



## General Manager

### The Role

The General Manager of Leicester Square Theatre is responsible for overseeing the day-to-day operations of Leicester Square Theatre and the Museum of Comedy. This is a senior management position reporting to the Directors. You will line manage the Technical Manager & Front of House Managers.

**Reports To:** Programming Director

**Direct Reports:** Front of House Managers, Technical Manager and Building & Maintenance engineer

**Responsible For:** The smooth and efficient day to day operation and general management of busy London venues with particular focus on the Front of House Department. You will play a lead role in day to day operations, Human Resources, staff line management and ensuring that we provide a first class customer service across both venues to all visitors.

**Hours:** 40 hours per week as standard  
10-6pm Mon-Friday with occasional weekend and evenings.

**Holiday Entitlement:** 28 days including bank holidays

**Salary:** £43-£46K Per Annum Subject to Experience

**Probation Period:** 6 months

**Notice Period:** 3 months

### Duties & Responsibilities

- To oversee the smooth running of the whole venues and performance spaces in relation to incoming shows.
- To liaise with visiting acts/promoters regarding requirements ensuring effective communication and essential information is known to relevant teams.
- Responsible for the day-to-day management of all personnel matters to include staff rotas, recruitment, training, induction, employment contracts, performance reviews, disciplinary and grievance.
- Coordinate with relevant line managers regular appraisals for all staff.





- To oversee the onsite Building Maintenance engineer to ensure that systems and fabric of the buildings are well maintained providing visitors, colleagues and artists with a safe and comfortable environment.
- To manage, support, implement and develop the Theatre's Health and Safety Policies in relation to the general building and all areas that the public have access. Additionally, to ensure that all policies, systems and records are kept up to date.
- To ensure compliance and best practice in respect of Health and Safety legislation and licensing requirements.
- Ensure that the correct number of staff are adequately trained in First Aid at all times.
- To oversee the ongoing review of supply contracts ensuring both value for money and theatre policies are achieved.
- To maximise income and minimise expenditure wherever possible without jeopardising quality of work or customer experience.
- Liaison with the Finance Director to ensure effective management of relevant departmental budgets
- To oversee the bars/stock and merchandise and look at ways to continuously maximise profit margins. To include liaising with external stocktakers monthly and reporting any issues to Finance Director
- To maximise income from daytime hires and any other commercial exploitation of the theatre's various spaces around the main programme of work.
- Coordinate the logistics of any one off events or hires and ensure relevant information is disseminated to other departments.
- Oversee the FOH department to ensure fire training for all staff and that regular drills take place.
- Work with the FOH managers to ensure that the building is fully staffed during opening hours to ensure the health and safety of staff and visitors.
- To collaborate with Heart of London and other local council organisations regarding business-related matters.
- On occasion act as Manager on Duty for performances, daytime or corporate events.
- Undertake any other duties as appropriate to the post.





## PERSON SPECIFICATION

	CRITERIA
<p><b>SKILLS AND ABILITIES</b></p> <p>Someone with a positive outlook who is able to identify the areas that require focus and priority.</p>	<p><i>Someone who can multitask and works well under pressure is organised and efficient in day to day responsibilities.</i></p> <p><i>Someone who can prioritise workloads, be meticulous in planning and communicating with a wide variety of people.</i></p> <p><i>Someone who can be an ambassador for the venue both in person and in written word.</i></p>
<p><b>EXPERIENCE</b></p> <p>Someone with experience of working in a venue with a focus on the Front of House departments and who is confident line managing staff.</p>	<p><b>ESSENTIAL</b></p> <p><i>A minimum of 3-5 years working in a comparable environment.</i></p> <p><i>Knowledge of Health and Safety legislation and systems.</i></p> <p><i>Proven experience of HR management.</i></p> <p><i>Proven experience of line management: motivating and developing a wide range of staff, setting clear objectives, providing feedback and use of performance management processes.</i></p> <p><i>Experience of building management.</i></p> <p><i>Experience of procurement and resource management.</i></p> <p><i>Excellent interpersonal skills in addition to good written &amp; verbal communication skills.</i></p> <p><i>High level of computer literacy and familiarity with IT applications e.g. Word, excel and email.</i></p> <p><i>Commitment to best practice.</i></p> <p><i>Excellent organisational &amp; time management skills, and the ability to manage a busy workload and prioritise.</i></p> <p><i>Resilient when dealing with change.</i></p> <p><b>DESIRABLE</b></p> <p><i>Experience of Theatre or Arts venue management.</i></p> <p><i>First Aid Trained.</i></p> <p><i>Fire Safety Trained.</i></p> <p><i>Personal Licence holder</i></p>
<p><b>KNOWLEDGE</b></p>	<p><i>Knowledge of Human Resources within a workplace environment.</i></p>





	<p><i>Knowledge of health and safety, risk assessments particularly in relation to a venue.</i></p> <p><i>Knowledge and an interest in working in a fast-paced theatre environment.</i></p>
<b>PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS</b>	<p><i>Someone who has a passion for their job and is good at working as part of a team and individually. You will need to work closely with all departments and with some top names in the entertainment industry, excellent people skills are a must.</i></p> <p><i>A person who is capable of leading a team and can uphold the excellent reputation of Leicester Square Theatre. Who has good communication skills both in person, over the phone and via email and can jump in and take control with a calm head when required.</i></p> <p><i>Dedicated and hardworking by nature with meticulous attention to detail, forward thinking who works well under pressure.</i></p> <p><i>Someone who is London based and happy to be responsible as a keyholder for the venue.</i></p>

