



Job Description - General Manager

Shubbak seeks a General Manager to join our small and dynamic team as we begin preparations for the return of Shubbak Festival in 2023. This is offered as a part-time, permanent position.

Shubbak (meaning 'window' in Arabic) supports and celebrates the diversity of Arab artists' creativity and innovation through its professional, participatory and engagement programmes, national touring and biennial multi-artform festival. Working nationally and internationally, we commission, initiate and develop projects that encourage a wide range of creative approaches in an artist-centred process.

Under new leadership, Shubbak remains passionately committed to platforming Arab cultures and cutting-edge creativity in the UK arts scene, and is now deepening its community and engagement work as a key part of the organisation.

We are now looking for an energetic, results-driven senior manager to work alongside our Joint CEOs in the development of the next phase of Shubbak. The General Manager 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 successful project and festival delivery.

The General Manager must adhere to the organisational values, policies and procedures. The General Manager is accountable for all of Shubbak's operating affairs, financial management and will make timely reports to the Joint CEOs and the Board of Trustees. Together with the Joint CEOs, the General Manager fosters a positive environment that encourages the best from staff.

Key Responsibilities and Duties:

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.
- Manage festival budgets and liaise with funders and Shubbak's producers
- Create and review all necessary health and safety documentation (COVID-19 risk assessments, project related risk assessments, etc.)
- Manage EU/EEA tax waiver applications, as appropriate
- In non-festival years, provide producing support for smaller Shubbak projects

- Working with the freelance bookkeeper, maintain oversight of financial processes from day-to-day bookkeeping, payroll and pension through to high level strategy and forecasting
- Ensure effective financial controls are in place, including petty cash, credit cards and bank reconciliation
- Ensure that accounting requests are resolved and communicated in a timely manner to internal and external parties including preparation of draft audit accounts with the externally appointed auditor
- Advise on financial modelling of the organisation, including exploring alternative revenue streams.
- Act as bank signatory and credit card holder

- Ensure compliance with legal obligations and requirements including: Companies Act, Insurance, Charity Commission, Equality Act, Charity law, Employment Law, General Data Protection Regulations, Companies House, Health and Safety etc.

- Lead on reviewing and updating internal processes and systems to ensure the organisation is operating efficiently.
 - Ensure the smooth day-to-day running of the office and facilities
 - Oversee the organisation's insurance policies
 - Maintain and review the organisation's risk register
 - Lead on evaluation planning and reports
- Lead monitoring and data collection for Arts Council England, other funders and stakeholders
 - Manage administration of individual giving and donors
 - Assist and collaborate with the Joint CEOs on fundraising initiatives and applications

2. HR

- Manage the team and freelance consultants as appropriate
- Plan team capacity to deliver the festival programme and ad-hoc projects, 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
- Report back to the Home Office regarding our Permit Free Festival status as well as reapplying to be added to the list annually.
- 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 are used consistently

4. Board and Governance

- 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 CEOs, 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.
- Actively identify partnership opportunities for the organisation.

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

- Three years' experience of working in a similar operational role within a creative organisation
- Three years' experience in festival and/or event management
- Two years' experience in sound financial management and reporting
- Two years' 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
- Commitment to diversity and equal opportunities

- Experience of successfully recruiting, managing and motivating staff
- 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 in working with Arts Council England NPO and associated compliance
- Experience preparing management and annual accounts
- Experience and knowledge of contemporary Arab culture
- Knowledge of spoken and written Arabic

Equal Opportunities

We are an equal opportunities employer and value applications from a variety of backgrounds. While we are interested to hear from a wide range of applicants, we especially encourage applications from those who self-identify as Black, Arab, Afro-Arab, Indigenous or Person of Colour to apply; as these groups are underrepresented within our industry nationally. Candidates who have faced access barriers to the arts (whether due to socio-economic background or other) are also especially encouraged to apply for this role.

Disabled applicants who meet the minimum criteria for the position are guaranteed an interview.

Flexible working

We are open to requests for flexible working patterns such as compressed hours or flexible start and finish times. We are happy to discuss other flexible working options in order to accommodate people from a variety of life situations. Please clearly mark any flexible working

requirements in your covering letter and we can discuss further at the interview stage.

Terms

Hours: Part-time, 4 days per week

Salary: £37,000-£39,000 (0.8 pro rata) per annum

Start date: As soon as possible

Contract: Permanent

Location: Remote and/or in Shubbak office in central London (to be agreed)

Application

To apply, please send a CV and covering letter (no more than 2 sides A4) setting out why you would like to work with Shubbak and your relevant skills and experience to recruitment@shubbak.co.uk by 10am, **Friday 20th May 2022**. Please also complete the Equal Opportunities Monitoring form [HERE](#).

Interviews are likely to be held in the week starting 30th May 2022.

If you have any questions about the role or application process, please contact Jodie Gilliam, Head of Finance and Operations at jodie@shubbak.co.uk