

# General Manager Information Pack



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PHOTOGRAPHY, QUASON MATTHEWS AND NAOMI WILLIAMS

# About Beyond Face

Beyond Face is a South-West based theatre company founded in 2015 by Alix Harris.

Our mission is to provide opportunities for artists of the Global Majority to live, work and thrive in the South West.

In its early years the company was supported by the Barbican Theatre Plymouth, and Plymouth Culture. Between 2016-17 we were an associate company for Tamasha Theatre Company. We later became resident company between 2019-2020 for Theatre Royal Plymouth, and in 2024 an Associate Company for Bristol Old Vic.

From 2021, Beyond Face rebranded and became a regional based company responding to the demands of engagement with communities across the region as well as developed partnerships including Storyhouse Chester, Company Three, Bristol Old Vic and Theatre Royal Plymouth.

In 2023 Beyond Face joined the Arts Council England's National Portfolio Organisation 2023-2028.

The values that underpin our work are Care, Community, Joy, Representation, and Quality. We're at an exciting time of growth, where we're thinking about how we can continue to do the things we do well, better and go even deeper.

# Our Artistic Work and the future

We nurture the development of new theatrical ideas, invest in them, share them and tour our own work to stages across the country.

Beyond Face continues to ensure that the South West is a recognised region as a place to make high quality and exciting work, and to amplify the representation of Global Majority voices living here.

**Productions;** a place where audiences experience new stories that are rooted in the South West with a global perspective.

**Artist Development;** a place for writers and theatre makers to develop their skills, receive investment and test ideas

**Young People;** a place for young people aged 11-18 to develop their creativity, curiosity and performance skills

**Regional Voices;** a place to watch new shows, connect with your creative self and meet new neighbours



## **Does all this sound like a right fit for you as our new General Manager?**

We are seeking an individual who is in alignment with all of the above, but also is excited and passionate about bringing experience into the company to support through essential arts administration and robust systems that keep the day to day flow of the organisation.

You may be someone who is looking for a step up in your career, or someone who may have a background in finance and is looking to work for a creative organisation. We are very keen to meet with people who want to join Beyond Face in its vision and would be keen to support that transition from a different sector to ours.

We are a South West England based organisation with our main office based in Exeter. We will be flexible in our approach to working from home request and working hours and accommodating to caring responsibilities. We have one day a month where the whole team works together in person. We would expect the person to be flexible and willing to meet regularly in person as well as travel to our events and productions.

# Job Description



**Line managed by:** Artistic Director/CEO

**Line Manage:** Engagement Coordinator

**Liaison with:** Artist Development Producer, Company Storyteller, Associate Circle, Board members.

**Purpose of the role:**

The General Manager is an integral part of the Beyond Face team. It is a new role for the organisation and the successful candidate will work closely with the Artistic Director/CEO, with particular responsibility for company and governance administration, financial management, HR procedures, and Arts Council England and Board financial and data reporting.

We are a small, close-knit team working together remotely across the South West, we're looking for someone who can slot in well and collaborate with the team to ensure our systems and processes can enhance and sustain our work.





## Finance

- To work with AD/CEO to set annual budgets
- To lead on CIC financial management, budgeting and accounting procedures ensuring both statutory and legal compliance and adhere to a culture of sound financial decision-making
- To ensure accurate and timely quarterly management accounts and financial reporting for the organisation and the board
- To work with the auditors on the preparation and delivery of the annual accounts, TTR claims, Directors Report, and financial statements ensuring accurate and timely reporting to the Board



## **HR, Management and Administration**

- To manage staff recruitment, induction, development and training
- To manage staff team HR records including annual leave, TOIL, parental leave and sick leave
- To ensure that HR policies and procedures follow best practice and are communicated and followed across the organisation
- Prepare all contracts with staff, freelancers and partner organisations (working with the Producer on production-related contracts)
- To work with AD/CEO on reporting any racism and discrimination to our funders, partners and board implementing strategies of support in place for the organisation.\*
- To support the Artistic Director & CEO to maintain and review the Staff Handbook and organisational policies
- Manage and maintain Beyond Face's evaluation and monitoring systems (i.e. GoodCRM and Illuminate) in liaison with the Company Storyteller
- To be the point of contact across day-to-day management of productions and projects to ensure efficient operation between the delivery teams including freelancers

- Book all company travel and accommodation as required
- Coordinate and arrange travel and accommodation for Productions
- To support press nights by managing lists and invitations in liaison with Company Storyteller
- To ensure contracts and invoices are processed correctly and promptly

*\*Please note that if the person taking on this role was from a global majority background, you would not be expected to take this responsibility, this will be taken up by a board member or a member of our advocacy group.*



## **Data and ACE Reporting**

- Support the AD/CEO in quarterly and annual ACE data reporting, including uploading quarterly ACE reporting papers compiling the ACE NPO annual survey
- Work with the Engagement Coordinator on ensuring audience data and surveys are gathered throughout the year using 'Culture Counts: Impact & Insight' and 'Illuminate' platforms, and together make the quarterly/annual submissions using Illuminate
- Work with the wider team to gather Equal Opportunities info across the year, leading on monitoring and reporting to AD/CEO, ACE and other stakeholders

## **Other Duties**

- Adhere to, and actively contribute to, all Beyond Face policies, including Equality (diversity, access, and equal opportunities), Environmental and Health & Safety
- Work collaboratively in line with Beyond Face's organisational values
- Any other duties as may be reasonably required as part of the role
- Attend Beyond Face events where possible and advocate for the company
- Always act in the best interests of Beyond Face CIC.



# Person Specification

# Essential

- Excellent organisational and time management skills
- Outstanding written and spoken communication skills
- Commitment to embedding intersectional practice across all delivery
- Strong financial experience including bookkeeping and budget management
- Experience of using Quickbooks or other similar financial software
- Experience of setting up office systems
- Knowledge of good HR practice including implementation of anti-racism strategies and diverse and inclusive practice
- Experience of minute taking
- Interest in the arts



# Desirable

- Experience of working with a Board
- Experience of preparing management accounts
- Experience of G-Suite packages
- Experience of working CRM databases



A woman with long braided hair stands on the left, looking towards the right. A man is seated on the right, looking towards the left. The entire image is overlaid with a blue tint. The text "Terms & Conditions" is written in large, white, bold, sans-serif font across the center.

# Terms & Conditions

**Contract:** Permanent 0.8 FTE (equivalent of 4 days or 32 hours)

**Salary:** £36,000 pro rata

**Location:** Our office is in Exeter Phoenix, team members are able to work from this office at any time during their hours. We have one day a month where the whole team works together in person. We are happy to accommodate remote working for this role but we would expect the person to be flexible and willing to meet regularly in person as well as travel to our events and productions.

**Hours:** 32 hours/4 days a week, including a 1 hour lunch break during each day of work. Our working hours are 10–6pm. Working days Wednesday due to team meetings. The other 3 days to be negotiated upon signing the contract. This role will require some flexibility, evening and weekend work.



**Benefits to include:** Day off on birthday week, 3 mental health/wellbeing days. A seasonal/end of year celebration for staff to recognise and celebrate the work achieved that year.

Beyond Face engages in a summer slowdown throughout August, where no external delivery or engagement occurs, a chance for the team to have some reflection, refueling and focused time.

**Holiday:** 22.4 days for a full leave year (plus bank holidays). Entitlement to be calculated based on start date.

**Probationary Period:** 2 months.

**Notice Period:** 2 weeks within probationary period and 2 months thereafter.



## How to apply:

Please send us an up to date C.V. and a covering letter (no more than 2 sides of A4 or no longer than 4 minutes video or audio file), to [opportunities@beyondface.co.uk](mailto:opportunities@beyondface.co.uk), detailing your skills and experience and how you meet the role specification. We will let all applicants know whether or not they have been invited for an interview.

We can be flexible with interviews but these will either be on zoom or in person depending on location. Interviews will be 30 minutes and questions will be shared ahead of the interview.

It is important for us that you feel comfortable in this process, so although we are asking questions please view this more as a chance for us to get to know you and hear your ideas about Beyond Face.

If you are sending in a video/audio please share via dropbox or google drive with [opportunities@beyondface.co.uk](mailto:opportunities@beyondface.co.uk)

**Deadline for Applications: 26<sup>th</sup> April, 11.59pm**


**Interview Date: 5<sup>th</sup> May**

**Location: Exeter Phoenix**

Beyond Face is committed to equality and diversity and we welcome applications from candidates with backgrounds which are historically underrepresented in the arts such as those who have experienced barriers due to working-class origins, from global majority backgrounds' or who identify as d/Deaf or disabled.

If you would like to speak to a senior member of our team ahead of applying then please do not hesitate to email [opportunities@beyondface.co.uk](mailto:opportunities@beyondface.co.uk) for a conversation.

If you would like this document in another format, please email [opportunities@beyondface.co.uk](mailto:opportunities@beyondface.co.uk)

A stage with a large screen displaying the 'BEYOND FACE' logo. The logo features the word 'BEYOND' in purple with a yellow wavy line through it, and 'FACE' in yellow below it. The screen is set against a dark background. In front of the screen, several blue chairs are arranged in a semi-circle on a dark stage floor.

# BEYOND FACE

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Plymouth, PL4 0SJ | Company Number: 09967669