



Shubbak - A Window on Contemporary Arab Culture

Information Pack & Job Description for Head of Operations (12-months)

Context:

Shubbak is London's largest festival of contemporary Arab Culture - www.shubbak.co.uk. Shubbak is looking for a Head of Operations to ensure successful delivery of the 2021 festival.

Shubbak (meaning 'window' in Arabic) supports and celebrates the diversity of Arab artists' creativity and innovation through its professional and engagement programmes, national touring and biennial multi-artform London Festival. Working nationally and internationally, we commission, initiate and develop projects that encourage a wide range of creative approaches in an artist-led process. The festival brings new and unexpected voices alongside established artists to London every two years. An ambitious programme connects London audiences and communities with the best of contemporary Arab visual arts, film, music, theatre, dance, literature and debate. The 2019 festival reached an audience of over 50,000 people in over 60 events in over 30 venues. Shubbak received the 2019 UNESCO Sharjah prize for Arab Culture.

Shubbak 2021 is planned for late June/July 2021 with a programme featuring new commissions, international and UK artists, community engagement, national touring and a talks & debates programme. Shubbak 2021 is our 10th anniversary edition. Like many arts organisations we are in the process of adjusting our vision, ambitions, plans and delivery models as a result of the impact of the Covid-19 pandemic. We are engaging in active conversations with

our partner venues, funders, stakeholders and artists to re-assess the festival's content, structure and ambitions for next year.

We are now looking for an energetic, results-driven senior manager to ensure the delivery of our exciting plans for the next festival. In the current period there are still a considerable number of unpredictable factors which will influence our festival plans, including: ability for international travel and quarantines, social distancing requirements, the position of our partner venues and stakeholders, available funding and budgets, as well as post-pandemic audience behaviour.

While these are challenges, they are also real opportunities for a quick problem-solving, efficient, results-driven senior manager who is creative, adaptable and able to translate our plans and vision into a successful festival.

This is initially a 12-months post from October 2020 to the end of September 2021.

The post is full-time. Shubbak will consider job-share or part-time requests for the right candidate.

Salary: £38,000–£42,000 depending on experience

How To Apply:

- Send a letter of application of no more than 2 pages, outlining what you would bring to the position, plus a CV indicating previous experience.
- Complete and submit the Equal Opportunities monitoring form
- Submit the contact details of two referees one of which should be a current or recent employer

Due to the tight turnaround of this appointment, all candidates must have the right to live and the right to work in the UK.

Deadline for applications: **14 September, 18.00h**

Interviews (online or physical, depending on government social distancing advice): **23 - 25 September (tbc)**

If you would like an informal conversation about the role with Eckhard Thiemann, Artistic Director & CEO, prior to submitting an application, please contact Eckhard prior to 11 September at eckhard@shubbak.co.uk or on 07984 468204.

Job Description:

Reporting to: Artistic Director / CEO

Responsible for: Administrative & Book-keeping Assistant, short-term staff as appropriate

Key internal relationships: Senior Programmer & Festival Producer, Marketing & Communications Manager, assistant producers, freelance curators and short-term staff and volunteers

Key external relationships: Arts Council England, Charity Commission, HMRC, UK Border Agency, major funders (e.g. Paul Hamlyn Foundation, British Council), partner venues, Arab British Centre

DUTIES OF THE POST

The Head of Operations assumes control and management of all administrative processes for the operation of the Shubbak including finance. It is essential that the postholder brings to the position an ability to assimilate broad, comprehensive views of the organisation's objectives, as well as an ability to establish and implement the necessary steps for the successful delivery of the 2021 festival.

The Head of Operations must adhere to the organisational values, policies and procedures. The Head of Operations is accountable for all of Shubbak's operating affairs, financial management and will make timely reports to the CEO and the Board of Trustees.

Together with the Artistic Director & CEO, the Head of Operations fosters a positive environment that encourages the best from staff.

The Head of Operations' responsibilities include, but are not limited to:

1. Operation and Finance

- Ensure the festival's logistics are planned and implemented, including visa applications, travel and accommodation, contractual arrangements with venues and partners etc.
- Ensure compliance with legal obligations and requirements including: Companies Act, Insurance, Charity Commission, Equality Act, Charity law, Employment Law, General Data Protection Regulations, Health and Safety etc.
- Lead on compliance including monitoring and data collection for Arts Council England and other funders and stakeholders
- Maintain oversight of financial processes from day-to-day bookkeeping

- through to high level strategy and forecasting
- Ensure the smooth day-to-day running of the office and facilities
 - Manage festival budgets and liaison with funders and Shubbak's producers
 - Manage day-to-day financial operations and ensure effective financial controls are in place, including petty cash, credit cards and bank reconciliation
 - Manage payroll or oversee payroll management, as appropriate
 - Act as bank signatory and credit card holder
 - Manage EU/EEA tax waiver applications, as appropriate
 - Manage administration of individual giving and donors
 - Assist and collaborate with Artistic Director / CEO on fundraising initiatives and applications
 - Lead on evaluation planning and reports

2. HR

- Line Manage Administrative & Bookkeeping Assistant and other employees or freelance consultants as appropriate
- Plan team capacity to deliver the festival programme, managing recruitment and hiring of temporary and freelance staff.
- Act as level 1 user of the UK Border Agency Sponsorship Management System in relation to issuing, monitoring, reporting of tier 5 or other certificates. Produce sponsor related documentation as required by the UK Border Agency in relation to NON-EU workers
- Oversee and manage Shubbak's support and engagement in visa applications of artists.

3. IT

- Lead on IT including: reviewing systems, annual maintenance and liaison with external IT consultant
- Lead on digital archiving to include: monitoring data storage, capacity and security, ensuring information can be readily accessed and ensuring systems and protocols and used consistently

4. Board and Governance

- Serve as the primary contact for the Board of Trustees
- Attend and minute all regular and special meetings of the Shubbak Board of Trustees
- Support all Board of Trustees' committees
- Keep Board of Trustees informed by timely reports deemed necessary by the CEO, required by the Board, required by the by-laws, and/or required by law

- Plan and execute the operations of Shubbak in accordance with the by-laws and policies of the Board.

5. Marketing and Public Relations

- Assist and collaborate with Marketing and Communications Manager to ensure the successful delivery of the marketing and communications plan
- Act as an ambassador for the Festival and its representatives.

6. Other

- At all times carry out duties and responsibilities with regard to Equal Opportunities, diversity and dignity at work in the delivery of services and the treatment of others
- Comply with the company's policies and practices to reduce environmental impact
- Identify areas for personal development, and undertake training necessary to fulfil the job description
- Carry out any other duties as may be reasonably required by the Company's management

Person Specification:

Essential

- Significant experience of working in a similar operational role within a creative organisation
- Experience in festival and/or event management
- Significant experience in sound financial management with a track record of preparing management and annual accounts
- Significant experience in contract management including but not limited to employee and freelance HR, project and service contracts with venues, co-commissioning and co-presenting contracts, external producers and funder contracts
- Experience and understanding of marketing and PR in the creative sector
- Commitment to diversity and equal opportunities
- Experience of successfully recruiting, managing and motivating staff
- Experience in working with Arts Council England NPO and associated compliance
- Significant experience in company financial management and reporting
- Ability to manage a broad and complex workload with multiple deadlines
- A versatile and adaptable approach to work with excellent problem solving abilities
- An interest and passion for Shubbak's aims and programmes and understanding of the festival's place in the wider cultural sphere

- The focus and tenacity to push through complex procedures
- Due to the tight turnaround of this appointment, all candidates must have the right to live and the right to work in the UK.

Desirable

- HR qualification
- Experience and knowledge of contemporary Arab Culture
- Knowledge of spoken and written Arabic