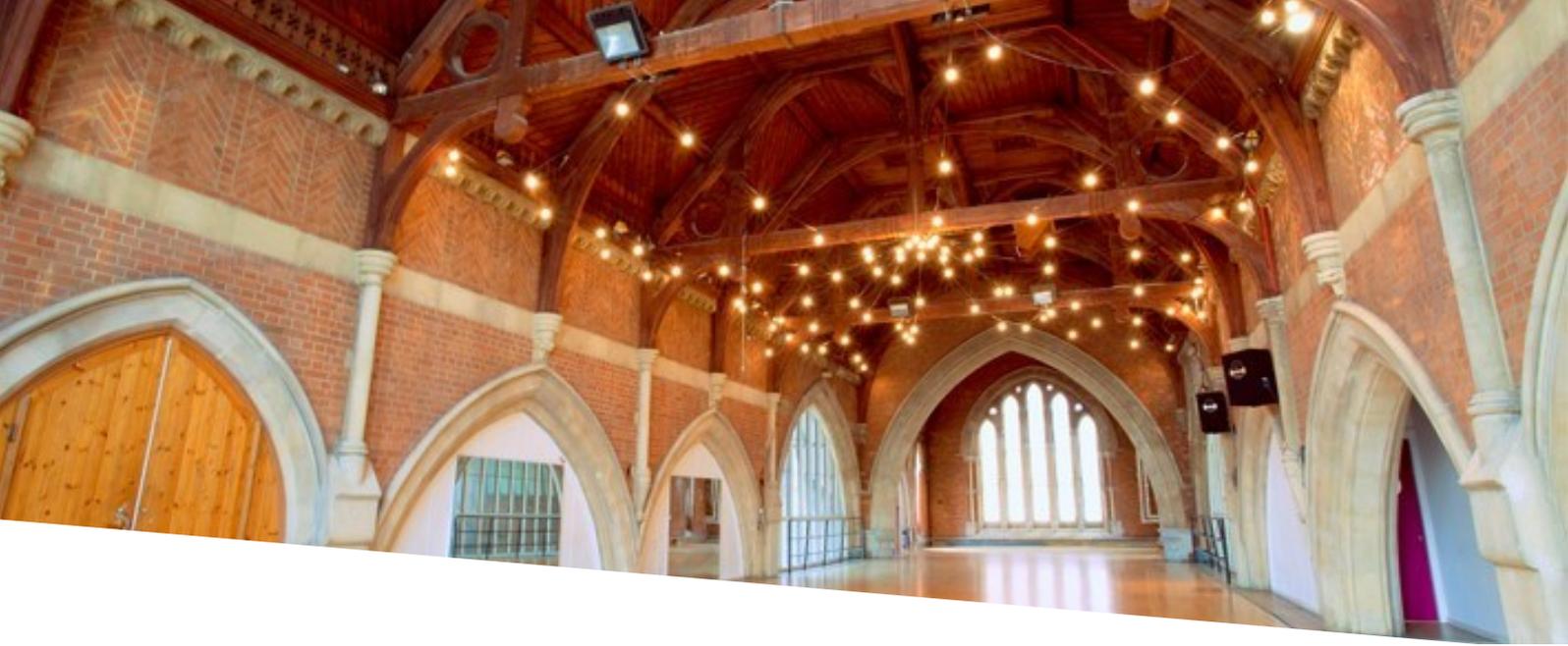


JACKSONS LANE

NORTH LONDON'S
CREATIVE SPACE

APPLICATION PACK GENERAL MANAGER (OPERATIONS)





WORKING AT JACKSONS LANE

Working life at Jacksons Lane is vibrant and exciting, with our building hosting a wide range of different activities throughout the year including lots of cross-departmental collaboration. As an organisation, we strive to create excellent customer experiences in all aspects of our work, whether that be with our artists, our audiences, participants in our creative learning programme, or users of our studio spaces and facilities.

Our team is made up of a group of highly passionate and enthusiastic people, focused on making a real difference to those individuals that we work with. By recognising the strengths and unique qualities of each member of the team, we work with a generosity of spirit and a respect for each other, acknowledging that we are ultimately working towards the same goals and that it is only through a unified approach that we are able to achieve this.

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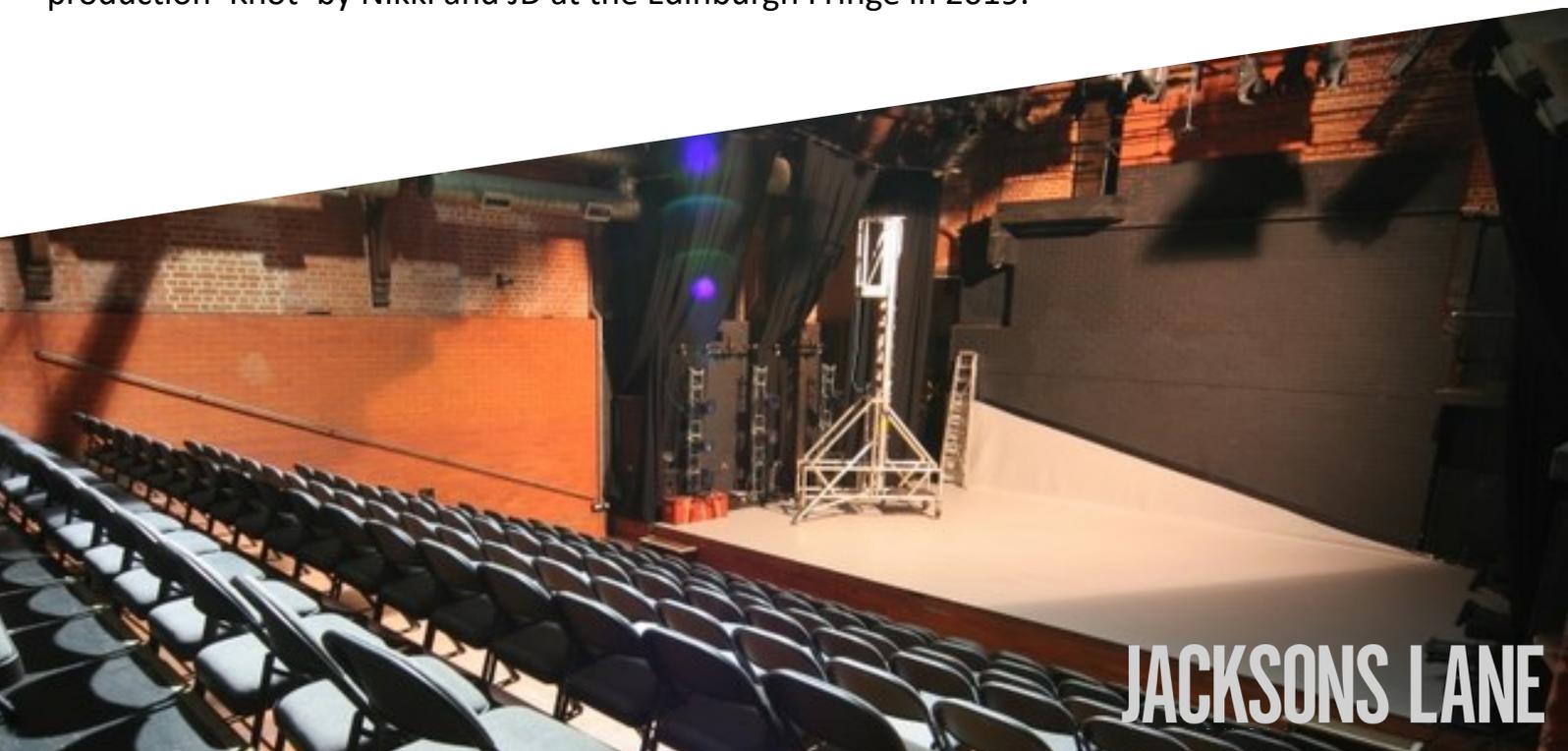
ARTISTIC



Jacksons Lane is the leading presenter, supporter and producer of contemporary circus in the UK. We nurture artists through Artist residencies, mentoring and advice, and by providing theatre space for previews and scratch performances, in addition to premium studio space to devise and rehearse new work. Our 170 seat auditorium hosts a variety of events throughout the year including our own Postcards Festival. As one of the leading venues for the London International Mime Festival we also showcase our other core artistic strand of Physical and Non- Verbal Theatre alongside our programme of Family Performances.

We have strong networks throughout the industry, both nationally and internationally, and we represent Jacksons Lane and the UK Circus scene at a variety of industry events across the world. We are passionate about providing a platform at Jacksons Lane to showcase international work, and currently around 40% of our visiting artists come from outside the UK, across over 60 countries and as far as Australia and Canada.

As an Arts Council England National Portfolio Organisation we also produce and coproduce our own work, which we tour both in the UK and abroad in order to bring British work to an international audience. We have won multiple awards for this work including our highly successful production 'Knot' by Nikki and JD at the Edinburgh Fringe in 2019.



JACKSONS LANE



CREATIVE LEARNING

With its roots as a community centre, Jacksons Lane remains an essential hub for arts and community work in North London. With over 65,000 visitors to our venue each year we work hard to overcome traditional barriers to the arts by collaborating with our community partners and funders to make the arts more accessible. We focus on using the arts to increase confidence, reduce isolation and improve overall wellbeing.

Our comprehensive Creative Learning programme works directly with over 1,000 people across all ages each year and provides creative and wellbeing activities to older people in supported housing schemes, theatre projects that focus on women's safety and a range of activities for young people including JL Circus, a series of workshops and classes teaching circus skills to young people. Our work has continued online throughout the pandemic through the 'Quarantine Sessions' and 'Lockdown Lunch' with great success. Feeling Good is Jacksons Lane's project to help reduce social isolation as a result of the COVID-19 pandemic. We partner isolated and vulnerable people with friendly volunteers, and through regular conversation and creative and wellbeing activities our beneficiaries gain confidence and are able to reconnect to their community.

Since it began 45 years ago, Jacksons Lane has also run an event on Christmas Day, each year inviting socially-isolated older adults to our building and providing them with food, gifts and entertainment. This year, despite the restrictions imposed by the COVID-19 pandemic, we were still able to reach out to 250 older adults across our area through a delivery service of food and gifts while still providing the all important social contact and friendly conversation.



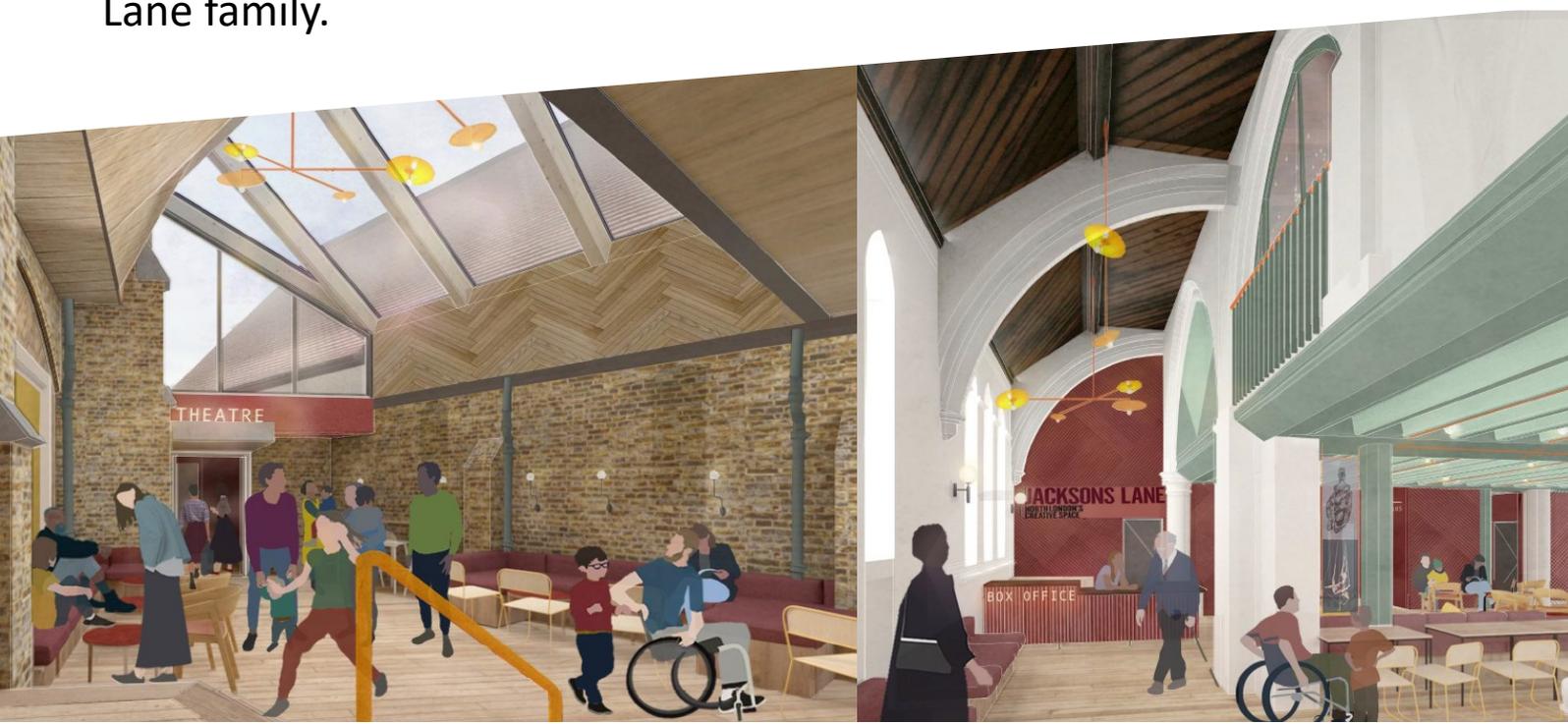
JACKSONS LANE

OUR NEXT CHAPTER

In order to continue our vital work and to ensure we are well-positioned to meet future demands, Jacksons Lane closed in November 2020 to begin work on a long anticipated Capital Refurbishment project. The works have been designed to reimagine the spaces in our home on Archway Road, to enable us to provide an exceptional cultural experience for everyone who visits our venue.

Working with award-winning architects Citizens Design Bureau, the project is also ensuring that Jacksons Lane will be fully accessible for the first time and will ensure our environmental and financial sustainability. The much needed renovation of our historic building will improve our studios and theatre for both artists and audiences, and upgrade our facilities so they are more welcoming to all visitors and users.

Our building is slowly reopening with the full facilities expected to be available in early January 22. We can't wait to see our building full of activity, and to be able to share the space with our extended Jacksons Lane family.



JOB DESCRIPTION

Reports to:	Executive Director
Responsible for:	Front of House Manager, Freelance Maintenance Staff
Hours of work:	Core working hours are 10.00am-6.00pm Monday to Friday. Out of office hours (including week ends, evenings and early mornings) will occasionally be required, however a time off in lieu (TOIL) system is in operation.
Contract period:	Full time
Remuneration:	Up to £40,000 per annum
Annual Leave:	28 days/annum including public holidays. (Holiday year runs April-March)

Main objectives of the post:

To make Jacksons Lane a welcoming space, working with the team to ensure excellent customer service and good operations across the Front of House functions. To be responsible for HR and Health and Safety of all Jacksons Lane activities onsite and offsite. To ensure the timely maintenance and repair of the building, ensuring good value for money from contracts.

Outline of Responsibilities

Building Management

- Take overall responsibility for the venue and ensure it is managed in accordance with the terms of the lease of the building, statutory legislation, licensing, health and safety, access and any funding requirements
- Maintain good relationships with our neighbours and local community, keeping them informed of developments or proposals
- Manage contracts for all facilities including IT and digital contracts/subscriptions ensuring continuous supply and value for money
- Ensure high standards are set and maintained for the maintenance, security and cleanliness of the building, within the parameters of restricted budgets and the capability and willingness of the landlord
- Ensure regular site maintenance checks are implemented, including planning and implementing an annual Maintenance Week (involving but not limited to repainting, PAT Testing, alarms testing, fire safety testing, licensing etc)
- Manage the cleaning of the building to the highest possible standard
- Identify and work with freelance contractors for regular maintenance work around the building.
- Responsibility for the Health and Safety of the organisation, keeping policies under review and organising training as required
- Ensure the accident/incident book and first aid boxes are monitored and maintained and staff are trained on their use
- Develop and implement policies and procedures for the smooth running of the venue and ensure procedures are understood and adhered to by all members of staff
- Act as Emergency Controller as required
- Act as a keyholder for the building.
- Support the fit out and final phases of the capital project with the Executive Director

JOB DESCRIPTION CONTINUED...

Financial management

- Work with the Executive Director to agree the relevant annual budgets, update forecasts and prepare other financial information for the trustees
- Ensure that departmental budgets for Front of House, and Operations are carefully managed and any overspends are identified and acted upon in conjunction with the Finance Manager
- Manage resources efficiently to ensure Jacksons Lane achieves value for money in all aspects of its work
- Ensure that all contracts and procurement are regularly monitored to ensure best value
- Keep the Executive Director fully informed of any financial issues that may arise.

Human Resources

- Responsibility for the recruitment, induction, and training for all staff and volunteers at Jacksons Lane
- Ensure the performance and development of staff is monitored through an appraisal programme and 1 to 1 meetings.
- Ensure that the necessary direction, coaching and training opportunities are provided to all staff to develop their knowledge and skills to meet the needs of Jacksons Lane
- Build, develop and maintain excellent working relationships between staff through regular communication, team meetings and team development initiatives
- Organise and monitor annual leave, sick leave records and other personnel data using our HR tool Breathe.
- Devise, implement and communicate appropriate employment policies/procedures in line with best practice in employment law and equal opportunities to ensure Jacksons Lane operates as a fair employer
- Lead by example to ensure the intentions and requirements of the Jacksons Lane Equality and Diversity Policy are applied personally and by all staff, volunteers and users
- Ensure appropriate access arrangements are made for visitors and staff, taking into account the provisions of the Disability Discrimination Act.

Front of House

- Oversee the Front of House functions ensuring the department is well managed and both effectively and sufficiently staffed to ensure a high level of customer service.
- Work with the Executive Director to provide analysis of the FOH functions
- Work with the Front of House Manager and Hires Manager to maximise the income and offer of the catering and bar operations
- Provide emergency Box Office/Front of House cover as required
- Take overall responsibility for customer comments and complaints, ensuring the Executive Director is informed of action taken.

General

- Maintain an overview of the wider work of Jacksons Lane
- Deputise for the Executive Director where appropriate
- Any other duties or responsibilities that might be reasonably requested by the Board of Trustees or CEOs

PERSON SPECIFICATION

<u>Experience</u>	Essential	Desirable
Relevant experience of line managing staff	X	
Relevant experience of leading front of house/customer facing teams where excellent customer service is paramount	X	
Experience of maintaining a venue	X	
Relevant experience of managing health and safety in a public building	X	
Relevant experience of licencing processes and acting as Licensee for a venue	X	
Relevant experience managing and leading on hiring spaces		X
Experience managing external service providers including IT, Catering and Cleaning services.	X	
<u>Skills</u>		
Budget Management skills with the ability to monitor and oversee budgets of multiple departments	X	
Strong negotiation, interpersonal and relationship building skills	X	
Excellent organisation skills	X	
Excellent customer service and communication skills	X	
Relevant first aid qualifications		X
Relevant fire safety qualifications		X
Ability to use Artifax Event to generate reports, bookings and invoices		X
<u>Knowledge</u>		
Practical understanding of Health and Safety requirements and legislation	X	
Knowledge of how busy venues operate	X	
Knowledge of public and private events licensing	X	
Knowledge of how digital infrastructure can be used to support the work of Jacksons Lane	X	
Managing a busy events schedule	X	
<u>Personal attributes</u>		
A commitment to equality and diversity	X	
Tactful and discrete	X	
Self-motivated, proactive and pragmatic	X	
Passion for working in an arts hub	X	
Calm under pressure	X	
Willing to work as part of a team	X	
Excellent time management and task prioritisation skills	X	
Willing to work across multiple areas as and when required	X	

APPLICATION DETAILS

Jacksons Lane has a strong commitment to increasing the diversity of our staff. With this in mind, all candidates who indicate that they are from an ethnically or culturally diverse background, and who feel they meet the Essential Criteria of the Person Specification will be guaranteed an interview.

To apply for the role:

- 1) Complete the Application Form
- 2) Complete an Equal Opportunities form
- 3) Send both documents to recruitment@jacksonslane.org.uk, including 'General Manager -Operations' in the subject line of the email.

Both forms are available on our website, alongside this recruitment pack. Should you need to submit your application in another way for accessibility reasons please do get in touch.

Application deadline	12pm, Monday 17th January 2022
Interviews (via Zoom)	Week Commencing Monday 24th January
Preferred Start date	As soon as possible

If you wish to discuss the role before you apply, we would like to invite you to attend an informal 1:1 Zoom chat with a member of the team on Wednesday 5th January. To take up this opportunity please email recruitment@jacksonslane.org.uk to arrange a time.

We will respond to all applicants, and contact after the closing date to invite to interview should your application be progressed to the next round.

Interviews will take place online via zoom, with questions sent out 12 hours in advance to allow for preparation. Should you have any specific requirements for the interview process, please do get in touch.