

Dear applicant

8 February 2019

Post of General Manager

Thank you for your interest in the post of General Manager at Streetwise Opera. You will find enclosed the Job Pack. Remember to also download the Application Form from our website.

Apply by sending the completed Application Form to info@streetwiseopera.org, with "General Manager" as the subject line. Please note that CVs will not be accepted.

The deadline for applications is **9:00am on 4 March 2019**.

Interviews for the role will take place in London, and are scheduled on:

- **Tuesday 12 March 2019**
- **Tuesday 19 March 2019**

Having read the Job Pack, if you have any questions about the role, or would like to arrange an informal conversation, please contact either Susie Gorgeous or Tom Mansfield on 020 7730 9551.

We look forward to receiving your application.

Yours faithfully



Susie Gorgeous
Co-Executive Director



Bridget Rennie
Co-Executive Director

Job Pack – General Manager

Role:	General Manager
Appointment:	Full-time, permanent contract
Ideal Start Date:	15 April 2019
Responsible to:	Co-Executive Directors
Line Manages:	Arts Administrator
Salary:	£28,000 - £32,000 pa, dependent on experience
Annual Leave:	21 days (plus public holidays and time off between Christmas and New Year)
Benefits:	Season ticket loan, time off for volunteering (up to 6 days per annum)
Notice Period:	2 months on either side Probationary period of 6 months with 2 weeks' notice on either side



Tell Me The Truth About Love. Sage Gateshead, 2018.

Photo: Mark Savage

The Role

Streetwise Opera is seeking an experienced, dynamic and insightful General Manager to play a crucial role within the company.

The General Manager will sit at the heart of Streetwise Opera's enthusiastic, committed team and take responsibility for managing our finances, HR and governance. This is a key role in supporting the delivery of our strategic priorities: to grow our work in five regions across England, extend progression opportunities for our performers, further develop our communications strategy and expand the diversity of our participant group and workforce.

Working with and supported by our Co-Executive Directors Susie Gorgeous and Bridget Rennie, the General Manager will play a vital part in the charity's operations. This is an opportunity for a highly motivated arts manager to have a major impact in the development of a pioneering company working to redefine opera and who it is for.

This role is an excellent opportunity for someone ready to gain senior management experience as they develop a career as a leader in the arts.

Background

Streetwise Opera is an award-winning performing arts charity for people who are or have been homeless. We run creative programmes in five regions across England and stage critically-acclaimed operas.

Streetwise Opera places equal emphasis on artistic excellence and social impact. Our productions platform the skills of our performers in a professional arena that is inclusive but not tokenistic. They promote positive attitudes towards homeless people and show the performers that whatever life throws at them, they can achieve great things. Underpinning these productions, our two-stage workshop programme involves weekly singing and acting workshops in homeless centres and arts venues, regular performances, opera trips and a volunteering scheme – a dependable source of creative activity in lives where everything else can be changing.

Streetwise Opera's latest major production, *Tell Me The Truth About Love*, was performed at Sage Gateshead in April 2018 ('a powerful and inspiring show' ★★★★★ The Guardian), with performers from its Newcastle and Gateshead workshops and musicians from Royal Northern Sinfonia.

Winner of some of the top awards in the arts and homelessness sectors – including The Times/Gramophone Music in Community Award, Andy Ludlow Homelessness Award and Royal Philharmonic Society Music Award – Streetwise Opera demonstrates that when there is the dual support of arts and social care, people who have experienced homelessness can move forward faster and better.

Streetwise Opera's work improves wellbeing and increases social inclusion, which can result in transformational impacts such as more independent living, reduction in substance misuse, and engagement in education, training and employment. As one performer says: 'Streetwise Opera has shown me that if I can achieve this, surely I can take on anything else.'

Programme

Streetwise Opera's artistic programme will be led by our incoming Artistic Director, Hannah Conway, who joins Streetwise Opera at the beginning of April 2019. Our current artistic cycle includes:

- a biennial professional opera production which takes place in one of the five Streetwise Opera regions
- a biennial Composer in Residence scheme
- small-scale performances and projects with artistic partners throughout the year (c. 30 performances p/a)
- year-round weekly music workshops in homelessness centres and arts venues in five regions across England (c. 430 workshops with 650 people p/a)

We are currently delivering our third [Composers in Residence scheme](#) and will produce a series of Opera Hours in our five regions featuring the new commissions the composers create with our performers in spring 2019. Our biennial 2020 production is in development and we have confirmed some key members of the creative team. Details are yet to be announced but will be shared with shortlisted candidates.

Streetwise Opera's Strategic Priorities 2017-2021

- **Regional Development:** To build a stronger presence in each of our five current regions, that enriches the service we are able to offer to our performers, and is developed in association with partners;
- **Progression:** To set out and deliver a clear and established and well-defined progression programme that can respond to our performers' needs in each region, offering them clear journeys they can take through Streetwise Opera;
- **Communication:** To build a refreshed communications strategy that enables us to have a higher profile, greater web presence and local presence, and a confidence in how we talk about the work we do, including clear messaging for performers, funders, staff and the general public;
- **Diversity:** To create a more diverse team and board, including people who have been homeless and representing all of the regions we work in



Streetwise Opera workshop, Middlesbrough.
Photo: Kev Howard

Job Description

General Manager

Finance

- Take responsibility for the day to day financial management of the charity, including book-keeping, monthly payroll and invoice payments
- Prepare quarterly management accounts and finance reports for Board meetings
- Work with the Co-Executive Directors and Treasurer in the preparation of annual accounts
- Provide financial information and advice as necessary to the Co-Executive Directors and Board of Trustees
- Ensure that financial systems, policies and procedures across the organisation are rigorous and fit for purpose
- Manage the core costs budget

General Management, Policy and Administration

- Ensure that Streetwise Opera conforms to all financial, legal, statutory and contractual requirements
- Ensure that Streetwise Opera has appropriate policies and procedures to promote best practice in all aspects of its operations
- Take responsibility for all risk assessment within the organisation, including the annual Organisational Risk Assessment
- Oversee all contracts with staff, freelancers and partner organisations
- Take responsibility for the organisation's office and equipment

Governance

- Attend and minute all Board meetings and away days, and subcommittee meetings as required
- Act as Company Secretary, taking responsibility for statutory reporting to the Charity Commission and Companies House
- Report to the Board regarding matters of policy, planning and budgeting
- Manage the practical arrangements for Board meetings and other governance activities

Human Resources

- Manage staff recruitment, induction, development and training
- Manage staff communications
- Ensure that HR policies and procedures follow best practice and are communicated and followed across the organisation
- Ensure line managers understand their responsibilities and have sufficient support and training

Strategy and Artistic Activity

- Develop and manage, with the Co-Executive Directors, sound planning procedures for all company activity

- Oversee contracting of all production personnel and provide general support to productions and projects as needed
- Organise income from commissions through the Performing Rights Society for any new works

Advocacy, Lobbying and Training

- Support the Co-Executive Directors in raising the profile of Streetwise Opera across the arts, homelessness and government sectors
- Help build and maintain relationships with partner organisations and networks in the homeless and arts sectors
- Deliver the logistics of Workshop Leaders' and Support Workers' training

Line Management

- Line manage the Arts Administrator, taking responsibility for their development and training
- Liaise with Head of Programme to support the Arts Administrator's work on the producing programme

Person Specification

Essential

- Excellent organisational and time management skills
- Outstanding written and spoken communication skills
- Strong financial experience including bookkeeping and budget management
- Experience of using QuickBooks or other similar financial software
- Knowledge of the statutory requirements of running a charity
- Knowledge of good HR practice
- A proven track record of managing a busy office
- Experience of taking minutes
- Empathy with homeless and socially excluded people
- Interest in the arts

Desirable

- Experience of working with a board of directors/trustees
- Experience of chairing internal meetings
- Experience of setting up office systems
- Experience of working or managing in an arts or homelessness organisation
- Experience of preparing management accounts
- Experience of line management

Applications

How to apply

To apply for the position of General Manager, please send the completed Application Form to info@streetwiseopera.org, with "General Manager" as the subject line.

The deadline for applications is **9:00am on 4 March 2019**.

Data protection

The information you choose to share with us will be used to evaluate your suitability as a candidate. Your application will be reviewed by authorised Streetwise Opera staff and if it is unsuccessful, your personal data will be destroyed three months after the end of the recruitment process.

Data in the equal opportunities monitoring section of the form will be anonymised and analysed to improve our recruitment processes.

If your application is successful, your personal data will be held. We will regularly review the personal data we possess, to ensure that it is still required. If not, we will delete it. Find out more about how we process your data at www.streetwiseopera.org/privacy.

Diversity and equality

Streetwise Opera is an inclusive organisation and actively promotes equality. We welcome applications from a wide range of candidates, particularly those who have been homeless. Candidates with lived experience of homelessness who can demonstrate that they meet the essential criteria in the person specification will be guaranteed a first-round interview. Please ensure that you communicate this clearly in your application.



The Passion, Campfield Market, Manchester, 2016.
Photo: Matt Webb