

## **Operations Manager**

### **Summary**

**This role offers an exciting opportunity to anyone interested in the general management of arts organisations. As part of a small team, there is huge opportunity for the post holder to gain direct experience of the many facets of running a world-class music organisation and working within the ever changing social and economic context of the arts in the UK today.**

### **About the organisation**

The London Sinfonietta is one of the world's leading contemporary classical ensembles. Formed in 1968, the group quickly developed, and has sustained, a world-wide reputation for its high quality performances, for commissioning new works from the leading composers of the day and nurturing the finest new musicians. It was one of the first ensembles to develop an education programme and has continued to explore new and best practice in other areas of its activity including audience development and digital engagement. Our ethos today is to constantly experiment with the art form, commissioning and working with the world's leading composers and conductors as well as collaborating with artists from other disciplines. We are equally committed to reaching new audiences, as well as working closely with them as creators, performers and curators of the events we stage.

In 2018 the ensemble will celebrate its 50<sup>th</sup> anniversary and is planning the projects and initiatives that will take place during this special year and beyond. This provides a particular focus for our work over the next 18 months.

The ensemble consists of 18 Principal Players and will expand or contract in size depending on the repertoire. The ensemble performs its main London season of contemporary classical music concerts at Southbank Centre (where it is one of four Resident Orchestras) and also promotes events at Kings Place (where it is an Artistic Associate). In the 2016/17 season, we have also appeared on tour at Huddersfield Contemporary Music Festival, Wiltshire Music Centre and Nottingham Concert Halls. The ensemble also tour overseas - recently to Singapore, Holland, Italy, Hungary and Norway.

The ensemble runs a well-respected programme of professional development opportunities including the London Sinfonietta Academy (which nurtures the performance skills of young student musicians), the Emerging Artists Programme (which helps emerging professional musicians to develop their careers) and the Blue Touch Paper development programme (which supports composers and artists in developing collaborative new work). The London Sinfonietta aims to build its established primary and secondary school concerts, developing creative opportunities for children and young people to explore the music of today.

The post-holder will gain wide-ranging experience as they help shape future direction and ensure delivery of initiatives that will expand this world-renowned ensemble's place in UK's contemporary cultural landscape.

## **Job Description**

The post-holder will work with the Chief Executive and organise the management team to help draw up the organisation's Business Plan and then oversee its delivery through the Operational Plan (which lays out the order and timetable for how the organisation will realise its Business Plan for each quarter). This will involve ensuring that the projects and plans that form it are kept on track in delivery time and budget, and taking mitigating action if they are not. The post-holder will therefore be expected to actively participate in strategic planning and discussions with the Chief Executive along with the other managers.

The post-holder will also be responsible for maintaining the good working relationships with the key stakeholders of Arts Council England, Southbank Centre and Kings Place, as well as any other contractors or suppliers whom the London Sinfonietta works for or with.

The Operations Manager acts as the Company Secretary, organising Council (Board) meetings, taking minutes and progressing selected decisions.

The post-holder will also be required to work on the organisation's finances, working under the guidance and instruction of the (part-time) Head of Finance. This will ensure the post-holder is aware of the organisation's financial progress throughout each year.

The post-holder will be expected to lead on the delivery of key strategic and organisational projects. Opportunities to lead on creative projects will arise as time allows.

The Operations Manager is line managed by the Chief Executive, while being tasked on finance matters by the Head of Finance.

## **Key Responsibilities**

### **Strategic planning and delivery**

Contributing to strategic planning, including:

- With the Chief Executive and the management team, contribute to the writing and delivery of the Business and Operational plans.
- Acting as a key contact with the organisation's relationship manager at Arts Council England, ensuring that funding agreement requirements are met and the Annual Submissions is prepared and submitted.
- Working with the Development Manager on key strategic fundraising bids, particularly ensuring that suitable budgets and other financial information is provided as required.
- Attending Finance Working Group meetings and Development Working Group meetings (board sub-groups) and contributing to discussions.

### **Management**

Playing a key role as a manager, including:

- Organising the delivery of work outlined in the Operational Plan with the management team (specifically the Concerts and Projects Manager, Development Manager, Marketing Manager and Participation & Learning Manager)
- Line-manage the Administration & Recordings Officer.
- Organise weekly staff meetings and other regular meetings with managers and lead meetings when the Chief Executive is absent.

## **Relationship with Partners**

Acting as the first point of contact in the on-going operational relationships with our principal venue partners Southbank Centre and Kings Place. This includes:

- Ensuring all residency or artistic associate documents are complete and up to date.
- Monitoring the delivery on both sides of operational norms and strategic ambitions outlined in those documents.

## **Organisational Projects**

Managing and co-ordinating organisational projects, including:

- Overseeing the final stages of implementation of a project funded by ACE Small Capital Grant – specifically embedding the box office and data management software Tessitura into the daily working of the organisation, and feeding back on the project to ACE as appropriate.

## **Governance**

Facilitating and co-ordinating all aspects of board meetings, including:

- Acting as Company Secretary, preparing board papers and circulating to the board and scheduling meetings in liaison with the Chairman, Chief Executive and other Council members.
- Attending board meetings and producing minutes.
- Following up on any Matters Arising.
- Organising AGM paperwork, re-election of Members etc.
- Filing Annual Returns and Statutory Accounts with Companies House and the Charity Commission (to be completed with the Head of Finance).
- Managing 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.

## **Finance administration**

Managing and delivering this work, under the overall direction of the Head of Finance.

In negotiation with the Head of Finance, the range of work for the role may include:

### **General**

- posting transactions onto the organisation's accounting software
- assisting relevant departments with the resolution of finance related queries
- banking cheques
- being a signatory on cheques and making online payments
- assisting the Head of Finance in liaising with the organisation's bank
- assisting with the preparation of calculations for claiming Theatre / Orchestral Tax Relief

### **Purchase ledger and sales ledger (with assistance from the Administration and Recordings Officer)**

- ensuring invoice sign off / coding and entry into system
- supplier payments, remittance advice, filing and posting onto system
- reconciling supplier statements and credit card statements
- issuing sales invoices and grant payment requests
- checking receipt, coding and system entry of sales invoices and grant payment requests
- regularly reviewing aged debtors and chasing for overdue payments
- dealing with queries from suppliers and customers
- liaising with Southbank Centre and other promoters to request settlement statements after each event

### **Player payments**

- ensuring players (who are all freelance) are paid correctly, working closely with the Concert

- Department to ensure this is done accurately and on time
- preparing and issuing self-billing VAT invoices or statements to players

### **Operational**

Overseeing the smooth running of the office, including:

- Ensuring that office systems and facilities are maintained by the Administration Officer.
- Managing the on-going and day to day relationship with the landlord and with the Orchestra of the Age of Enlightenment with whom we share an office.
- Managing and negotiating key resource contracts including building maintenance, IT infrastructure and support, communication systems and ensuring they meet needs.

### **Legal and contracts**

Checking and advising on all key contracts that the organisation enters into, including:

- Signing off on all contracts (with concert promoters, funders and any others), working with other managers and taking legal advice as appropriate.
- When contracting with overseas promoters, working with the Head of Finance to ensure compliance with (or secure exemption from) relevant international taxation.
- Liaising with insurers to ensure that adequate cover is in place across all areas.
- Overseeing all Health and Safety requirements for the organisation, including reviewing the Policy and Procedures annually, ensuring that relevant Risk Assessments are undertaken and co-ordinating regular meetings of the Health & Safety team.

### **Staffing and HR**

Working with the Chief Executive to ensure that best practice is followed, including:

- Overseeing all recruitment processes, including writing job descriptions, shortlisting and interviewing (with support from the Administration Officer).
- 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).
- Responsibility for keeping 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.
- Overseeing any University work experience placements and liaising with tutors

Carrying out other reasonable tasks as requested by the Chief Executive and participating in annual appraisals.

## Profile

This role would be suitable for someone with at least 3 years' 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.

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

#### Strategy and planning

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

#### Work and project management

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

### **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
- Finance work: Tasked and managed by Head of Finance.
- Hours of Work: Full time. Normal office hours are 10am to 6pm. The job will also require working outside these hours, including attendance at LS concerts and occasional weekends as necessary.
- Salary: By negotiation. Within the range of **£30,000-£34,000 pa.** depending on experience.
- Pension: On commencement of the post, the organisation will auto enrol the post-holder to an Aviva pension scheme. The London Sinfonietta will make a pension contribution of up to 3% of gross salary into this scheme, dependant on the post-holder making their own personal contribution to match this. Individuals can opt out of the Aviva scheme and instead ask for contributions to be made to their own pension provider, or not make – (nor therefore be eligible to draw down from the London Sinfonietta) – any pension contributions at all.
- Annual Leave: 25 days (plus statutory holidays)
- Notice period: 12 weeks in writing

## How to apply

Please use a London Sinfonietta application form (available online)  
Please answer specifically the questions on the form as clearly-and succinctly-as possible  
Please do not submit a CV

Please email your application form, and equal opportunities monitoring form to [recruitment@londonsinfonietta.org.uk](mailto:recruitment@londonsinfonietta.org.uk)

For any more information, please call 020 7239 9340

**The deadline for applications is Monday 8 May 2017**  
**We plan to hold first-round interviews in the week of 15 May 2017**