

## Job Description

### General Manager The Stoller Hall

Starting salary: c. £40,000  
Full time position

Permanent contract

Responsible To: The Principal, Chetham's School of Music

Hours of work: normal hours of operation are 8.45am to 4.45pm with an hour's lunch break. However, the post holder will be required to work whatever hours are necessary to fulfil his/her duties and as required by the School from time to time without right to further remuneration or time off in lieu of hours worked.

Holiday Allowance: 25 days per year plus bank holidays

Notice Period: 4 months



## Context

Chetham's School of Music is the UK's largest specialist music school with around 300 students aged 8 to 18. It has a reputation for excellence which is known around the world. Located in the centre of Manchester's vibrant, cosmopolitan city centre, Chetham's is truly at the heart of cultural life in the city with its dynamic music programme and regular collaborations with other cultural venues.

The Stoller Hall is fast establishing itself as one of the most exciting new venues in Manchester. Opened in April 2017, this £8.7m concert hall built within Chetham's School of Music, boasts a 482-seat auditorium with a state-of-the-art acoustic perfect for a variety of artists and ensembles across many genres; for chamber orchestras, choirs, chamber music and recitals plus an adventurous programme of jazz, folk, pop, comedy and spoken word as well a range of conferences and events.

## Purpose

The General Manager will build on the successes of The Stoller Hall and associated spaces as first class performance facilities in accordance with the artistic vision and mission, presenting a broad programme of externally promoted events and performances alongside activity generated by Chetham's School of Music. S/he will strategically manage the development of the facilities with the objective of nurturing, supporting and developing Chetham's position even further as a world-class musical institution.

S/he will be responsible for the effective operation and strategic development of the facilities and for developing and leading a team, programming, revenue generation, customer satisfaction and cost effective facility management.

S/he is responsible to the Principal and will be a key member of the School Leadership Group and the artistic and operational team.



## Key responsibilities

The General Manager will:

- Provide inspired, creative and effective direction for The Stoller Hall and its staff team in line with the artistic mission statement and the overall School vision and values, working collaboratively, in particular with the Director of Music and senior colleagues in the Music Department;
- Build on, develop and deliver the Business Plan for The Stoller Hall and its surrounding spaces by maximising utilisation, profitability and sustainability, optimising all revenue streams and maximising cost efficiencies;
- Devise, contract and deliver an annual programme of events including externally promoted hires as well as a range of conferences and meetings;
- With the Marketing & Communications Manager, provide strategic leadership of the marketing of and ticket sales for all events, ensuring effective communication channels are maintained between departments;
- Oversee all aspects of event delivery including staff and volunteer management, all front of house services and back of house arrangements including the provision of appropriate services to visiting artists;
- Oversee the food and beverages offering, ensuring all income strands are maximised and customer expectations met or exceeded;
- Set and monitor budgets with the objective of achieving the ongoing financial viability of both auditoria and prepare financial reports as required;
- With the Events and Operations Manager, pro-actively seek new sources of income and new opportunities to develop the business through commercial and project-based activity;

- Manage positive relationships with key stakeholders, contractors, clients and customers, developing and extending formal and informal partnerships where appropriate;
- Effectively manage all staff reporting to him/her including recruitment, performance appraisal and grievance and disciplinary matters;
- Implement and ensure compliance with all statutory employment legislation, health & safety and legislative policies and procedures and with Chetham's policies, standards and procedures;
- Effectively manage the key relationships between the staff team supporting The Stoller Hall and the wider Chetham's School of Music community, managing diary access and ensuring optimised use of the facilities for both external users and the School;
- Represent The Stoller Hall in the wider artistic community, developing the profile of the facilities locally, regionally, nationally and internationally;
- Work with internal colleagues and external partners to promote the School and its facilities;
- Act as Duty Manager at events in both auditoria in an emergency, as required;
- Undertake any other duties as assigned by the Principal, the Bursar or the Director of Music.

## General responsibilities

The General Manager will:

- Promote Chetham's in a positive and professional manner at all times;
- Display a flexible "can do" approach which will enhance Chetham's wider reputation;
- Operate in accordance with Chetham's policies and procedures including, in particular, Chetham's Child Protection and Safeguarding Children Policy Statements;
- Undertake any training necessary to meet the requirements of the post;
- Adopt a flexible approach to working hours as required by the business;
- Undertake any other duties, relevant to the post holder's skills, which may, from time to time be deemed necessary;
- Be open to new ideas, understand the need for change and be willing to adapt;
- Be aware of the issues of equality and diversity, understand and be sensitive to cultural differences;
- Be responsible for his/her personal presentation, health and physical fitness;
- Maintain a high level of attendance;
- Take all possible steps to ensure a safe working environment for self and other.





## **Person specification**

### **General Manager, The Stoller Hall**

#### **Essential**

- At least 3 years' management level experience in a concert hall or mixed programme receiving venue, with a sound understanding of both practical and strategic aspects of programming
- Experience in presenting a strong, diverse but commercially successful programme;
- A sound knowledge of UK promoters, agents and tour bookers;
- Evident and thorough understanding of and enthusiasm for live music performance across all genres;
- Entrepreneurial flair and business acumen
- Understanding of the conferencing and hospitality sector and best practice in maximising these income streams in a multi-use venue;
- A high level of artistic and creative skills;
- Strong leadership skills, fairness and the ability to motivate others;
- Sound knowledge of budgeting and margin control;
- Strong interpersonal, negotiation and communication skills including the ability to work successfully alongside professional musicians (including leading musicians from the national and international circuits), all levels of the School's staff team and his/her own team alike;
- Strongly customer/client focussed with experience of innovation in and developing new and improved customer services;
- Track record in marketing, sales and event delivery;
- Total commitment to quality in every aspect of the role;
- Highly organised and motivated, able to work to multiple deadlines and to prioritise workloads calmly and effectively;
- Experience in the management of statutory requirements;
- A real team player - works collaboratively with all senior colleagues across organisation and with key external players;
- Fluency with most common PC software as well as with ARTIFAX or comparable space and resource scheduling software and box office software systems;
- Willingness and ability to work unsocial/weekend hours as required;

#### **Desirable**

- Experience of working with multiple stakeholders;
- Experience of working in the classical music sector;
- Experience of managing change;
- Experience in a service industry.



## **Appendix**

### **The Stoller Hall Mission and Vision**

#### **Mission**

A unique, versatile concert hall at Chetham's School of Music in Manchester, promoting and developing excellence through a broad programme of performance and learning with regional and national significance.

#### **Vision**

To be an exceptional music venue in Manchester with national and international relevance, producing and programming artists of international standing, developing future talent and delivering innovative learning opportunities, bringing music to new and established audiences.

The Stoller Hall is Manchester's first dedicated chamber performance venue. With world-class acoustics and multi award-winning architectural vision, its intimate venue spaces present some of the highest quality small-scale classical and non-classical performances in the heart of Manchester. It boasts unrivalled transport links for a city centre venue and has proximity to some of Manchester's most desirable and up-and-coming areas (Northern Quarter, Corn Exchange and Medieval Quarter).

This venue balances two necessities: world-class performance and flexible rehearsal facilities for the students of one of the world's leading music schools; a world-class platform for a public programme of exceptional visiting musicians and performance artists. The Stoller Hall completes the School's original vision of a symbiotic School and Concert Hall under one roof.

The public programming for the hall can be categorised into four areas:

1. Classical Performance Programme: exceptional quality professional ensembles (up to chamber orchestra in size) and solo classical artists. The programming strives to be approachable but does not shy from populist or esoteric, so long as quality and relevance are maintained. It is open to innovation and format changes which are complimentary to the aims of the Hall.
2. Non-Classical Chamber and Spoken Word Programme: small ensemble and solo folk/jazz/pop performances, plus variety of spoken word events from poetry to comedy. The content needs to compliment and be suitable for the space (seated only, acoustic/small-medium amplified performances) these shows present a strong audience counterbalance to the classical programme. The programming of this content is met largely by external promoters on a hire basis.
3. Engagement Programme: a dynamic 'feeder' programme, designed specifically to engage younger audiences in classical music performance, plus audiences not already engaged with classical music. From family friendly events and schools' performances to music seminars for the enquiring mind, this strand of programming will seek to engage all ages with classical music and help build our audiences of the future. The programming of this content is delivered through an extension of the School's Outreach Department.
4. Young Performer Programme: outstanding student performances from Chetham's own ensembles and solo performers. Furthermore The Stoller Hall programme

enhances existing relations with other young people's music provision – including Music Hubs and National organisations such as the National Youth Orchestras and Choirs – and provides an outlet for wide-reaching collaborative/partnership performances.

The non-public programming of the hall balances two areas:

1. Corporate Hire: whilst the public facing concert series takes the majority of the outward appearance of the venue, a significant proportion of overall activity of the venue is taken by corporate lettings and non-performance based hires. This activity is essential to the business model and maximises the income generation possibilities of the space.
2. Student Activity: regular non-public student rehearsals, orchestral courses and performance class activities of the main School form part of day-to-day usage for The Stoller Hall.

### **Child protection and safeguarding children**

As a post holder I recognise my responsibility to promote and safeguard the welfare of children and young people for whom I am responsible, or with whom I come into contact. I will adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy and related documents (available at [www.chethams.com](http://www.chethams.com)) at all times. If, in the course of carrying out the duties of the post, I become aware of any actual or potential risks to the safety or welfare of students at Chetham's, I have a duty to follow the reporting routes and to report any concerns to the Designated Safeguarding Lead or to the Head.

Our Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognises the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's name .....

Employee's signature .....

Date .....