

ROPETACKLE ARTS CENTRE

CENTRE MANAGER

RECRUITMENT PACK



WHO ARE WE?

Situated on the banks of the River Adur in Shoreham-by-Sea, Ropetackle Arts Centre is a multi-award winning, purpose-built venue presenting some of the biggest and best performing arts events in the UK.

Our friendly atmosphere, quality programme, and intimate performance space combine to make every event a memorable one. From live music to comedy, family theatre to film, workshops to literary events – and all things in-between – we have something to suit all tastes and budgets.

A **registered charity** run by a small team of professionals supported by 80+ volunteers, Ropetackle is an arts and entertainment hub at the heart of the community. We work with a range of local and national organisations to bring the widest range of arts activities to as many people as possible.

We believe the arts are important for everyone: for children, whose imaginations and language skills are developing, for adults who want to be uplifted and inspired, and of course, for artists and performers who bring so much talent to each show.

We have a superbly equipped auditorium seating up to 200, or 350 standing. We have a multi-purpose mezzanine space for classes and activities, plus a large, light and airy foyer and café, alongside two well-stocked bars.

ROLE DETAILS:

Responsible to:	Board of Trustees
Hours:	40 hours per week, weekend and evening work required
Place of work:	Ropetackle Arts Centre
Salary:	£30-33,000 per annum, depending on experience
Responsible for:	All paid staff, with joint responsibility for volunteers
Start date:	ASAP
Contract type:	Permanent
Probation period:	3 months
Annual leave:	21 days per annum plus statutory bank holidays
Pension:	Workplace pension, 5% employer contribution

ABOUT THE ROLE:

This is an exciting opportunity at Adur's flagship arts venue, the multi-award winning Ropetackle Arts Centre in Shoreham-by-Sea!

"One of the most vibrant arts venues in Sussex" ~ Latest Brighton

We're looking for a passionate, dynamic, hands-on individual to lead Ropetackle into an exciting new stage of its development, including supporting our ambition to become an NPO, and plans for major refurbishment of the Centre.

Ropetackle is a registered charity run by a Board of unpaid Trustees, a small team of dedicated staff, and a happy band of 80+ volunteers.

Since opening in 2007, it has become established as one of the leading arts venues in the south of England, attracting audiences in excess of 40,000 per year, and winning numerous awards including most recently the **2023 Adur and Worthing Business Award** for Hospitality, Tourism, and Leisure.

Ropetackle offers a year-round programme of live events and activities, as well as a range of community projects. From top comics to rock legends, bestselling authors to magical panto, Ropetackle brings local, national, and international artists to the heart of West Sussex.

Our mission is to engage and enrich the lives of the people of Adur, by delivering a sustainable, community-led and co-designed, dynamic programme of accessible, relevant, and wide-ranging creative activities, with top level professional performers and local artists.

Our vision is to make Adur an artistic centre of excellence; one that delivers an eclectic range of relevant, inspirational, and sustainable creative pathways and performance opportunities for people of all ages, backgrounds, and abilities.

This is your opportunity to play a key part in Ropetackle's story.

WHAT WE ARE LOOKING FOR:

A hands-on manager with a can-do attitude, who leads by example. Someone with a passion for the arts, who is naturally self-motivated and able to motivate others.

Candidates should have excellent time-management skills and the ability to prioritise diverse and competing tasks. A calm approach in a busy customer-facing environment is essential.

Candidates should also have leadership skills and experience of managing an arts venue or similar organisation.

MAIN RESPONSIBILITIES:

Please note, some of these responsibilities will be shared with the wider team and Trustees.

Operations:

- Overall management of the venue and its busy programme of events and activities
- Managing the small and dedicated team of paid staff and freelance Duty Managers, providing support, training, and guidance
- Managing staff cover, including annual leave and sickness
- Assisting with the recruitment and training of new staff and volunteers
- Managing and working closely with the team of volunteers across box office and front of house, providing support and guidance
- Providing regular reports to the Trustees at Board meetings

- Managing the busy calendar of events and activities, ensuring sufficient staffing cover and venue preparedness
- Creating, managing, and updating the master programming sheet and other organisational sheets and documents
- Working with the Box Office and Admin Assistant to manage commercial venue hires
- Ensuring Ropetackle policies and procedures are up-to-date and compliant with relevant legislation, including Fire Safety and Health and Safety
- Establishing and maintaining effective processes for the efficient running of the venue
- Working with the Caretaker to manage venue facilities and maintenance
- Working with the Trustees to manage utilities and insurance contracts
- Troubleshooting issues across all areas of the venue and operations

Programming:

- Working with the Trustees to programme artistic events and activities
- Establishing and maintaining strong relationships with artists, agents, and promoters
- Negotiating deals and managing contracts

Front of House:

- Working with the House Manager and Technical Manager to ensure all events and activities are advanced, and the venue is suitably prepared to accommodate all requirements
- Providing emergency cover and acting as Duty Manager at events where required
- Working with the House Manager to resolve FOH issues and respond to customer feedback
- Working with the House Manager to deliver regular Fire Safety and other training sessions to the staff and volunteers

Marketing:

- Working with the Marketing Manager, Marketing Assistant, and Box Office and Admin Assistant to develop marketing strategies and run promotional campaigns
- Operating the ticketing software Ticketsolve
- Assisting the Marketing Manager and Marketing Assistant with producing seasonal brochures
- Working with data, both quantitative and qualitative, to analyse trends, relay information, and inform decision making

Finance:

- Overseeing event settlements and invoicing in collaboration with the Finance Officer
- Working with the Finance Officer and Finance Director to develop the annual budget
- Developing and supporting strategies to maximise income generation and profitability across ticket sales, bar, venue hire, community fundraising, and sponsorship
- Working with the Marketing Manager and Development Manager to support and grow the Patrons and Friends scheme and Business Sponsorship scheme
- Working within agreed budgets, approving purchases, and assisting with financial reporting

Strategy:

- Working with the Trustees on strategic planning and implementation of the business plan

- Developing and maintaining strong relationships with Ropetackle stakeholders, both new and existing, internal and external, across all levels
- Supporting fundraising activity, including funding bids and project-grant delivery and reporting
- Acting as a Ropetackle ambassador, representing the venue at industry events, maintaining and upholding its values, ethos, reputation, and standing, both locally and nationally

The post-holder will be expected to work flexibly. Evening and weekend work are a part of the role.

The job description may be amended and adapted to account for changing circumstances.

PERSONAL SPECIFICATION:

Essential

- Passion for working in the arts
- At least two years' experience working in a management role, ideally within the arts
- Strong people management skills
- Exceptional organisation and time management skills
- Able to balance multiple priorities in a fast-paced environment
- Excellent written and verbal communication skills
- Strong interpersonal skills with the ability to build and maintain relationships at all levels
- Driven and self-motivated, able to work proactively with self-initiative
- Creative thinker and problem solver
- Strong attention to detail and numeric skills
- Reliable and able to work flexibly as part of a dynamic team
- Strong IT skills including Microsoft Office and Google Suite
- Able to work under pressure and adapt to changing situations

Desirable

- Previous experience working within a venue or arts organisation
- Previous experience working within a charity
- Experience using CRM or ticketing systems
- An understanding of working with volunteers
- Experience using digital marketing platforms, including Mailchimp and WordPress

HOW TO APPLY:

Please send your CV and a cover letter outlining how you meet the requirements of this role to: centremanager@ropetacklecentre.co.uk

The closing date for applications is: **28 May 2024**

First round interviews: **7-8 June 2024**

If you have any questions about the role, please contact Mark Phillips on 01273 464440, or via centremanager@ropetacklecentre.co.uk