



## **Job Description - General Manager**

Shubbak seeks a General Manager to join our small and dynamic team after the hugely successful delivery 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 and participatory 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. Shubbak is passionately committed to platforming Arab and SWANA cultures and cutting-edge creativity in the UK arts scene, whilst deepening its community and engagement work as a key part of the organisation.

We are now looking for an energetic, purpose-driven General Manager to work alongside our Joint CEOs as we continue our work bringing together communities from across the UK to connect over Arab arts and cultures. The General Manager assumes control and management of all financial and administrative processes for the operation of 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 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, nurturing environment that brings out the best in people.

### **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 (risk assessments, project related risk assessments, etc.)
- Manage EU/EEA tax waiver applications, as appropriate

- In non-festival years, take on producing responsibilities
- 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, along with Joint CEOs
- 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, including contracting, regular check-ins,
- Plan team capacity to deliver the festival programme and ad-hoc projects with deliverables and wellbeing in mind, including 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.

## **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**

- 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 work in the UK.

### **Desirable**

- HR qualification
- Experience in working with Arts Council England NPO and associated compliance
- Experience preparing management and annual accounts
- Interest in contemporary Arab cultures

### **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 People 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.

You do not have to identify as Arab or South West Asian and North African to apply, nor is speaking the Arabic language a requirement.

### **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, 3 days per week

**Salary:** £35,000-£40,000 (0.6 pro rata) per annum dependant on experience

**Start date:** As soon as possible

**Contract:** Permanent

**Location:** Remote and in Shubbak office in central London (the team works together from the office Tuesdays and Thursdays and come in more regularly as the festival approaches)