



# General Manager Recruitment Information

THEATRE  
**Hullabaloo**



# WELCOME FROM THE CHAIR OF TRUSTEES



**Theatre Hullabaloo is one of the UK's leading children's arts organisations. We make, produce, promote and programme world-class theatre for young audiences. In December 2017, we opened The Hullabaloo, a purpose-designed venue for children and families in Darlington, which is where we are based.**

Theatre Hullabaloo is a small team fired with passion and commitment to impact the lives of our local audiences and to contribute to national and international conversations about the role of the arts and creativity in children's lives. We are now looking for an organised, resourceful and ambitious General Manager to help shape our next chapter.

The General Manager will be responsible for the management of the operational elements of our business, including finance and administration, the day-to-day running of our building, governance, HR and compliance. This post will have line management responsibility for our Finance and Administration Assistant, and other staff and contractors as required.

This application pack gives you an overview of Theatre Hullabaloo, the Job Description and Person Specification and details of how you can apply. Please note that deadline for applications is 12pm (noon) on Friday 17 March.

If you would like to discuss the role prior to application, please contact Theatre Hullabaloo's office on 01325 405680 so that a phone call with Miranda Thain, Artistic Producer, can be arranged.

We look forward to receiving your application.

A handwritten signature in black ink that reads "A Besford".

Anne Besford  
Chair of Board of Trustees



# ★ ★ ★ JOB SUMMARY



<b>Title</b>	General Manager
<b>Reporting to</b>	Chief Executive Officer
<b>Salary</b>	£35,000 per annum pro rata
<b>Hours</b>	32 hours per week
<b>Contract type</b>	Part time, permanent
<b>Annual leave</b>	27 days per annum plus Bank Holidays pro rata
<b>Notice period</b>	1 month
<b>Probationary period</b>	3 months
<b>Location</b>	<p>We are proud to be a family friendly employer and operate a flexible working policy.</p> <p>Given the nature of this role, the expectation is that the majority of weekly hours are building based.</p>



# ABOUT THEATRE HULLABALOO

**Theatre Hullabaloo believes that creativity should be part of everyone's childhood.**

We are a pioneering charity that makes, tours and promotes theatre for children because we believe that they are the most important audience of all.

Theatre Hullabaloo is a National Portfolio Organisation (NPO) of Arts Council England, a registered charity and one of the leading specialist children's theatre organisations in the UK.

We have a diverse portfolio of work that includes the commissioning, making and touring of original performance and creative play for children to theatres, schools and other spaces, programming of world-class family theatre and events, development of creative programmes to support children and families – with a particular emphasis on the early years - and support and development of artists making work for young audiences.

In December 2017, the company opened a purpose-built theatre for children and families in Darlington, The Hullabaloo. From this venue, the company presents a programme of world-class performances, creative play installations, family events and exhibitions. Theatre Hullabaloo has welcomed more than 70,000 children and adults to The Hullabaloo to date. The programme of work at The Hullabaloo has won numerous awards, including Fantastic for Families' Best Family Venue in 2019.

We have also been recognised as a Tees Valley based festival with high-growth potential, having been selected to be part of the Tees Valley Festival Scale Up Programme (supported by Tees Valley Combined Authority). Hullabaloo in the Park, a major new outdoor family arts festival will take place each July from 2023 following a successful pilot festival in 2021.

We commission and make all our work through a child-centred approach with children engaged as creative collaborators and we work closely with academic partners to understand our impact and contribute to the evidence base around the value of creativity in childhood.



# MISSION, VISION & VALUES



## Our Vision:

A world where art and creativity for children is as brilliant and inspiring as they are and is a fundamental part of everybody's childhood.



## Our Mission:

Theatre Hullabaloo champions the rights of children to art and creativity as an irreducible part of child development.

We do this by making, presenting and advocating an inspiring and ambitious programme of theatre and play which is accessible to all children and families and speaks to all stakeholders in childhood.

## Our Values: Theatre Hullabaloo is...



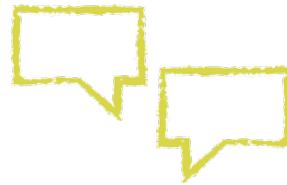
### Bold

We are artistically ambitious for our audiences and take risks in the ideas, stories and forms that we use to make meaning of our world.



### Imaginative

We celebrate the power of the imagination to make positive change. Imagination is magical, it stimulates creativity and innovation.



### Collaborative

We believe that we can achieve more when we develop ideas collaboratively, engage with a broad range of voices and make space for everyone to contribute.



### Accessible

We are passionate about the rights of all children and families to have the best possible experience of our work, to feel invited and able to participate and to be fully represented in that work.



### Child-Centred

Children are at the heart of everything we do.

# STRUCTURE & GOVERNANCE

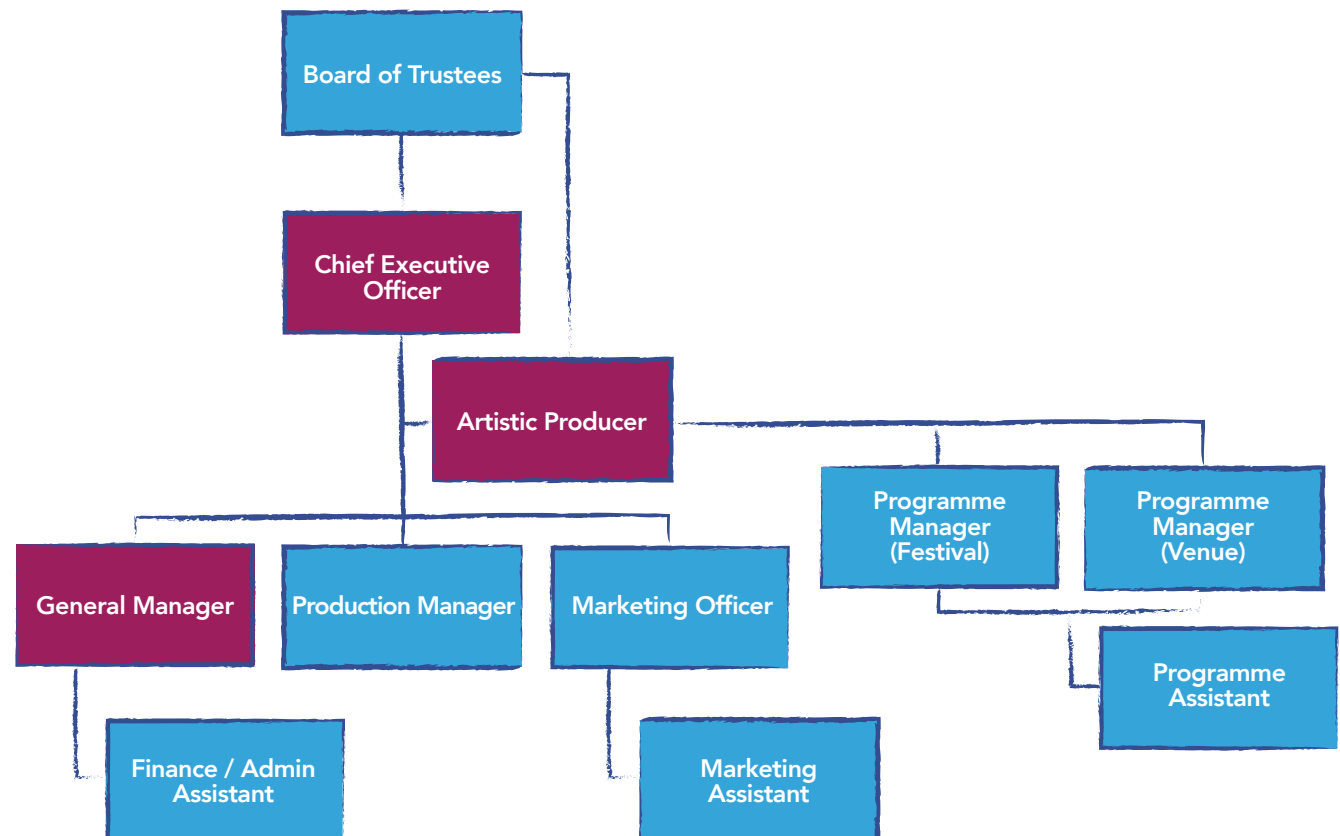
Theatre Hullabaloo is the trading name of Cleveland Independent Theatre Company Ltd and is a registered charity and a company limited by guarantee governed by its charitable objects and Memorandum and Articles of Association.

Theatre Hullabaloo is governed by a board of seven trustees which meets five times a year to administer the charity. Together, the Trustees bring a significant range of expertise including finance, legal, education, arts, higher education, project management, venue management, operations and regional networks.

The board operates a finance sub-group which meets quarterly, and other Task and Finish groups are formed where necessary to fulfil specific pieces of work or research. The board is also well supported by a network of external consultants.

Theatre Hullabaloo is at an important point in its development and is looking to become more impact driven and strategic by strengthening its leadership capacity. As such, the organisation has recently redeveloped its senior management structure, making room for the recruitment of two new roles: General Manager and Chief Executive Officer.

Theatre Hullabaloo is currently working towards the following new staffing structure:



# \*\*\* FUNDING & FINANCE

**In the year to 31 March 2022, turnover was £410,487.**

Income came from a range of project funders and partners, our corporate supporters, volunteers and private donors and from our primary funder, Arts Council England.

We have secured further funding for the period 2023 - 2026 in Arts Council England's National Portfolio, including a 53% uplift on the previous period, which will enable us to grow the organisation and develop new strands of work.

Our budget forecast projects a steady growth in income over the next few years and an expansion of staffing. We have healthy reserves and a strong track-record of successful fundraising. We are proud to be a Living Wage employer.



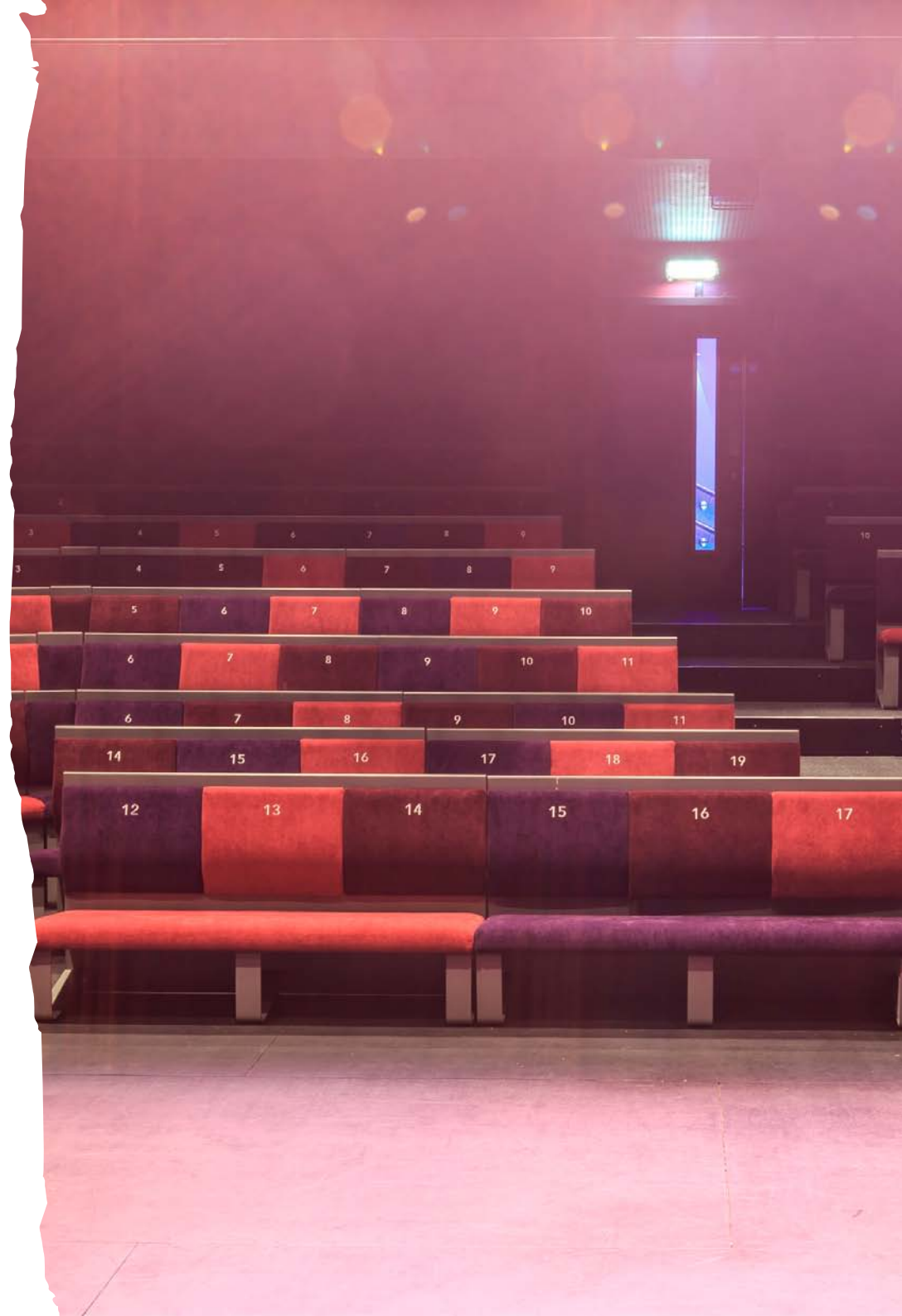
# GENERAL MANAGER

## Overview

**The General Manager will be a crucial part of the Theatre Hullabaloo team, leading on a number of key operational elements of the business.**


They will have management responsibility for staff, including our Finance and Administration Assistant and other colleagues as we embed our new structure and grow our team. The General Manager will work closely with the Senior Management Team, Trustees, staff and third-party contractors, taking responsibility for financial monitoring and reporting and the day-to-day building operations as well as governance, HR and compliance and general administration.

As part of this role, you will be responsible for the general management and improvements of the building to ensure an excellent and safe visitor experience, whilst also providing internal support by working to ensure that wider systems and policies are in place to keep the staff team working efficiently and responsibly.





# \*\*\* KEY RESPONSIBILITIES



## Finance

- Maintain financial and management accounting systems, banking, and payroll with assistance from external accountants and the Finance and Administration Assistant.
- In conjunction with the CEO and Artistic Producer, prepare annual budgets for monitoring and approval by Trustees.
- Have oversight of delegated budgets across the organisation, supporting the team to manage these, and provide regular monthly reporting to the Senior Management Team.
- Monitor and report against sales targets
- Prepare and sign off monthly payroll and make pensions returns.
- Play a key role in the annual audit and associated statutory returns.
- Manage and support staff, including the Finance and Administration Assistant and other members of the staff team as allocated by the CEO.

## HR and Compliance

- Oversee recruitment processes, working closely with the Senior Management to manage the recruitment of all team members.
- Take full responsibility for overseeing the appraisal and professional development of the Finance and Administration Assistant, and other staff as allocated by the CEO.
- Lead on drafting and managing contracts for all team members, including employees, casual workers and freelancers.
- Schedule and conduct inductions for new team members.
- Support, uphold and regularly review company policies and procedures with support from the Board and CEO.
- Provide support and advice to department managers on personnel matters within the team, especially the Programme Manager (Venue) in respect of good management of the Hullabaloo Hosts.
- In conjunction with the CEO, develop and implement the wider training strategy for the team and make certain all team members are equipped to be able to carry out their roles efficiently.
- Manage the company's internal HR system, ensuring personnel details are kept up to date and relevant information on attendance, sickness and absence is recorded.
- Lead on safeguarding for the organisation (training will be provided)
- Manage the development of Swim Lanes for internal use by the team, support Theatre Hullabaloo in mapping processes and procedures, and internal communications.

# \*\*\* KEY RESPONSIBILITIES (2) \*\*\*

## Building Management

- Oversee the day-to-day management of the building, especially in respect of maintenance, repairs, security, access, IT systems, and general support to the Hullabaloo Hosts.
- Provide support to the venue's artistic and community programmes.
- Manage volunteers, contractors and visitors of community/shared space(s).
- Liaise with statutory and licensing authorities as appropriate to ensure all necessary licenses are obtained and routinely renewed.
- To be appointed Health and Safety Officer and to always keep abreast of the requirements of the company health and safety policy.
- Take responsibility for ensuring the actions of the team are safe, secure, and compliant with all relevant legislation to minimise risk to the public, staff, volunteers, and contractors. Manage any major incidents and risk areas including health and safety, reputational and financial.
- Ensure regular checks and tests are carried out in accordance with health and safety policy and legislation, including the maintenance of records and reporting of incidents, and devise, update and ensure the application of risk assessments and mitigation plans as necessary and ensure training is provided for staff, volunteers, and freelancers in safe working practices.
- Implement and maintain standards of on-site presentation including signage, staff and volunteer identification, tidying / cleaning procedures.
- All other duties as reasonably requested by the Chief Executive Officer.

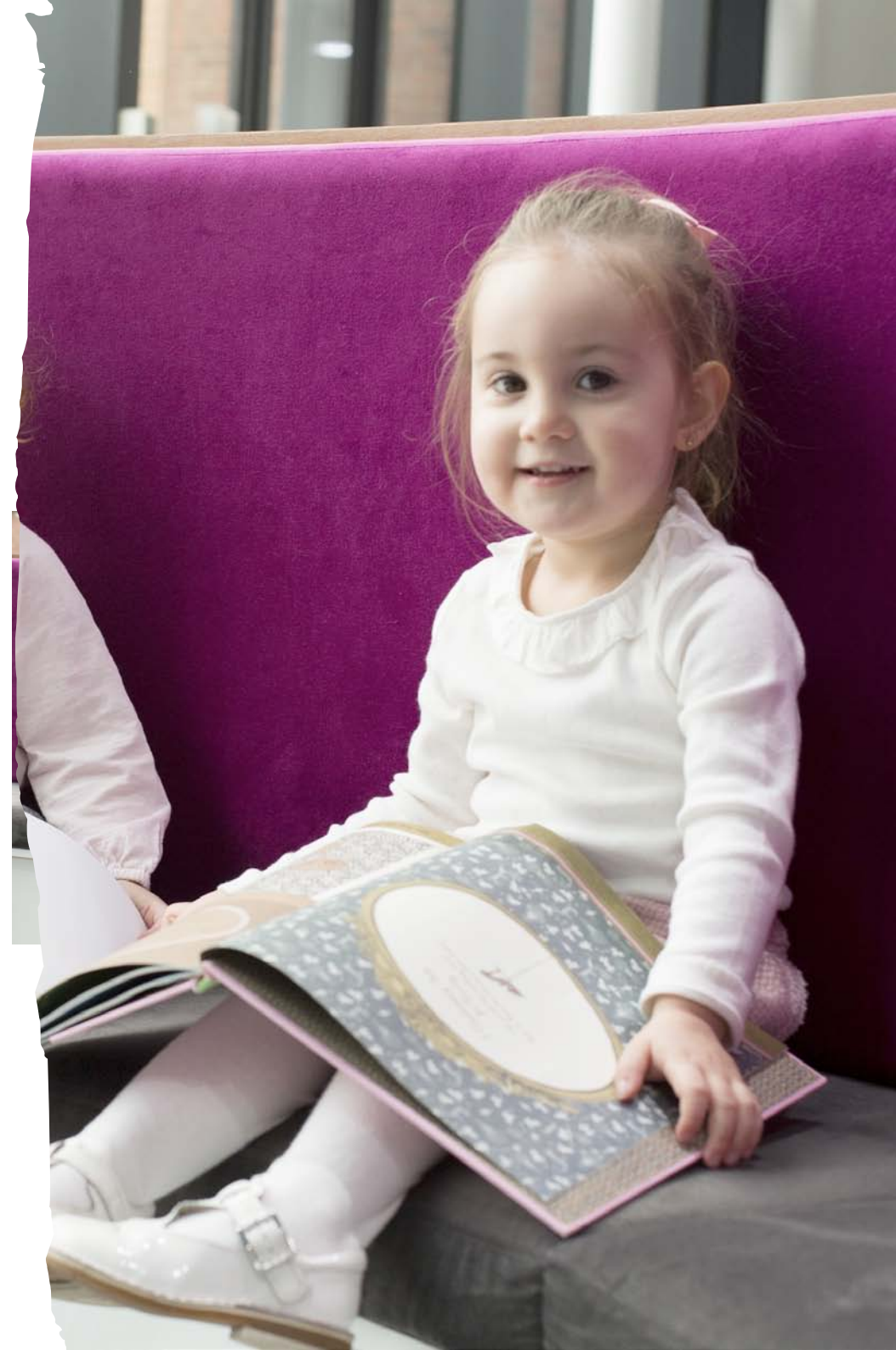
## Administration

- Maintain all administrative systems for the efficient and effective operation of the organisation, improving their effectiveness, coordinating office procedures, and resolving management and administrative problems.
- Work with the CEO to manage administration and reporting processes for all existing funding streams and assist with the research and completion of funding bids.
- Support the development of contracts for team members and third-party contractors.
- Oversee the monthly staff rotas for Hullabaloo Hosts.
- Any other general administrative tasks as reasonably required.

# \*\*\* KEY RESPONSIBILITIES (3) \*\*\*

## Governance

- Support the CEO to provide reports for the Board of Trustees and attend Trustee meetings, relevant sub-committees as required (attendance at c. 4 Board meetings per year).
- Take specific responsibility for attendance at and management of the finance sub- committee.
- Provide administrative assistance to the Board of Trustees including taking minutes and scheduling quarterly meetings.
- Manage the recruitment of new Trustees to the Board.
- Oversee policy planning, implementation, and ratification.
- Lead on the monitoring of environmental sustainability strategies, including carrying out relevant benchmarking to support evidence and options analysis and manage the completing of the annual Julie's Bicycle return.



# PERSON SPECIFICATION

## Essential Criteria

## Desirable Criteria

Strong budgeting and financial management skills preferably in comparable/similar sector. Experience of accountancy software (Theatre Hullabaloo uses SAGE 50).	Experience of working within an Arts Council England National Portfolio Organisation and its reporting.
Administrative management experience in a high impact organisation.	A commitment to and passion for theatre for young audiences.
Practical knowledge of recruitment and line management, and strong understanding of HR systems and processes.	Experience of managing venue-based organisations or similar, successful visitor/cultural settings.
Successful track record in implementing improvements and change in an operational capacity.	An understanding of the North East cultural or mainstream charity sectors.
Experience of successfully concluding contract negotiations and the implementation of service level agreements with third-party suppliers.	Experience of managing operations in a performance venue or community building, including managing lease and contractual partnership agreements.
Experience and knowledge of managing premises, and taking responsibility for health and safety management in a visitor-focused environment.	Experience in managing or working with Local Authority relationships.
Understanding of the legal and statutory responsibilities of a small charity.	Experience of using box office and booking software (Theatre Hullabaloo uses Spektrix and Artifax).

# \*\*\* SUMMARY OF MAIN TERMS & CONDITIONS \*\*\*

<b>Job title</b>	General Manager
<b>Hours</b>	32 hours per week (0.8 FTE) including 30-minute paid lunch break each day
<b>Salary</b>	£35,000 per annum pro rata (dependent on experience)
<b>Contract</b>	Permanent
<b>Annual leave</b>	27 days plus statutory holidays per annum pro rata
<b>Reports to</b>	The Chief Executive Officer
<b>Responsible for</b>	Finance & Administrative Assistant
<b>Pension</b>	Theatre Hullabaloo operates a workplace pension scheme operated through Smart Pension
<b>Probationary period</b>	3 months
<b>Notice period</b>	1 months
<b>Flexible working</b>	We are proud to be a family-friendly employer and operate a flexible working policy, supporting employees to achieve a positive work-life balance. As this is a part-time role, we are very open to the hours being delivered flexibly across the working week
<b>TOIL / overtime</b>	No overtime payments but we do operate a TOIL system
<b>Location</b>	Office base is Darlington. Because of the nature of this role, it is expected that you will be office-based in order to meet the needs of a public-facing building  Core office hours are Monday - Friday, 8.30am - 5.30pm This role will require some limited weekend and evening work

# ABOUT DARLINGTON & TEES VALLEY

**Theatre Hullabaloo is adjacent to Darlington Hippodrome, located on Borough Road, only a 5-minute walk to Darlington station, with direct links to Newcastle (35 mins), York (40 mins), Leeds (55 mins) and many other destinations. Teesside Airport serves a growing number of destinations including Aberdeen, Amsterdam, Dublin, London City Airport and Southampton.**

Darlington is situated in the Tees Valley, within easy reach of spectacular coastline and countryside, and only an hour's drive from the Lake District.

Darlington, recently rated 11th out of 25 best places in the UK to work by the worldwide recruitment website Glassdoor, is an ambitious place with a diverse and resilient economy grown out of a tradition of technological and entrepreneurial innovation. It enjoys excellent transport links, highly qualified local workforce, high achieving schools, good quality residential areas, low rent and property prices and an excellent quality of life.

Leading companies based in Darlington include Amec Foster Wheeler, Whesoe Engineering, Cummins Emissions Solutions, Cleveland Bridge, Students Loan Company, Capita and Nobia AB. Over £500 million of public and private sector investment has been attracted into Darlington over recent years, delivering a wide range of transport, infrastructure and physical regeneration schemes designed to boost the economy.

The area has recently become a focus for statutory cultural investment. In October 2021, Arts Council England identified the Tees Valley as among its 54 'Priority Places' nationally and, in February 2022, Darlington was one of the 10 places in the North-East that was identified by the Culture Secretary as a priority location for cultural funding as part of the government's plan for Levelling Up.

In 2022, it was announced that Darlington would be the new location for a cross-government hub, comprising members from the following departments: Treasury; International Trade; Business, Energy and Industrial Strategy; Levelling Up, Housing and Communities; and Digital, Culture, Media and Sport. The hub will also be home for teams from the Office for National Statistics and the Competition and Markets Authority. The preferred location for this government hub is Brunswick, and it will be home to 1,100 employees by 2025.



# \*\*\* EQUALITIES STATEMENT

**Theatre Hullabaloo is committed to promoting equity and inclusion in all areas of our work; from the way we deliver our activities to the recruitment and support of the people we work with. We aim to treat people fairly and work hard to address and eliminate all forms of discrimination.**

Our work reaches a wide range of children and families from diverse ethnic and socio-economic backgrounds, who are both disabled and non-disabled, and who have a range of lived experiences. We seek to reflect this diversity within our staff team.

We welcome applications from people from the widest possible diversity of background, culture and experience.

Potential applicants are welcome to contact us for an informal conversation regarding any access needs related to the application process.



# HOW TO APPLY



To apply, please follow the steps below:

- **Download an Application Form from our website**  
[www.theatrehullabaloo.org.uk/who-are-we/](http://www.theatrehullabaloo.org.uk/who-are-we/)
- **Complete the Application form and upload it to this portal via this link**  
<https://airtable.com/shrFpTtLO0PyhKHr0>
- **Complete the Equal Opportunities Monitoring Form**  
using the link shown in the portal.

We want to help applicants to fully represent what they can offer the organisation, so if you feel our application form isn't the best format for you, please contact us so that we can give you access to what you need to apply or attend for an interview. Please get in touch with us if you have any issues with the process outlined above.

All applications must be submitted by 12pm (noon) on Friday 17 March 2023.  
Successful shortlisted applicants will be invited to attend an interview in w/c 27 March.  
Interviews will take place in person.

Reasonable travel expenses for attendance at interview will be reimbursed.

If you would like further information, support with access requirements or an informal chat about the post, please contact us by email [info@theatrehullabaloo.org.uk](mailto:info@theatrehullabaloo.org.uk) or call 01325 405680.

## Data Protection

Data collected will be processed and held in accordance with the General Data Protection Regulations 2018. Information contained within the application for employment is processed under the lawful basis of Contract in order to shortlist for the advertised post and monitor the efficiency of our recruitment and other employment procedures. All personal information will be held securely.





\*\*\* FIND OUT MORE \*\*\*

You can find out more about Theatre Hullabaloo  
by visiting [theatrehullabaloo.org.uk](http://theatrehullabaloo.org.uk)

**Facebook:** @TheatreHullabaloo / @HullabalooHome

**Twitter:** @HullabalooTweet / @HullabalooHome

**Instagram:** @TheatreHullabaloo

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