

General Manager – Job Description

Summary

The General Manager of the London Sinfonietta is a central role in the organisation, responsible for overseeing the implementation and delivery of the organisation's programme of work and wider strategic objectives outlined in the business plan through the week-by-week running of the management team. The post-holder works closely with the Chief Executive & Artistic Director and the Head of Finance to set the organisation's priorities and as such the position has huge scope to influence and the creative and business direction of this world-renowned music organisation.

About the London Sinfonietta

The London Sinfonietta is one of the world's leading contemporary music ensembles. Formed in 1968, our commitment to making new music has seen us commission 400 works and premiere hundreds more. Our ethos is to commission and perform music from the best composers living today, performed by world-class musicians. We are a bold and innovative organisation that seeks to engage and inspire a world-wide audience by curating ambitious and risk-taking concert formats and projects. From musical messages to the government, to operas about climate change – we're not afraid to make a statement. We regularly collaborate with other musicians, artists and contemporary art forms which helps us reach a wider audience. The organisation is committed to involving the public in its work – it is renowned for its education & community programme, which has evolved over the past 35 years.

Resident at Southbank Centre and Artistic Associate at Kings Place, with a busy touring schedule across the UK and abroad, our core eighteen Principal Players represent some of the best musicians in the world. Across our history, we have worked with many of the greatest living creators and interpreters of new music. The ensemble has just completed its 50th anniversary season, and celebrated its past relationship with composers of the post-war period including Stockhausen, Ligeti, Henze, Berio, Xenakis and Gorecki. Today the range of artistic collaborators includes composers Sir George Benjamin, Sir Harrison Birtwistle, Tansy Davies, Beat Furrer, Olga Neuwirth, Kaija Saariaho, Enno Poppe, Steve Reich and Michel van de Aa, and cross-disciplinary artists such as Mica Levi, Matthew Herbert, Mira Calix, Christian Marclay and many more. We hold strong working relationships with conductors such as David Atherton, Vladimir Jurowski, Peter Rundel, Geoffrey Paterson, Susanna Malkki and Joanna Carneiro.

The next phase of the organisation's work includes on-going associations with UK organisations such as the Royal Opera and Ballet, Huddersfield Contemporary Music Festival, Music Theatre Wales, the Central St Martins School of Art and the Royal Academy of Music. The London Sinfonietta is an Arts Council England National Portfolio Organisation from 2018-2022. The organisation receives regular national press attention for its work, not least because of its ambitious programme of new pieces and projects.

"The world's top new-music ensemble" The Times, January 2018

"The London Sinfonietta doesn't do nostalgia" New York Times, January 2018

"As gripping avant-garde orchestral theatre, it has never been surpassed" ***** The Times, for Stockhausen's *Trans*, December 2017

The orchestra maintained an astonishing intensity of communication. An enthralling performance ***** The Guardian for Haas' *in vain*, April 2016

Job Description

Strategic Planning: The General Manager works with the Chief Executive & Artistic Director to lead and organise the management team in the delivery of the organisation's Business Plan and Operational Plan. The post-holder will participate in strategic planning and discussions with the Chief Executive along with the other managers and lead on major projects

Financial Planning: The General Manager works with the Head of Finance on all areas of financial management from multi-year budgets to the payment and reconciliation of individual invoices and receipts.

Fundraising: The General Manager leads the operational work of the Development Team contributing to strategic direction, ensuring the team meet application deadlines while monitoring targets and reporting.

Governance: The General Manager acts as Company Secretary with responsibility for the management of Trustee Meetings and the submission of statutory reports and submissions.

Legislation and Regulations: The General Manager leads on all legislative compliance ranging from Data Protection to Noise at Work.

Staffing and HR: The General Manager leads on all areas of personnel management, office and contract management.

The General Manager is line managed by the Chief Executive & Artistic Director and has line management responsibility for the Marketing Manager, Concerts & Projects Manager, Development Officer and Administration and Recordings Officer.

Key Responsibilities

Strategic planning and delivery

- Work with the Chief Executive & Artistic Director, LS Council and the management team to develop and deliver the organisation's 4-year Business Plan.
- Work with the Head of Finance to develop multi-year budgets and organisational financial strategy and policy.
- Lead the management team in setting priorities and workflows based on the aims and objectives of the Business Plan.
- Monitor and evolve the Operational Plan to organise the work of all departments, leading regular meetings of the senior management team and all-staff and ensure that Operational Plans remain on track.
- Work with the full management team to ensure joined-up and collaborative working underpins the collective approach to delivering the Business and Operational Plans.
- Ensure that progress and achievements within the Business Plan and Operational Plan are collated, reported and evaluated.
- Lead on cross-department strategic projects including:
 - Equality and Diversity
 - Audience Development
 - Customer Relationship Management Software (Tessitura)
- Act as the key contact with the organisations' Relationship Manager at Arts Council England ensuring that funding agreement requirements are met and the Annual Submissions are prepared and submitted.

Financial Planning and Management

- Work with the Head of Finance and the management team to develop the annual budget for the organisation and delegate responsibility for individual budget management to managers where appropriate.

- Work with the Head of Finance to regularly assess the budgetary position and create on-going forecasts, consulting department managers on expenditure and income.
- Work with the Head of Finance to monitor and control cash-flow for the organisation.
- Work with the Head of Finance to prepare annual claims for Orchestral Tax Relief.
- Work with the Head of Finance to liaise with the organisation's Business Banking.
- Ensure that Purchase Invoices and Sales Invoices are processed and paid accurately and efficiently.
- Ensure that Players' Payments are calculated, processed and paid accurately and efficiently.
- Work with the Administration and Recordings Officer to ensure that payments are logged on the organisation's finance software, Exchequer, and stored securely.

Fundraising

- Work with the Chief Executive & Artistic Director, Fundraising Consultant and Development Officer to set strategic priorities and ambitions for all areas of fundraising.
- Line Manage the Development Officer and to ensure the delivery of the annual fundraising activity involving the creation of a departmental operational plan to monitor and delivery the meeting of deadlines.
- Supervise the submissions of applications and reports to Trusts and Foundations ensuring that deadlines are met and targets are achievable.
- Ensure that accurate financial records are kept and stored and regular accurate forecasts are able to be determined.
- Attend the bi-monthly Development Working Group meetings and lead the weekly operational fundraising meeting.

Governance

- In liaison with the Chair and Chief Executive & Artistic Director, lead on the management of the Board of Trustees (LS Council) by:
 - Scheduling meetings
 - Preparing papers and reports
 - Taking minutes of meetings
 - Following up matters arising and action points
- Report to the LS Council on matters relating to staffing.
- Report to the LS Council on matters relating to fundraising.
- Undertake similar and statutory tasks for the AGM, the election of new Members and the re-election of existing Members.
- Work with the Head of Finance to file Annual Returns and Statutory Accounts with Companies House and the Charity Commission.
- Work with the Head of Finance to manage the annual review of the organisation's risk register, recommending steps to control risks where appropriate and reporting to the Finance Working Group and Council.
- Act as Company Secretary for the LS Council.

Legislation and Regulation

- Ensure that the organisation complies with all data protection legislation and act as the primary point of contact (de facto Data Protection Officer).
- Keep up-to-date knowledge of developments to legislation and industry practice.
- Lead on the management of the organisation's Privacy Policy and Data Protection Procedures and delivery relevant training to all staff.
- Ensure that the organisation complies with all relevant Safeguarding legislation.
- Keep up-to-date knowledge of developments to legislation and industry practice.
- Ensure that the organisation's Safeguarding Policy and Procedures are up-to-date and that all staff are aware of responsibilities.
- Lead on the research and development of organisational policies and procedures regarding Noise at Work legislation.

- Liaise with players, other organisations and the Association of British Orchestras (ABO) to keep up-to-date knowledge of developments to legislation and industry practice.
- Manage the organisation's Health & Safety contract with Peninsula, the organisation's external provider, and ensure that best-practice is applied to all areas of the organisation's work.

Staffing and HR

- Oversee all recruitment processes, including writing job descriptions, shortlisting and interviewing.
- Overseeing management of all HR and staff welfare matters (personnel contracts, Employee Handbook, induction process, grievance procedures, training needs, appraisals) with advice from Peninsula. (HR support is provided by Peninsula Business Services who provide regular updates on relevant legislation and provide HR advice).
- Keep up to date with any upcoming changes to employment legislation and ensuring that the organisation is in compliance (e.g. pensions auto-enrolment) in consultation with the Head of Finance.
- Oversee the annual Performance Management Review and lead on identifying training budget and opportunities for all staff.
- Oversee any University work experience placements and liaise with tutors.

Operational

- Ensuring that office systems and facilities are maintained by the Administration Officer.
- Manage the on-going and day to day relationship with the Kings Place office landlord and with the Orchestra of the Age of Enlightenment with whom we share an office.
- Manage and negotiating key resource contracts including building maintenance, IT infrastructure and support, communication systems and ensuring they meet needs.
- Liaise with insurers to ensure that adequate cover is in place across all areas.
- When contracting with overseas promoters, working with the Head of Finance to ensure compliance with (or secure exemption from) relevant international taxation.
- Lead on contractual relationships with Southbank Centre and Kings Place.
- Ensure all residency and artistic associate documents are up-to-date and complied with.

Other duties

- Line Manager the Marketing Manager, Concerts & Projects Manager, Development Officer and Administration & Recordings Officer, including responsibility for performance and training managed through 1:1 meetings and periodic performance review.
- Attend all concerts, receptions and events in London
- Represent the organisation at industry seminars and events
- Deputise for the Chief Executive & Artistic Director when appropriate
- Carrying out other reasonable tasks as requested by the Chief Executive & Artistic Director and participating in annual appraisals.

Profile

This role would be suitable for someone with at least 3 years' leadership experience in general and operational management. Experience in the charity sector, preferably with in an arts/music environment, as well as a strong understanding of budgeting and financial management is essential.

A strong interest in and/or some knowledge of the professional classical music sector and staging live events would be desirable. An interest in contemporary music or contemporary culture would be helpful. A passion and enthusiasm for the organisation's work is something that all staff on the team share.

Key skills, attributes and experience

Essential

To be tested at:

Application Interview

Relevant experience and knowledge

- at least 3 years' senior management experience in the charity or cultural sector Application
- experience of managing and leading a small team Application Interview
- experience of leading meetings involving both internal and external stakeholders at all levels Application Interview
- experience of making day-to-day executive decisions on operational matters when called up to do so Application Interview
- experience of working with and reporting to a board of trustees Application
- understanding and/or experience of the duties of a Company Secretary Application Interview
- knowledge of the statutory requirements of Companies House and the Charity Commission and filing annual returns Application Interview
- experience of developing and maintaining relationships with a variety of partners and stakeholders Application Interview
- experience of resource management and operational planning (across buildings/office management, IT, communications etc) Application Interview
- knowledge and experience of managing recruitment, HR and staff welfare matters in line with employment legislation and best practice Application Interview
- knowledge and experience of co-ordinating all aspects of Health & Safety compliance Application Interview
- understanding and experience of managing insurance policies and claims, in liaison with an insurance broker Application
- an understanding of contract law and experience of drafting and negotiating contracts with legal advice as appropriate Application Interview

Strategy and planning

- the ability to contribute to strategic level discussions and to the development and shaping of future planning Application Interview
- experience of monitoring delivery against a Business Plan Application Interview
- the ability to think laterally and problem solve Interview

Work and project management

- demonstrable experience of planning projects, project management, delivery and monitoring Application Interview
- the ability to deliver on time to agreed targets Interview
- a demonstrable ability to manage and prioritise a diverse and shifting workload Application Interview
- the ability to work in an organised and methodical way Interview
- the ability to work calmly and efficiently under pressure Interview
- an understanding of implementing organisation-wide software systems Application Interview

Financial management

- highly numerate and confident in understanding and monitoring budgets and other financial reporting
- an understanding of the importance of financial controls and their implementation
- experience of risk analysis, planning and management

Communication and office skills

- a creative, self-motivated worker who works well independently and as part of a small team
- excellent verbal and written communication skills
- good IT skills (Microsoft Office, databases)
- meticulous attention to detail
- a friendly, approachable manner
- the ability to build and develop relationships with people at all levels of the organisation and external partners
- the ability to act with diplomacy and tact
- a strong interest in the arts and a willingness to find out more about contemporary classical music

Desirable**To be tested at:****Application Interview**

- educated to degree level or equivalent
 - an understanding of Data Protection legislation and audience data sharing in the cultural sector
 - some experience of contributing to the preparation of funding applications and reports
 - experience of implementing software systems
 - experience of filing annual returns and Statutory Accounts with Companies House and the Charity Commission
 - an awareness of working with classical musicians
 - experience of working for a performing arts organisation
 - knowledge of and/or an interest in contemporary music
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Terms and Conditions

Line Manager: Chief Executive & Artistic Director

Contract: Permanent

Working Hours: Full time position. Normal office hours are 10am to 6pm. In practice, the demands of the job will sometimes require working outside these hours, including attendance at all London Sinfonietta concerts and occasional weekends as necessary.

Office Address: Kings Place, 90 York Way, London N1 9AG

Salary: By negotiation according to experience. Salary within the range of £35,000-£39,000 (depending on experience and skills).

Pension: The organisation contributes 3% of salary to a Stakeholder Pension.

Annual Leave: 25 days (plus statutory holidays) on an accrual basis.

Start date: As soon as possible (depending on applicant's current notice period)

Notice period: 12 weeks' notice in writing