



POSITION DESCRIPTION

Position title: Business & Operations Manager

Position type: Part-time or full-time, dependent on candidate/experience

3-5 days a week (0.6-1 FTE)

Permanent contract

Start date ASAP and by September 2023 at the latest

Salary band: £30-33k p/a, based on experience

Location: Miracle HQ in Redruth Some evenings & weekends may sometimes be required (TOIL & flexible working policies in place).

ABOUT MIRACLE

Based in Redruth, Miracle is Cornwall's longest running theatre company. It safeguards the tradition of travelling theatre by touring original, inventive, comic theatre across Cornwall, the South West and the UK. Its rich mix of touring work includes adaptation of classic plays and new writing that keeps the audience at its heart. It visits open-air locations and indoor venues, many of which are in alternative spaces. Established in 1979, Miracle creates compelling theatre that connects with audiences across generations. As one of the South West's key arts organisations it is committed to nurturing talent, employing and supporting diverse local artists and inspiring young people.

ABOUT THE ROLE

Miracle Theatre is currently seeking a Business & Operations Manager to work with the Managing Director to ensure the successful management and operational running of the organisation, as Miracle undertakes a major business growth project, through the provision of effective processes and systems for Finance, Monitoring & Evaluation, Human Resources and Operations.

The Business & Operations Manager will be part of the senior management team of a small organisation and will play a key role in ensuring that our strategic objectives, funding targets and operational delivery models are founded on sound financial planning and controls, that our systems and processes are effective and robust, and that our people are well supported and managed.

This role will provide an opportunity to help steer Miracle as a dynamic, sustainable and inclusive organisation as it moves into the future.

PERSON SPECIFICATION

Our ideal candidate will recognise the critical importance of great financial management practices and have the skills and experience to ensure our programme of work is good value and that our Board, funders and stakeholders are kept regularly informed.

This is not an entry-level role. You will have proven experience of successfully managing the finance function of an organisation. You will also be an experienced and suitably qualified financial professional with a clear understanding of the need to work across the 'administrative – operational – strategic' spectrum as befits being part of a small and developing team. No job will be beneath you and no job will be above you in leading how we look after and grow our resources and in overseeing operations. You'll be involved in duties ranging from processing invoices to preparing management accounts and from running payroll to playing a key role in budgeting, fundraising and financial modelling. Having experience in the charitable or arts sectors is desirable, but most importantly you'll demonstrate the commitment and aptitude to learn about the requirements of a creative, theatre-based environment.

Miracle Theatre is a dynamic and inclusive workplace. We encourage applications from candidates with diverse backgrounds bringing a variety of skills, experiences and perspectives to Miracle.

SELECTION CRITERIA

1. **Finance and Accounting.** Experience in managing financial and accounting functions, ideally with formal qualifications.
2. **IT Skills.** High level of professional information technology skills, including Sage, Outlook and Excel (Mac and/or Windows platform). Experience using a CRM system and capturing and interpreting data and statistics is desirable.
3. **Implementing operational and administration systems.** Demonstrable experience implementing systems and processes for a team of 5+ people to embed clear and efficient working practices and internal communications as well as increasing productivity.
4. **Teamwork and Collaboration.** Excellent interpersonal, verbal, written and customer services skills. Ability to work collaboratively, independently and demonstrate leadership skills where necessary within a small business environment. Experience of line management desirable.
5. **Multi-tasking.** Ability to multi-task and work efficiently in a high-pressure environment with a solution-driven attitude.
6. **Experience within a charitable organisation.** Experience working in a not-for-profit and an understanding of the legal and regulatory environment is desirable.

WORKING RELATIONSHIPS

Position	Business and Operations Manager
Reporting to	Managing Director
Managerial responsibility	Theatre & Events Coordinator

ROLE RESPONSIBILITIES

Financial Management	<ul style="list-style-type: none"> • Lead on financial strategy and management for the organisation as it undertakes a major business growth project • Maintain a clear understanding of the organisation’s financial and business model, including both commercial and funded strands of work, as well as the requirements of funders • Work with the Board and management team to further establish a stable and sustainable financial model for the company, while seeking appropriate opportunities for future growth and revenue generation • To be responsible for day-to-day financial management, monitoring, procedures and project reporting • Ensure all income and expenditure and contracts with suppliers are realised and processed within the guidelines of the procurement policy • Work closely with Managing Director and consult with departments to monitor income and expenditure against budget and prepare monthly management accounts, project budget reports and financial reports for funders and stakeholders • Oversee processing of all strands of income, including earned income from touring productions (with an understanding of VAT exemption) and donations (with an understanding of Gift Aid) • Be responsible for establishing and regularly reviewing accounting policies and procedures • Attend Board meetings and Finance Sub-committee meetings to present management accounts and other financial information and contribute to discussions around financial strategy, challenges and areas for review • Undertake day-to-day bookkeeping (or line-manage freelance bookkeeper), including: <ul style="list-style-type: none"> ○ Payroll including pension administration ○ Prepare and submit the quarterly VAT return (partial exemption) ○ Taking accounts to trial balance stage at year-end for final preparation of published accounts by external accountants
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<p>Project Reporting & Claims, Fundraising & Income Generation</p>	<ul style="list-style-type: none"> • Be the main point of contact for major project funders in terms of grant claims, Monitoring & Evaluation and reporting • Maintain good relationships with funders, writing final reports & evaluations and stewardship of funding agreement • Work closely with Managing Director & Marketing Manager to develop and execute a future growth Income Generation Strategy including both earned and grant income as an exit plan from project funding in 2025 • Work with Managing Director to ensure Miracle is delivering against its Business Plans, Project Outputs and upholding Funding Agreements with funders
<p>Monitoring & Evaluation</p>	<ul style="list-style-type: none"> • Oversee all Monitoring & Evaluation across management team, freelancers and Board • Manage and develop evaluation framework for Monitoring & Evaluation including managing internal systems for review and updating targets and gathering evidence as required across targets • Lead on set up, design, build and implementation of CRM/evaluation framework system and ensure all team members make maximum use of system and keep timely data • Data capture systems across all areas that require evaluating - qualitative & quantitative
<p>HR, Admin & Operations</p>	<ul style="list-style-type: none"> • Work with all departments to ensure equality, diversity and inclusion is embedded throughout the team and our approach to developing the organisation • Onboard and offboard members of staff, project and freelance team including set-up and purchase of new equipment and inductions as needed for newly recruited project team • Line manage the Theatre and Events Coordinator • Be the primary internal & external point of contact for all IT and administrative systems • Continue to enhance the use of cloud-based system for building based and remote working and shared access to central filing and admin systems and documents • Manage the Policies Tracker and lead on the development and updating of internal Policies and Procedures in consultation with staff, Board and freelance team • Communicate and enforce health and safety and building regulations to all staff and freelancers • Manage all elements of leased premises including consulting with the landlord and suppliers of facilities, maintenance and cleaning services, managing key register and access to the building out of hours • Organise any building services as needed and function as a fire warden representative (nominate deputy as required) and maintain supplier contracts and engagements – this includes IT, office equipment, bookkeeping, cleaning services and insurance

<p>Outreach, Education & Work Experience</p>	<ul style="list-style-type: none"> • Oversee development of new volunteer programme in collaboration with Marketing and Engagement Manager • Collaborate on aspects of education and young people with wider staff and freelance team, supporting with organisation, project management or administration as required • Increase outreach opportunities and school engagement across all Miracle's work • Coordinate work placements and training opportunities • Safeguarding lead and manage CRB checks
<p>General</p>	<ul style="list-style-type: none"> • Advocate for the Company in all areas of work • Attend key events, network meetings, productions and festivals to play an active role in raising the profile of the Company and its values • Review any areas where you might want to under-take theatre industry specific training • Act to strengthen greater diversity within the organisation and across all Miracle's activity • To work some evenings and weekends as required • To carry out other such responsibilities as may reasonably be required

We are prepared to be flexible on the structure of this role for the right candidate and would be willing to discuss a working pattern that works for you and the charity. If you have the kind of skills and experience that make you a good fit for Miracle, please do get in touch. For an informal chat, please call Annie on 01209 216762.

HOW TO APPLY

Applications close on Wednesday 12th July at 12 noon UK time. Late applications will not be accepted.

Interviews will likely take place the week starting 17th July.

Your application should include the following and be sent to jobs@miracletheatre.co.uk:

- A completed [application form, to be downloaded here](#) or at miracletheatre.co.uk/jobs
- A current CV