



### General Manager – Cardboard Citizens

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Cardboard Citizens is looking for an experienced, motivated, and highly organised General Manager to join its team. The ideal candidate would be a proactive individual with excellent people skills, and an eye for detail and problem solving. The General Manager is responsible for the smooth and efficient running of the Cardboard Citizens building and IT infrastructure, for the health, safety and security of all staff, Members and visitors and for maximising income through hires and events. Cardboard Citizens is run by a small team and this is very much a hands-on role helping to establish Cardboard Citizens as a leading arts organisation working with and for people affected by homelessness.

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<b>Position:</b>	General Manager
<b>Accountable to:</b>	Executive Director / JCEO
<b>Terms:</b>	Full time – 5 days/37.5 hours per week (evenings & weekends expected).
<b>Contract:</b>	Fixed Term: 1 year contract (initially)
<b>Location:</b>	Cardboard Citizens, 77a Greenfield Road, London, E1 1EJ
<b>Holiday:</b>	25 days
<b>Salary:</b>	£30,000 – 35,000 (circ. depending on experience)
<b>Closing date:</b>	<b>12pm, Monday 31 August 2020</b>
<b>Interview dates:</b>	W/C 7 <sup>th</sup> September 2020

### KEY OBJECTIVES OF THE POST

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- To be responsible for the safety and security of all facilities within the Cardboard Citizens building and to support safety and security for activity taking place on other sites / locations
- To ensure Cardboard Citizens is a welcoming space for staff, Members and visitors and can operate in efficient and effective manner
- To be responsible for the management and improvement of all Cardboard Citizens administrative systems including IT (and all associated infrastructure)
- To manage the companies HR provision including recruitment and employment
- To drive goals around diversity, inclusive working and making Cardboard Citizens a great place to work
- To generate unrestricted income through hire of rehearsal space
- To support the senior management team/ Joint CEO on new business initiatives and special projects including options on future premises in line with Cardboard Citizens mission

### MAIN DUTIES – Operations

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- To manage and maintain the organisations IT infrastructure ensuring that the staff team can work efficiently both on, and off site
- To manage and support the HR function and processes of the organisation, ensuring records are maintained and up to date
- Manage and lead on all recruitment and induction undertaken at Cardboard Citizens ensuring it adheres to best practice alongside organisation goals and values
- Generate staff and freelance contracts, issue employment letters and all contract related paperwork
- To ensure that organisational policies and procedures are fit for purpose and comply with relevant statutory requirements
- To be responsible for the organisation's insurance ensuring that it is fit for purpose and good value.
- Act as the organisation's data protection officer

### Facilities

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- To be responsible for the safe operation of the premises and its activities and ensure compliance with statutory regulations and requirements for Health and Safety, Licensing and insurance. To be responsible for the health and safety and security of the buildings staff, visitors and contractors
- Manage and oversee all office and building functions, and to oversee the review and supply of supplier contracts ensuring both value for money and ethical and environmental standards are achieved
- To manage all building maintenance and to take out a varied range of reactive and preventative maintenance for the organisation
- To lead on and manage the refurbishment of any part of the Cardboard Citizens building and venue
- To liaise with the landlord and be responsible for the effective management of the lease and any premises related contracts
- To keep and inventory of all equipment and to manage and be responsible for the organisations' storage and both physical and digital archive
- To be responsible for developing and maintaining the venue as a performance space for the use of Cardboard Citizens and external companies

### Finance/ Income Generation

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- To manage, monitor and reconcile the core costs budget for the organisation
- To ensure the timely payment of invoices and chase debtors where required
- To support the Finance Manager with the input of financial data into the companies accounting software
- To generate unrestricted income by selling and managing hire of rehearsal space

### Administration

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- To minute take at all trustee meetings (finance, board) and away days
- To support servicing of the Arts Council England NPO funding and gathering and processing data.
- To lead on and ensure strong, clear and consistent communication between Cardboard Citizens staff, volunteers and those under its employment.

### Equal Opportunities

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We are committed to attracting diverse candidates. Applicants who meet our minimum (essential) criteria and identify as one of the following will be guaranteed an interview.

- Black, Asian and Minority Ethnic
- Disabled
- Lived experience of homelessness
- At risk of homelessness

If you require any support with your application please email us at [recruitment@cardboardcitizens.org.uk](mailto:recruitment@cardboardcitizens.org.uk)

### Additional Information

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It is a requirement of Cardboard Citizens that all staff work in a flexible manner compatible with their jobs and in line with the company's objectives and role. All job descriptions are subject to review and amendment, in consultation with the employee.

The successful application would need to undertake an Enhanced Disclosure check via the Disclosure and Barring Service.

### PERSON SPECIFICATION - Essential

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- High-level inter-personal, verbal and written communications skills
- A "can-do" attitude, ability to solve problems and a willingness to take a full and proactive approach to respond to the needs of the organisation.
- Excellent communication / custom service skills and the ability to deal effectively with a wide range of people
- Two years' experience of management in an organisation.
- Excellent IT skills, theatre production and technical skills desirable
- Experience of the operational management and statutory requirements (Health & Safety etc) of a theatre / rehearsal space or similar public venue.
- Experience of managing employees / freelance / contractors
- Knowledge of relevant organisational and HR policies

### Terms and Conditions

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**Salary:** £30,000 - £35,000 (dependent on experience)

**Contract:** 1 Year contract (subject to 3-month probation)

**Pension:** Cardboard Citizens complies with the employer pension duties concerning pensions auto-enrolment in accordance with Part 1 of the Pensions Act 2008. As a result, you will be automatically enrolled into the designated Stakeholder Pension Scheme. If you do not decide to opt-out of auto-enrolment, you will be required to make pension contributions at the level set out in the relevant legislation and you agree to the Employer deducting such contributions from your salary each month.

**Hours:** Full Time/ 37.5 hours a week (weekends and evenings expected).

## **JOB APPLICATION PACK – GENERAL MANAGER**



**Holiday:** 25 days plus statutory public holiday's pro-rata

**Place of work:** Cardboard Citizens' offices, 77A Greenfield Road, London. E1 1EJ

**Probationary Period:** 3 months

**Notice Period:** 1 week during probation and 1 month thereafter

### **How to apply**

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To apply for the position of **General Manager** at Cardboard Citizens [please complete our online application which can be found here.](#)

We would like you to feel comfortable and well supported throughout this process so please do let us know if you any specific requirements to support your application by emailing us on [recruitment@cardboardcitizens.org.uk](mailto:recruitment@cardboardcitizens.org.uk) or you can connect with us on [Facebook](#), [Instagram](#) and [Twitter](#).