

## GENERAL MANAGER

*"It's a lovely feeling, to be so proud of yourself at the end of the day. You go home and your jaw hurts because you've smiled so much and you feel absolutely wonderful."*  
— Streetwise Opera performer

## BACKGROUND

Streetwise Opera is an arts organisation working with the homeless sector to inspire change and empower people to realise their own creative potential. We aim to transform lives by supporting people to make meaningful connections through the arts, rebuild social networks, improve wellbeing and develop new skills.

We engage world-class artists to collaborate with diverse individuals affected by homelessness to create powerful works of art, and to positively impact how society views homelessness. And we use the arts to explore and innovate how homeless services can be best designed for individuals.

Access to the arts is increasingly valued by frontline homelessness organisations and our ground-breaking work is highly acclaimed in helping people rebuild their lives. After delivering over 300 online sessions during the pandemic, we are back to in-person singing and creative workshops in London, Manchester and Nottingham, with the aim of inspiring and empowering people who are recovering from homelessness.

In 2022 we are launching our new strategic plan 'Creating Together', which brings new artistic vision and energy, with co-creation underpinning our work to ensure participants have a strong and meaningful voice. We offer creative activities in safe

and supportive environments – where people can leave their troubles at the door, are not asked to talk about their personal circumstances and are asked ‘what’s strong with you’, not ‘what’s wrong with you’. Where people can find themselves again, by being creative.

## **ABOUT THIS ROLE**

**Job Title:** General Manager

**Location:** London, E1 / remote working

**Reporting to:** CEO

**Responsible for:** Arts Administrator

**Hours:** Full time, 5 days per week (35-hours)

**Salary:** £35,000

The General Manager is a member of Streetwise Opera's Senior Management Team working closely with the Head of Programme, Head of Marketing & Communications, Artistic Director and Chief Executive. The role is responsible for the day-to-day operations of the organisation and finances, ensuring best practice, good governance and legal compliance across all aspects of Streetwise Opera's work. The General Manager also engages with all of the company's artistic activity.

Reporting to, and learning from, new CEO Rachael Williams (formerly Park Theatre Executive Director), you will join the wonderful Streetwise team in their new premises at Rich Mix arts centre in Shoreditch (with some flexibility for remote working). This is an exciting opportunity to be part of a pioneering arts organisation at the forefront of social change as it launches its next chapter of work in London, Manchester and Nottingham.

The role is suitable for someone who has worked in an administrative role in an arts organisation, charity or small business and is interested in developing their management career in the arts. We will put in place additional training in key areas (eg financial management) if applicants do not yet have the full range of skills and experience required.

If you feel that this could be the job for you, then please email us on [info@streetwiseopera.org](mailto:info@streetwiseopera.org) to arrange an informal conversation ahead of applying. You can also join one of our introductory webinars on Zoom (details below).

## **KEY RESPONSIBILITIES**

### **Strategy and Artistic Activity**

- Develop and manage, with the CEO, sound planning procedures for all organisational activity.
- Input into 4-year planning, long- term scoping and planning.
- Oversee negotiation and contracting of all major production/project personnel, and provide general support to productions/ projects as needed.
- Organise income from commissions through the Performing Rights Society for any new works.

### **General Management, Policy and Administration**

- Oversee the management of the IT, telephone and internet equipment/systems.
- Manage the relationship with all providers and suppliers, including the landlord and external IT management company.
- Ensure that Streetwise Opera has appropriate policies and procedures to promote best practice in all aspects of its operations.
- Take lead responsibility for the environmental policy and action plan embedding this in the wider organisation.
- Take responsibility for all risk assessments within the organisation, including the annual Organisational Risk Assessment.
- Be responsible for the organisation's office and equipment and ensure regional programmes have fit for purpose equipment.
- Be responsible for the organisation's insurance, ensuring it is reviewed, adequate and updated annually.

## **Finance**

- Be responsible for the day to day financial management of the charity, overseeing book-keeping, monthly payroll (outsourced), payment runs and managing the bank accounts.
- Prepare quarterly management accounts, cashflows and finance reports for Board meetings.
- Produce and monitor the annual budget in consultation with the CEO and budget holders.
- Manage core expenditure.
- With the CEO, work with the Treasurer and auditors to prepare and finalise annual accounts, Theatre Tax Relief claims and corporation tax returns.
- Prepare financial information to assist with funding applications and reporting to stakeholders.
- Ensure that financial systems, policies and procedures across the organisation are rigorous and fit for purpose.

## **Human Resources**

- With the CEO, lead on HR matters, including being the point of contact for personnel issues.
- Manage staff recruitment, induction, development and training.
- Ensure that HR policies and procedures follow best practice and are communicated and followed across the organisation.
- Oversee all contracts with staff, freelancers and partner organisations.
- With the CEO, maintain and review the Staff Handbook and organisational policies.
- Ensure line managers understand their responsibilities and have sufficient support and training.
- Manage the HR systems and resources (Timetastic/ Health Assured).

- Line manage the Arts Administrator, taking responsibility for their development and training.

## **Governance**

- Attend and minute all Board meetings, and attend Board away days and subcommittee meetings as required.
- Act as Company Secretary, taking responsibility for statutory reporting to the Charity Commission and Companies House.
- Report to the Board regarding matters of policy, planning and budgeting.
- Manage the practical arrangements for Board meetings and other governance activities.

## **General duties**

- Ensure the team are up to date with changes to systems, processes and policies.
- Attend training and conferences relevant to the position, or other events that may be relevant for the learning of the whole team.
- Attend Streetwise Opera workshops and events as required.
- Support the CEO in raising the profile of Streetwise Opera across the arts, homelessness and government sectors.
- Help build and maintain relationships with partner organisations and networks in the homeless and arts sectors.

## **General requirements for all Streetwise Opera staff**

- Uphold and promote the organisation's core values.
- Contribute to the organisation's policy of including performers in decision-making processes.

- Contribute to the organisation's strategic priority of equality and diversity and to ensure that this informs all activities.
- Contribute to the development of a professional working and learning environment within the organisation.
- Ensure adherence to the organisation's policies and procedures.
- Work in a flexible manner in line with the organisation's objectives and be willing to undertake other duties as reasonably requested.
- Deputise for senior colleagues as appropriate.

## **PERSON SPECIFICATION**

### **Essential**

- Experience of managing budgets and/or bookkeeping.
- Ability to learn the skills to produce financial reports, budgets and cashflow.\*
- Excellent organisational and time management skills.
- Outstanding spoken communication skills, and written skills including the ability to take concise and clear meeting minutes.
- Knowledge of good HR practice.
- Tact, diplomacy and discretion.
- Good judgement and problem-solving skills.
- Empathy with homeless people.
- Interest in the arts.

### **Desirable**

- Experience of using QuickBooks or other similar accounting software.
- Experience of working with a Board of Directors/ Trustees and reporting at Board level.
- Knowledge of the statutory requirements of running a charity.
- Experience of setting up office systems.
- Experience of line management.

\* Training and development opportunities will be provided as required.

## HOW TO APPLY

Download the application form at [streetwiseopera.org](https://streetwiseopera.org).

Return a completed application form to [info@streetwiseopera.org](mailto:info@streetwiseopera.org) by 10pm on Thursday 25 November 2021.

Interviews will be held on Monday 6 December.

We seek applications from all ages and backgrounds, particularly those who are underrepresented in the arts and homelessness sectors. To find out more, read our [Diversity and Equal Opportunities Policy](#).

We particularly welcome applications from those who are underrepresented in our workforce, including disabled people and people from ethnically diverse backgrounds.

We welcome applications from people who have been affected by homelessness. Those who can demonstrate that they meet the essential criteria in the person specification, and have lived [experience of homelessness](#), will be guaranteed a first round interview. Please ensure that you communicate this clearly in your application.

### **Introductory sessions on Zoom**

We will hold introductory sessions on Zoom for anyone who is interested in applying to this role, to share more information about our work and answer any questions. Please note that attendance at these sessions is optional, and will not have any impact on shortlisting.

These will be on Monday 15 November at 4pm, and Wednesday 17 November at 1pm. Here is the Zoom link for both webinars:

<https://us02web.zoom.us/j/84613795315?pwd=U3J0SnVrbUpyYitBb0w1NUsydEhxUT09>

**Meeting ID:** 846 1379 5315

**Passcode:** 765993