

# Theatre Hullabaloo

## General Manager (Maternity Cover) Recruitment Information

# Welcome

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Thank you for your interest in the role of General Manager (maternity cover) at Theatre Hullabaloo.

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. Since then, we have grown our portfolio to include a suite of creative play projects, a major programme in Family Hubs in the South Tees, an outdoor festival engaging more than 13,000 people, and sector-leading research that is helping us establish a National Centre for Children's Creativity.

There is a lot of exciting work, innovation, magic and fun to talk about, and Theatre Hullabaloo's small, dynamic and passionate marketing team make sure audiences, press, sponsors and funders, and partners in multiple sectors stay connected to what we are doing. We are now looking for an organised, resourceful and ambitious General Manager to help shape our next chapter.

We are a friendly and inclusive organisation who work hard to meet the varying needs of people who work with us. We want to employ the best people to do the job, and to represent the communities we serve. 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 and line management responsibilities.

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 the deadline for applications is Wednesday 13 November 2024.

If you would like to discuss the role prior to application, please email Elizabeth Hogarth (General Manager) at [elizabethhogarth@theatrehullabaloo.org.uk](mailto:elizabethhogarth@theatrehullabaloo.org.uk). You can also call us on 01325 405680. We look forward to receiving your application.

Best Wishes,

Elizabeth Hogarth  
General Manager

# About Theatre Hullabaloo

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

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

Established as Cleveland Independent Theatre Company, a general regional touring theatre company in 1979, the organisation became a specialist young people's company in 1994 (CTC Theatre) and was then reimagined as Theatre Hullabaloo in 2009.

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 make and commission new work for audiences from birth to 16 years which tours regionally, nationally and internationally to a mixture of theatres, venues, schools, nurseries and community settings.

We also deliver a busy artist and sector development programme, believing that our audiences deserve work made by the most brilliant of artists and we work with a range of partners and stakeholders to produce research into the value of creativity in the lives of children which impacts on national policy in this area.

# About The Hullabaloo

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In December 2017, Theatre Hullabaloo realised the dream of opening a purpose-built venue for children and families in Darlington.

The Hullabaloo presents a year-round programme of world-class performances, free creative play installations, family-focussed activities, and participatory work with particular emphasis on early years creativity.

The venue has already welcomed over 80,000 children and their grown-ups through its doors to see wonderful theatre specially made for them, engage them in magical play installations and much more. The venue was named 'Best Family Venue 2019' in the national Fantastic for Families awards.

# Mission, Vision & Values

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## **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**

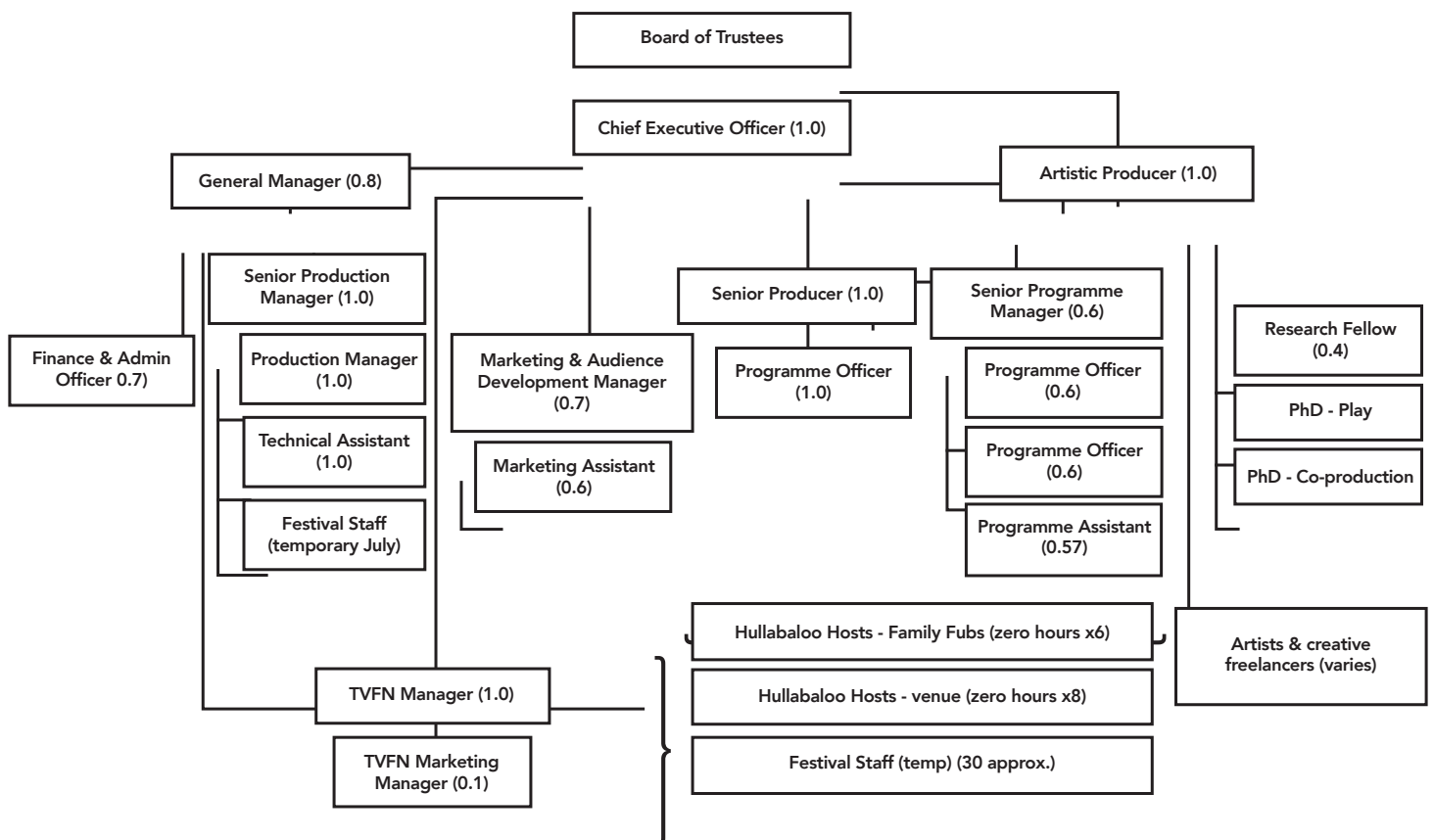
Children are at the heart of everything we do.

# 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 currently has a staff team of 18, plus 3 researchers / PHD students and an array of freelancers that make up the wider creative and project teams.

Theatre Hullabaloo is governed by a board of eight trustees which meets five times a year to administer the charity. The board also operates a finance sub-group which meets quarterly and other subgroups in areas of staffing, income generation and access and inclusivity.



# The Role

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<b>Title</b>	General Manager (maternity cover)
<b>Salary</b>	£35,000 per annum on a pro rata basis
<b>Hours</b>	32 hours per week including 30-minute paid lunch break each day
<b>Contract type</b>	Fixed term contract (1 year maternity cover)
<b>Annual leave</b>	35 days per annum, including Bank Holidays on pro rata basis
<b>Reporting to</b>	Chief Executive Officer
<b>Probationary period</b>	3 months
<b>Notice period</b>	3 months
<b>Flexible working</b>	As this is a part-time role, we are open to a flexible working pattern across the working week.
<b>Pension:</b>	Theatre Hullabaloo operates a workplace pension scheme operated through Smart Pension.
<b>Location</b>	Office base is The Hullabaloo, 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 Mon - Fri, 8.30am-5.30pm. General building opening times 10am-2pm. This role will require some limited weekend and evening work.

We are proud to be a family friendly employer and operate a flexible working policy, in order to help our staff achieve a healthy work/life balance. Theatre Hullabaloo is a Living Wage Employer and is signed up to the Breathe Culture Pledge which is our commitment to the wellbeing of our team.

# Overview

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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 Officer, Senior Production Manager, Hullabaloo Hosts 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.



# Main Responsibilities

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## 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.

## **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.

## **Finance**

We would consider applicants without significant financial experience.

Our finance and administration officer can offer support to key areas on the financial procedures such as management accounting systems. However, we would require the individual to have some financial experience and be able to report against financial information and budget management.

- Maintain financial and management accounting systems, banking, and payroll with assistance from external accountants and the Finance and Administration Officer.
- 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 Officer and other members of the staff team as allocated by the CEO.

## **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.

## **Fundraising and Income Generation**

- Cultivating new revenue funding relationships with corporate partners, donors and trusts and foundations.
- Maintaining relationships with funders, partners and stakeholders and meeting reporting requirements linked to these.
- Development of new funding relationships with trusts and foundations.
- Representing the organisation within grant delivery bodies and associated fora.
- Maximising and diversifying commercial income streams.
- Development and implementation of regular reporting of progress against the objectives within the Case for Investment and strategic plan to inform business planning and risk management.

## **General**

- Act as an advocate for the company, communicating enthusiastically and confidently about our work.
- Work in line with the company's mission, vision and values.
- Adhere to Theatre Hullabaloo's Health and Safety, GDPR and Safeguarding procedures at all times
- Promote equality and inclusion within the workplace.
- Offer a high level of customer and audience care at all times.
- Be available to work occasional evenings and weekends when required, along with a handful of meetings and company commitments throughout the year.

## **Additional**

- Theatre Hullabaloo is an equal opportunities employer and we are committed to attracting and recruiting candidates from all communities.
- As a family-friendly organisation, working hours can be flexible.
- Holiday entitlement: 35 days per annum (including public holidays) pro rata.
- No overtime is payable but TOIL may be taken in agreement with your line manager.

# Person Specification

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## Essential Criteria

- Strong budgeting and financial management skills preferably in comparable/similar sector. Experience of accountancy software (Theatre Hullabaloo uses SAGE 50).
- Administrative management experience in a high impact organisation.
- Practical knowledge of recruitment and line management, and strong understanding of HR systems and processes.
- Successful track record in implementing improvements and change in an operational capacity.
- Experience of successfully concluding contract negotiations and the implementation of service level agreements with third-party suppliers.
- Experience and knowledge of managing premises, and taking responsibility for health and safety management in a visitor-focused environment.
- Understanding of the legal and statutory responsibilities of a small charity.

## Desirable Criteria

- Experience of working within an Arts Council England National Portfolio Organisation and its reporting.
- A commitment to and passion for theatre for young audiences.
- Experience of managing venue-based organisations or similar, successful visitor/cultural settings.
- An understanding of the North East cultural or mainstream charity sectors.
- Experience of managing operations in a performance venue or community building, including managing lease and contractual partnership agreements.
- Experience in managing or working with Local Authority relationships.
- Experience of using box office and booking software (Theatre Hullabaloo uses Spektrix and Artifax).

# How to apply

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## **Please visit**

**<https://airtable.com/app3nAhKrVTU4clut/shrCT8Via4Z4jGngJ>  
to complete an application form.**

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.

We will be scoring your application based on how well you demonstrate you meet the essential criteria above, so make sure to include all relevant skills and experience so we can shortlist accurately.

Theatre Hullabaloo is an Equal Opportunities Employer and recognises the importance and advantages of diverse workplaces and communities. We particularly welcome applications from or those who identify as from an alternative background to White, for example People of South, East, West and Central Asian heritage, African and Caribbean heritage, Middle East heritage, Latinx people and mixed heritage, those who identify as LGBTQI+, or are d/Deaf or disabled.

Please note that CVs will not be accepted.

## **Privacy notice**

Theatre Hullabaloo will collect and maintain some personal information about you throughout the recruitment and selection process. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. The full applicant privacy policy is on our website alongside the application pack.

# Find out more

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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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Theatre Hullabaloo is a trading name of Cleveland Independent Theatre Company  
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