversify revenues, improve the quality and breadth of experience for visitors and users, enhance and innovate the cultural offer and enable the organisation to better deliver its core purpose to more people, in more ways.

Please note that this job description is not exhaustive and additions may be required in line with future changes in organisation requirements.
