



Theatre Arts Action Trust (TAAT) - Job Profile

JOB TITLE: Headgate Manager

REPORTING TO: Appointed person on behalf of the Trustees of the Theatre Arts Action Trust (the Trustees) – currently this is the Vice-Chair.

RESPONSIBLE FOR: Headgate Assistant and contractors

JOB PURPOSE:

The Headgate Manager is accountable to the Board of Trustees, attends their meetings, and has pivotal responsibility to:

- Manage the efficient and effective operation of the Headgate premises and facilities
- Ensure that contractual and legal requirements, Health and Safety, and Safeguarding arrangements are complied with at all times
- Ensure that the Headgate meets agreed financial targets, in line with the business plan, developing commercial opportunities compatible with the Charity's aims
- Manage the relationship between the Headgate and its customers, including companies/artists involved in productions, community groups, individual hirers, audiences and other users
- Engage with the volunteer community, providing active leadership to ensure that the diverse strengths of volunteers are utilised to sustain and help deliver the work of the Headgate
- Chair the Management Committee and work with all key volunteers and subgroups to run the Headgate; provide a regular management report to meetings of Trustees

Key Responsibilities:

Premises Management

- The Headgate Manager will be the Responsible Officer for Health and Safety
- Together with the wider team of TAAT/Headgate staff, volunteers, and external advisers: take responsibility and action on all premises and health and safety issues, including fire safety, with robust procedures in place at all times
- Set up an on-call system to respond to urgent issues out-of-hours
- Maintain an accurate record of approved contractors and competent volunteers to undertake minor works
- Arrange for repairs to the building and equipment within agreed financial limits and lease requirements to maintain a safe and functional facility
- Actively monitor the standard of cleanliness around the building and provide, or delegate, management of the cleaning contract to ensure that the building is clean, safe and usable for all hirers and that the stock of housekeeping items meets projected building occupancy

Administration and Scheduling of hires

- Ensure that the Event 500 software system and agreed procedures are used to optimise the use of all facilities
- Manage the contracts in an efficient, timely way so that the various needs of hirers, budgets and volunteers are met, and contractual obligations are fulfilled
- In collaboration with the relevant volunteer teams, plan forthcoming events, applying understanding of audiences and volunteer capacity
- In collaboration with the Artistic, Programming and Education team, support and bring in work that has a balance between different types of productions and events, providing diversity and inclusion throughout the programme

Box Office Management

- Take overall responsibility for the use of ticketing software by all staff and volunteers
- Ensure that all planned, advertised activities are accurate and compliant with the requirements of GDPR and organisational policies
- Report financial and marketing information as required using agreed processes.
- Ensure that box office activity provides excellent customer service
- Use the software to initiate, collect and analyse consumer feedback to help inform the development of the Headgate artistic programme

Marketing and website

- Play an active part in the Publicity and Marketing sub-group and carry out agreed actions to ensure that both electronic and non-digital media are used efficiently and effectively
- Ensure that accurate event information is added to the Headgate website and ticket booking software system to publicise shows and events taking place in the building
- Ensure the Headgate website is up-to-date and that mechanisms are in place to deliver regular updating of Headgate Theatre social media accounts
- Ensure that there is a system in place to maintain an accurate customer database for brochure distribution and electronic distribution, compliant with GDPR

Human Resources

- Manage and develop employed staff, ensuring best use of skills and abilities, and responding to the changing needs of the business at key times
- Ensure all staff, contractors, and volunteers are suitably inducted in the duties required of them within the building in accordance with the organisation's policies
- Maintain a strong, engaged working relationship with the volunteer community, working alongside them to develop the work of the Headgate
- Ensure that staff and volunteers are trained to understand their roles and perform to meet organisational requirements

General

- Be able to speak knowledgeably about all aspects of the work of The Headgate
- Support the organisation's aims and objectives, including its commitments to equality, diversity and inclusion
- Understand the work of other cultural organisations within the region and identify ways in which the Headgate can work in partnership with those organisations, community groups and education providers to support its aims and objectives
- Ensure that there is regular communication between all those contributing to the operation of the Headgate
- Deal with enquiries and complaints in a timely manner
- Assist volunteers and elected officers including the Company Secretary in delivery of all statutory responsibilities

This job description will be regularly reviewed with the post holder and revised.