

STAN'S CAFE – GENERAL MANAGER APPLICATION PACK

About Stan's Cafe

"... A company of real artistic innovators who always have new things to say and new ways of saying them"
Lyn Gardner, *The Guardian*

Stan's Cafe is an internationally acclaimed theatre company with a history of creating inventive and mind-stretching productions. The company uses theatre to boldly address timeless and contemporary themes and is happy to twist theatre out of shape in order to do so.

Stan's Cafe believes in:

- Collaborative working: devising productions as an ensemble and engaging audiences philosophically as co-creators.
- Devising and presenting work of outstanding originality and quality, demonstrating that radical art can engage large, diverse audiences.
- Taking its ethos into its work with young people and giving this work equal weight to the artistic programme.
- Taking work that's created in Birmingham across the country and around the world, and bringing back to the West Midlands new ideas and provocations encountered in other places.

The company was formed in 1991 by Graeme Rose and James Yarker while eating at Stan's Cafe, just off Brick Lane in London, and moved to Birmingham soon after. The company is now led by James as Artistic Director alongside Executive Producer Roisin Caffrey. The company's long history of theatrical experimentation has led to Methuen commissioning a book *Devising Theatre With Stan's Cafe*, due to be published in 2017, and the company's sector-leading creative learning programme, working in long-term relationships with five Birmingham partner schools, is the subject of a PhD studentship sponsored by the University of Warwick.

2016 is Stan's Cafe's 25th anniversary year, during which its projects have included:

- Presentations of its installation *Of All The People In All The World* in Freiburg, Birmingham, Basel, Leeds, Riga and as part of Artichoke's 350th anniversary commemoration of the Great Fire of London.
- The premiere of a new studio production, *Made Up*, in collaboration with The REP Birmingham, which toured to areas of low cultural engagement in the North East as part of REACH, a strategic touring programme managed by Dep Arts and ARC Stockton.
- *Shakespeare Steps*, commissioned by the RSC in association with the Shakespeare Birthplace Trust and Shakespeare's School Room & Guildhall to mark the 400th anniversary of Shakespeare's death and installed on the streets of Stratford-upon-Avon.
- *Trailblazers: In A Visible City*, a major commission from Birmingham City Council's Equalities, Community Safety & Cohesion Service to engage young people with local democracy. Artists worked with 120 Year 10 students from a diverse range of twenty schools across the city.
- Devising three new shows with schools and taking students from Saltley Academy and Billesley Primary School to perform theirs on the company's *Slot Together Stage*, outside the Royal Shakespeare Theatre.

Over the next five years the company has exciting and ambitious plans to:

- Create three new productions in collaboration with UK and international partners.
- Continue to tour the portfolio of existing work more widely.
- Develop the creative learning programme in line with the company's strategic artistic, audience development and diversity & equality aims.
- Strengthen the company's resilience through diverse income streams.

Stan's Cafe is based in the heart of Birmingham's fashionable Jewellery Quarter. Here it uses its own venue, called @AE Harris, to host rehearsals, workshops, performances, installations, dances, parties, exhibitions, meetings, meals and events that defy snappy definitions.

Stan's Cafe is a National Portfolio Organisation of Arts Council England, a company limited by guarantee, a member of ITC (the Independent Theatre Council), and will complete the process of becoming a charity in late 2016.

The company employs 5 full time staff:

James Yarker – Artistic Director/Joint Chief Executive
Roisin Caffrey – Executive Producer/Joint Chief Executive
Craig Stephens – Associate Director
Lucy Nicholls – Creative Learning Producer (new post starting in January 2017)
General Manager

Stan's Cafe works with a pool of freelance associate artists and employed over 60 people across all areas of the company's work in 2015/16.

Oh yes, and it's pronounced Stan's Caff.

About the role

The General Manager is the engine of Stan's Cafe. The first point of contact for public enquiries, whether by phone, email or in person, the General Manager has an overview of and helps drive forward all of the company's activity, including:

- Productions, projects and touring activity.
- The financial, administrative and legal running of the company.
- The operations of the company's base @AE Harris, including the rehearsal/performance and public spaces and the company's office.
- The strategic and organisational development of the company.

No two days at Stan's Cafe are the same and this wide ranging role will undertake a variety of activities in any given week, which might include: processing invoices, duty managing a performance @AE Harris, writing a marketing plan, calling HMRC with a query, liaising with an international venue over flights and freight, keeping our social media accounts active and engaging, organise for the recycling bins to be collected, issuing contracts to freelance artists, writing up meeting minutes, moving company members from a suddenly flooded hotel, attending the opening night of a new production.

We are looking for someone who thrives in a fast-paced and varied environment, who can also spot where systems can be developed in order to strengthen our operation in the long-term.

Stan's Cafe is proud to create work in Birmingham, with and for the people of this city, yet maintains a national and international outlook and profile. Staff and company members might be operating in multiple countries at once and the General Manager is responsible for holding the fort at the company's home base, sometimes working alone to keep activities operating effectively and maintaining communication across the organisation.

Friendliness and generosity are important to Stan's Cafe; the General Manager will have the ability to build and maintain good relationships with the team and external stakeholders at all levels.

Reports to: Executive Producer

Responsible for: Line managing trainees/apprentices/interns, supervising freelance and short-term contract staff as appropriate.

Key relationships: Artistic Director, Associate Director, Creative Learning Producer, associate artists.

Salary: £24,000 per year

Base: Stan's Cafe office @AE Harris, 110 Northwood Street, Jewellery Quarter, Birmingham, B3 1SZ. The role may occasionally require travelling and staying away from Birmingham.

Hours: This is a full time post. Normal office hours are Monday to Friday, 9.30am-5.30pm. Some evening and weekend work will be required, for which overtime is not paid but TOIL (time off in lieu) can be taken.

Holiday: 20 days per year, plus bank holidays and additional days between Christmas and New Year.

Probationary period: 6 months

Deadline for applications: Thursday 1 December, midday.

Interviews: Thursday 8 December. Candidates will receive a tour of the company's base, meet with the staff team and complete some role-related exercises. Second interviews, if required, will take place in week commencing 12 December.

To apply: If the opportunity to join Stan's Cafe excites you, please submit your CV, a cover letter (no longer than 2 sides) explaining why you are suitable for the role and the equal opportunities form to admin@stanscafe.co.uk.

Who we're looking for: We recognize that the role is varied; there is provision for training and mentoring and we are keen to meet people who are adaptable and interested in their own professional development.

You may not currently work in theatre but will be passionate about supporting artists to create new work, and in developing and maintaining the business and organisational structures in order for that to happen.

Stan's Cafe's objective to produce excellent work rests on working with company members who are representative of the diversity of contemporary UK; consequently applications are welcome from any of the following: women, people from culturally diverse backgrounds, disabled people, people from the LGBT community.

Contact: If you would like to have an informal and confidential discussion about applying please contact Roisin Caffrey, Executive Producer on roisin@stanscafe.co.uk

Purpose of the role

- To provide effective management of the company's activities.
- To be responsible for day-to-day bookkeeping and financial reporting.
- To be responsible for the management of the artistic programme, project co-ordination and the implementation of marketing and fundraising strategies.
- The post holder will have a key responsibility for the management of the @AE Harris building/venue and the development of the office.
- To support the organisational and strategic development of the company with the Artistic Director, Executive Producer and Creative Learning Producer.

Job description

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| Production & Partnership Development | <p>To support the Executive Producer in the contractual, administrative and financial negotiations with commissioners and partner venues.</p> <p>With the Artistic Director and Executive Producer to ensure regular communication with partners, venues and festivals nationally and internationally.</p> <p>To be responsible for ensuring that all contractual requirements are met by both venue and company.</p> <p>To manage recruitment of performers and stage managers and to be responsible for company management.</p> <p>To be responsible for managing the logistics of productions, projects and tours, including: travel, accommodation, per diems, visas, freight and transport, insurance, organising practical arrangements for rehearsals, coordinating complimentary tickets, project monitoring.</p> <p>To support the Creative Learning Producer in contractual, administrative and financial negotiations with schools and education partners.</p> <p>To collect statistical information on projects in line with the Arts Council's annual submission requirements.</p> <p>To undertake project evaluation in collaboration with the Executive Producer and Creative Learning Producer.</p> |
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| | <p>To maintain the company schedule and artistic plan, identifying any clashes and raising issues that may inhibit the capacity of the company to deliver.</p> |
| <p>Finance</p> | <p>To monitor, update and report on project and core budgets and cash flow.</p> <p>To establish effective systems for managing income, expenditure and cash flow on a daily basis.</p> <p>To undertake day-to-day bookkeeping using Sage, including: invoices, reconciliations, petty cash, VAT returns.</p> <p>To monitor debtors and creditors.</p> <p>To manage the company's payroll and reporting to HMRC, including National Insurance Contributions and PAYE (pay as you earn tax).</p> <p>To manage the company pension scheme.</p> <p>To produce quarterly management accounts and other financial reporting documents for the Board.</p> <p>To produce and file annual accounts with the Executive Producer and the company's accountant.</p> |
| <p>Venue Management</p> | <p>To promote @AE Harris as a venue available for hire.</p> <p>To respond to all enquiries regarding hires, to manage contracting with hirers, and to liaise with them to ensure they receive great customer service.</p> <p>To implement and update effective event management procedures, in line with the venue licence, health and safety policy and best practice in customer service.</p> <p>To supervise casual front of house staff and to organise training as necessary.</p> <p>To act as one of the duty managers at events at @AE Harris, including some evenings and weekends.</p> <p>To manage the contract for the company's offices and premises with AE Harris & Co Ltd. to ensure the company meets the obligations of the lease, repairs and maintenance, insurance, security etc.</p> |
| <p>Operational & Governance</p> | <p>To be the first point of contact for public enquiries, including managing admin@stanscape.co.uk.</p> <p>To develop systems and processes for finance, HR, general office systems etc. to ensure they are fit for purpose and support the efficient working of the company.</p> <p>To maintain and update company databases, including general public, VIP, funders and venues.</p> <p>To monitor company activities against its Risk Analysis Framework and report concerns to the Executive Producer or Artistic Director.</p> <p>To ensure the company's IT systems and software are fit for purpose, to undertake basic maintenance and organise outside computer support where necessary.</p> <p>To select and purchase new office equipment, stationery and other office supplies.</p> <p>To oversee company storage space and inventory.</p> <p>To support the Executive Producer, Artistic Director and Creative Learning Producer in ensuring the company's policies are regularly reviewed, are followed and alerting them and/or the Board if they are not (including the safeguarding, health and safety, equal opportunities and environmental policies).</p> <p>To support the Executive Producer in ensuring the company meets its legal,</p> |

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| | <p>statutory and contractual obligations including:</p> <ul style="list-style-type: none"> • Being appropriately insured for all activities • Compliance with health and safety regulations • Reporting to and updating information for Companies House and the Charity Commission. <p>To work in collaboration with the Executive Producer to advise the Board so it is equipped to discharge its responsibilities and to comply with all relevant legislation.</p> <p>To work closely with the office of the Company Secretary to ensure that all requirements are met including making annual returns to Companies House and other statutory bodies.</p> <p>To make practical arrangements for and to minute board meetings and sub-committees.</p> |
| Fundraising | <p>To support the Executive Producer in developing and implementing the company's fundraising strategy, including trusts and foundations, individual giving, sponsorship, events and earned income from corporate clients.</p> <p>To support the Executive Producer and Artistic Director in the preparation and submission of the 2018-22 Arts Council England National Portfolio application.</p> <p>To support the submission and evaluation of funding applications to trusts and foundations.</p> <p>To co-ordinate the delivery of the individual giving scheme.</p> <p>To co-ordinate earned income activity with corporate clients.</p> |
| Marketing & Audience Development | <p>To support the Executive Producer in the development of the audience development and marketing strategies.</p> <p>To lead on the implementation of the company's audience development and marketing strategies.</p> <p>To develop and implement an approach to audience research to include various forms of data collection and analysis.</p> <p>To maintain and update the company's databases in line with data protection legislation and to lead on regular communication with the company's contacts.</p> <p>To develop with the Artistic Director and Executive Producer the company's digital presence in order to reach the widest audience.</p> <p>To be the lead contact with tour venues on marketing plans, audience development and sales.</p> <p>To be responsible for the archiving of performance and production material.</p> |
| Personnel & HR | <p>To be responsible for the day-to-day HR function, supporting the development of management and employment policies and practices with the Executive Producer.</p> <p>To supervise freelance and short-term contract staff as appropriate.</p> <p>To be responsible for the management of trainees/apprentices/interns.</p> <p>To co-ordinate all recruitment activities, ensuring that recruitment and selection procedures comply with current legislation and follow good practice, and that appropriate contracts are issued to members of the company.</p> <p>To ensure that appropriate mechanisms are in place for the health and safety and welfare of the company.</p> <p>To maintain personnel records in accordance with the provisions of the Data Protection Act.</p> |

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| Other | <p>To represent Stan's Cafe at key events locally, nationally and internationally.</p> <p>To work collaboratively with colleagues.</p> <p>Other duties that may from time to time be required to support the company.</p> |
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Person specification

| Essential | Desirable |
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| <p>At least 3 years' experience of an administrative role within an organisation.</p> <p>Demonstrable ability to accurately implement financial systems.</p> <p>Demonstrable ability to manage and report on budgets.</p> <p>Proven ability to use basic office software and confidence to research and learn other applications as required.</p> <p>Demonstrable experience of issuing contracts and ensuring contractual terms are met.</p> <p>Demonstrable experience of data collection and analysis.</p> <p>Excellent verbal and written communication skills.</p> <p>Demonstrable ability to build and maintain excellent relationships with the team and external stakeholders at all levels.</p> <p>Ability to work as a member of a team.</p> <p>Ability to work independently, to be self-motivated and to take initiative.</p> <p>Demonstrable experience of managing multiple demands on time and to prioritise in a busy environment.</p> <p>A practical problem solver with a can-do attitude.</p> <p>Absolute attention to detail and administrative accuracy.</p> <p>An appetite for scheduling and organisation.</p> <p>A commitment to your own professional development.</p> <p>Other – will require some weekend and evening work.</p> | <p>An interest in the arts.</p> <p>Experience of using a finance system (Stan's Cafe uses Sage accounts & payroll).</p> <p>Experience of VAT returns, PAYE/NI, pensions.</p> <p>Experience of implementing marketing, audience development and digital strategies.</p> <p>Experience of building and events management.</p> <p>Supervisory and management experience.</p> <p>Knowledge of ITC contracts.</p> <p>Experience of working for a charity.</p> <p>Knowledge of child protection and health and safety regulations.</p> <p>Knowledge of HR policy and procedures.</p> <p>Knowledge of equal opportunities legislation and good practice around equality planning.</p> |