



General Manager

The Maltings (Berwick) Trust

Recruitment pack



MALTINGS

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 Northumberland
County Council



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**ARTS COUNCIL
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General Manager

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Opportunities like this don't come up often.

Our General Manager will take a central role in not just reshaping a building and an organisation but revitalising a whole town. Berwick has begun the region's boldest arts-led regeneration programme, spearheaded by the transformation of The Maltings. We're rebuilding and expanding our main venue – a project recently described by Northumberland County Council's leader as "The best thing ever" for Berwick. We're reaching into new venues, forming new partnerships and broadening our role in the life of the town. Taking on such challenges calls for vision and innovation. But those aren't enough on their own. To realise our vision sustainably we'll also need robust, pragmatic administration and a firm grasp of day-to-day realities. We need an exceptional individual to do an exceptional job.

We're seeking an experienced professional to join our Senior Management Team in ensuring our sustainability, growing our business, and realising our strategic ambitions over the next five years. They should have a strong background in project management, fundraising, partnership working, HR and team building, company/financial administration, health & safety, and day-to-day programme delivery – preferably but not necessarily in the cultural sector.

1. The Maltings (Berwick) Trust

The Maltings (Berwick) Trust provides a year-round visual arts, cinema, performing arts, community engagement and schools programme across North Northumberland and the eastern Scottish Borders. We work from three venues in the centre of Berwick-upon-Tweed – The Maltings, The Granary Gallery and The Gymnasium Gallery (maltingsberwick.co.uk) – and also off-site.

We're a company limited by guarantee and a registered charity governed by a Board of Trustees. With dozen-strong core team we operate to very tight budgets. Two-thirds of our income comes from ticket sales, commercial income and fundraising. The final third comes from Northumberland County Council and Arts Council England (we are a National Portfolio Organisation). We're accountable for managing public funding from a range of sources, for delivering our charitable aims, and for ensuring that our commitment to equality and inclusion informs all areas of our work.

And we have big changes in hand. We're working with Northumberland County Council on a major capital project, funded by the Borderlands Growth Deal, to create a new venue on our existing Eastern Lane site. Currently due to open in 2026, it will mean a two-year decant to temporary locations at Berwick Barracks during 2024 and 2025. Our visual arts programme will play a central role in maintaining and building our profile during decant, delivering new residencies and site-specific commissions alongside a year-round exhibition programme, as well as supporting the creative industries in Berwick and shaping an enhanced curatorial role with the Berwick Burrell and town collections at Berwick Barracks. We have been identified as a key delivery partner in the redevelopment of Berwick Barracks, and in delivering Berwick's agenda as Northumberland's designated Cultural and Creative Zone. It is expected that the postholder will be involved in the delivery of these projects.

2. Job purpose

This is a key role, supporting the effective day to day operations as well as shaping the overall business model for the Maltings (Berwick) Trust through an exciting period of change and renewal.

The post holder's working day will be extremely varied, ranging from operational detail to Big Picture strategic thinking. They will play a vital practical part in managing our resources effectively day to day, planning and managing decant, maintaining high professional standards in line with our policies and statutory requirements, and supporting the staff team and Board through a period of change.

The postholder will work closely with the CEO (Executive Director), Head of Marketing and Head of Visual Arts as part of our SMT in a growing and ambitious organisation, with high levels of personal responsibility and the opportunity to make a significant contribution to the Trust's future success.

In particular, it's expected that this role will lead on planning and overseeing our 'decant' move from our current venue to temporary accommodation during the building redevelopment, as well as helping to shape future strategy (with a particular focus on environmental sustainability), being actively involved in the Living Barracks partnership project to redevelop Berwick Barracks, and project managing new programme and commercial strands as required.

The postholder reports to the Chief Executive.

Salary:	c. £36,000 pro rata
Contract:	permanent (3 months probationary period)
Hours:	37.5hrs per week; 25 days annual leave plus public holidays
Reports:	Administrator (p/t), Venue Manager (p/t), Technical Manager
Flexible Working:	core office hours are 10am to 5pm, Monday to Friday, although the building is open outside these hours to accommodate events, performances, catering and housekeeping ; we're willing to consider reasonable proposals for flexible working for individual roles, to be formally agreed in advance and recorded as a note to signed contracts.

3. Day to day tasks

The postholder's working week will range from high level strategic planning and project delivery, to troubleshooting and granular operational delivery. Some tasks will be complex and time-consuming, others will involve a light touch oversight. Key elements include project / operations management, HR management, Health & Safety, overseeing financial reporting, fundraising, Board and stakeholder liaison, maintaining key policies and operational guides, managing delivery plans, and Governance support.

Operations and Projects

- Lead on planning, co-ordinating and delivering operational decant – potentially including procurement of temporary office accommodation and workshop space as required.
- Lead on Health and Safety management, protocols and delivery across the organisation, including monitoring relevant legislation and ensuring our on-going compliance.
- Ensure all staff fully utilise online company tools – Office365, Outlook, Spektrix, etc.
- Day to day liaison with NCC, English Heritage and Berwick Preservation Trust to ensure all parties honour the terms of existing lease agreements.
- Ensure all equipment is checked, serviced and maintained as required.
- Ensure that all licences and other legally required reporting for the Trust is kept up to date and publicly displayed.
- Ensure that appropriate insurance for the building and staff is in place, liaising with our insurers and brokers as necessary.
- Oversee all service and supplier contracts for the Trust.
- Ensure that the building is properly and efficiently maintained and that day-to-day health and safety procedures are maintained in offices, back of stage and in all public areas.

Strategy

- Lead on the practical delivery of all elements of the environmental policy and action plan.
- Develop a long term commercial growth strategy for implementation in the new venue which maximises use of the build, attracts the broadest possible cross section of the resident and visitor population, and supports a wide range of active partnerships.
- Work with the Board and SMT on business planning and related fundraising initiatives.
- Stakeholder liaison and reporting, ensuring that all formal requirements are addressed on time and to a high standard.

HR

- Work closely with the CEO and other line managers to ensure all staff contracts and job descriptions are up to date, with consistent terms and conditions applied across the team wherever possible.
- Work with the CEO to update the Staff Handbook and related policies on an annual basis.



- Liaise with line managers to schedule annual performance management meetings across the team, and ensure staff training plans are kept up to date.
- Work with the team to formalise and uphold an agreed code of conduct across the workforce, and on delivering our well-being agenda, including safeguarding.
- Support line managers in managing performance and valuing individual contributions across the workforce.
- Ensure staff training plans are kept up to date and acted on, including Health & Safety.
- Supervise induction for all new members of staff.

Financials

- Ensure financial records are filed accurately and that all out-of-date files are securely destroyed.
- Work with colleagues to ensure grants, donations and sponsorship payments are all claimed to an agreed schedule, and manage related Gift Aid/HMRC claims.
- Liaise with auditors in submitting annual claims for Theatre, Exhibitions and other Tax Credits.
- Ensure timely reporting to Companies House and the Charities Commission as required.
- Prepare documents and schedules for annual accounts, liaising with accountants and auditors.
- Work with Board and SMT to deliver the Trust's fundraising agenda and achieve targets.
- Work with CEO and the Finance & Risk Committee to ensure best value across all goods and services.

Governance

- Meeting management and minute taking for all Board meetings (including formal sign off and document storage/sharing)
- Ensuring timely reporting to Companies House and the Charities Commission as required, including updates to the register of Trustees.
- Ensure annual Board review of all Trust policies, and etc.
- Work closely with the Finance & Risk Committee to maintain the risk register and oversee remedial action as required.
- Ensure timely preparation of year end accounts and reporting to Companies House for Maltings (Berwick) Catering Company

Additional requirements

- Actively manage the most efficient and environmentally-responsible use of resources.
- Champion forward planning, active internal communications, fit-for-purpose documentation, and transparent working practices and decision-making at all levels across the workforce.
- Work with colleagues to streamline systems and administrative processes wherever possible.
- Act as a courteous ambassador for the organisation in all external communications, and work positively and constructively with colleagues.

4. Person specification

The ideal candidate for this role would have senior level experience in a busy public-facing organisation – able to juggle a range of different tasks during the working day and meet deadlines, thinking creatively and logically, and maintaining momentum toward the delivery of key strategic goals.

They need to keep calm under pressure, have an eye for detail, be confident with figures and financial reporting, and enjoy shaping and supporting a team.

They'll derive job satisfaction from successfully delivering multiple priorities in the course of the working day, and can confidently manage their time to complete routine tasks as well adapting to tackle the unexpected. They'll be able to maintain a positive and creative 'can-do' approach to planning and problem solving.

They'll be an extrovert team player – with good formal and informal communication skills in person, on the phone and in writing. They'll be able to use their judgement to help streamline operations, whilst also building constructive working relationships across the whole team.

All employees are expected to be courteous ambassadors for the organisation in all external communications, and to work positively and constructively with colleagues in line with our agreed Code of Conduct.

Additional competencies

	essential / desirable
Good practice in health and safety in the workplace, including risk assessments and staff training	E
Experience of working in a public-facing organisation.	E
Liaison with accountants and bookkeepers	D
Managing budgets across departments	D
Event management	E
Long term planning, project management and delivery.	E
Working actively to support environmental sustainability in the workplace.	D
Productive liaison with a diverse range of stakeholders, users and suppliers	E
Interest in / appreciation of culture and heritage	E
Working knowledge of heritage organisations	D
Experience of working in a registered charity	D



5. Application process

If you'd like to be considered for this role, please submit an up-to-date CV (including contact details for two referees) and a covering letter explaining how your experience and expertise will enable you to deliver the role effectively.

Please complete and return the Diversity Monitoring Information Request. All information provided will be separated from the application on receipt and be held anonymously for monitoring purposes only. All applications will be treated in the strictest confidence.

Send your letter, CV and completed Diversity Monitoring Information Request to: ceo@maltingsberwick.co.uk by 12 noon on Monday 24 July.

We'll acknowledge receipt of all applications.

Shortlisted candidates will be contacted w/c 31 July to arrange an interview.

The role will start as soon as possible after interview, pending negotiation with the successful candidate and the receipt of satisfactory references.

Any questions: If you have any further questions or would like the chance to have an informal conversation about elements of your application, please email ceo@maltingsberwick.co.uk and we will get back to you as soon as we can.



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