



MIRACLE

THEATRE

GENERAL
MANAGER

RECRUITMENT PACK

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ABOUT MIRACLE

Miracle Theatre is Cornwall's longest running theatre company, producing a rich variety of work, including adaptations of classic plays, new writing and innovative outreach projects. It is a lean and vital organisation committed to engaging with the communities of Cornwall, the Isles of Scilly and the Southwest and safeguarding the tradition of small-scale travelling theatre.

Since 1979, Miracle has been bringing original, compelling theatre to open-air locations and informal indoor spaces, connecting with a diverse audience across all generations.

As one of the region's key arts organisations, Miracle is committed to nurturing talent, employing local artists and inspiring young people.



MIRACLE PRINCIPLES



Keep the audience at the heart of everything

Grow the audience – be accessible and inclusive - a gateway into theatre

Miracle is of the place and for the place (in the sense of being part of contemporary Cornish culture – not necessarily plays about tin mining!)

Create the ultimate live experience – the best night out

Safeguard the timeless tradition of the travelling storyteller - fool

Make Compelling Theatre

Connect with audiences

Strong narrative – character-driven - philosophical – witty – abstract – subversive
Inspiring – hilarious – imaginative – mischievous

Multi-role physical comedy

Confront issues obliquely: avoid preaching to the converted – be bold without being blunt!

Approachable work that surprises and stretches audiences, without losing them.

More Poor Theatre, less Empty Spectacle – not Circus!

Mix it up - art forms and genres

Laughter/music/great acting/artistic excellence in every moment

Making theatre from nothing rather than staging ready-made plays

MIRACLE PRINCIPLES

Inspire Young People

Investment - the long game: build the next generation of artists and audience

Work with and for young people

Create opportunity and access

Take shows into schools – e.g. as part of the new development process, offer 2 weeks of free previews (and workshops) across 10 schools in July

Focus on local artists

Create opportunity/employment for people who live and work in Cornwall

Adopt Best Working Practice

Don't assume anything: be clear about expectations and rules

Ensemble ethos – collaboration means ownership

Clarity about roles and responsibilities

Safety net for company members: realistic ambitions – forward planning – generous rehearsal time

Kind/nurturing/open/full of laughter



Develop talent

New, emerging and emerged!

On-the-job training

Learning through experience

Work towards greater sustainability

Financially and environmentally

Aim for greater diversity

All discussions should happen with reference to creating opportunities for increasing diversity in cast, staff and audience

FUNDING & FINANCES

Miracle Theatre is a well-established charity with an experienced board of trustees and a strong staff team. Our finances are broadly based, with a variety of income sources including long-term grant support from Arts Council England (NPO) and Cornwall Council, recently funding from the UK Shared Prosperity Fund, earned income from box office and other events, and hire income from sharing our resources. Like many cultural organisations we operate in a challenging landscape and are actively working to secure a healthy financial future.



ABOUT THE ROLE

The successful applicant will be joining Miracle at an exciting time, as the company concludes a period of transition to new artistic leadership, having successfully implemented a long-term succession plan.

We are seeking an individual with strength, flexibility and imagination to work with the C.E.O. and Co-Artistic Directors to meet the challenges of our time and ensure the continued success of the organisation.

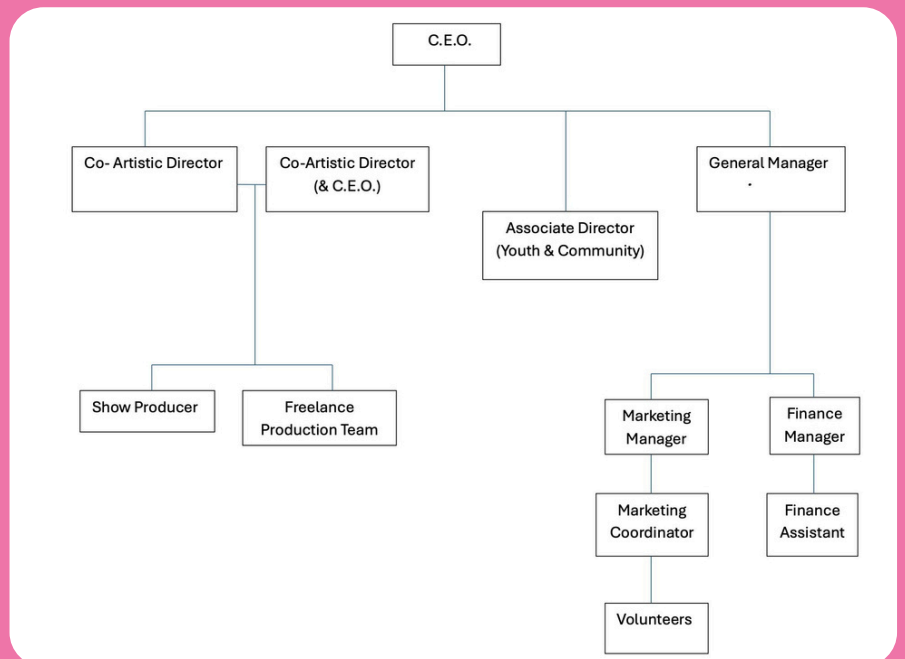
This is an opportunity to help shape Miracle as a dynamic, sustainable and inclusive organisation and become part of the team that leads it into the next 45 years of endeavour!

The General Manager will manage the company, oversee its day-to-day operations; manage its projects; contribute to the delivery of its business plan; and look after the wellbeing of its staff and freelance employees.

WORKING RELATIONSHIPS

WORKING RELATIONSHIPS

| | |
|------------------------------|--|
| POSITION | GENERAL MANAGER |
| REPORTING TO | C.E.O. AND CO-ARTISTIC DIRECTORS |
| SENIOR MANAGEMENT COLLEAGUES | MARKETING MANAGER |
| MANAGERIAL RESPONSIBILITY | FINANCE MANAGER, FREELANCE EVENTS AND PROJECT TEAM |



ROLE RESPONSIBILITIES

Company Management, Finance & Operations

- Manage day-to-day operations of the company to ensure smooth-running of the organisation.
- Ensure Miracle upholds its positive reputation for being efficient, professional and good to work with.
- Provide strong, clear and consistent communication across the whole organisation
- Regularly review and update all company policies.
- Share with Co-Artistic Directors responsibility for all aspects of HR, from recruitment to appraisals of staff, freelancers and volunteers, including monitoring and promoting diversity.
- Manage contracting of staff and freelancers, touring venues and project partners, as required.
- Provide administrative support to the Executive Director for Board meetings and all related matters. Attend Board meetings, contribute and take minutes.
- Ensure that all the statutory obligations of the company are met.
- Work with the CEO/Co-Artistic Directors and Finance Manager on financial strategy and management for the organisation, maintaining a clear understanding of the organisation's financial and business model
- Work closely with Finance Manager to set up and manage efficient and accurate financial management systems across all operations and delivery.
- Demonstrate commercial awareness and a dynamic approach to income generation.
- Be responsible for the function and tidiness of the workspaces that Miracle functions in – permanent and temporary - embedding a sense of shared responsibility for maintaining a clean, tidy and welcoming environment for staff, team and visitors.

ROLE RESPONSIBILITIES

Tour, Event & Project Management

- Maintain good communications with venues & the touring company regarding all aspects of Miracle's tours.
- Work with Communications Manager to plan and deliver self-promoted events, including Box Office arrangements – advance sales & on the door.
- Work closely with venues and promoters to consider audience development and explore community engagement with Miracle's work.
- Provide box office cover as needed.
- Explore and implement ideas to encourage secondary spend at events.
- Work with the Finance Manager to monitor and reconcile box office takings and other earned income.

Fundraising & Evaluation

- Work closely with the Executive Director, Co-Artistic Directors, Finance and Communications teams (and any external fundraisers) to develop and execute a Fundraising Strategy.
- Research and apply for new sources of grant funding including supporting the upcoming ACE NPO application process.
- Explore opportunities for increasing earned income.
- 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, insuring fulfilment of funding obligations.
- Work with the C.E.O. and Co-Artistic Directors to ensure Miracle is delivering against its Business Plans and Project Outputs.
- Oversee all Monitoring & Evaluation of the company's work, audience, management team, freelancers and Board, maximizing the use of the company's data capture systems - qualitative & quantitative.
- Explore community & local sponsorship/partnerships.
- Contribute to all areas of business planning & strategy.

ROLE RESPONSIBILITIES

General

- Maintain Miracle's role as a strategic leader for the creative and cultural sector and develop partnerships to build the company's influence and reputation.
- Advocate for the Company in all areas of its work.
- Attend key events, network meetings, productions and festivals to raise the profile of the Company and its values.
- Review any areas where you might want to undertake theatre industry specific training (i.e. utilise ITC membership).
- Work to achieve greater diversity within the organisation and across all Miracle's activity.
- Work evenings and weekends as required and understand that a flexible work structure will be required to deliver this job.
- Carry out other such responsibilities as may reasonably be required.

PERSON SPECIFICATION

This is not an entry-level role. You will need to have the skills and experience to manage an organisation with a wide-ranging programme of work, delivered by a team of permanent staff and freelancers. You will recognise the importance of great management practices.

You will have the experience to drive the strategic, administrative and operational elements of Miracle's work. At the same time, Miracle is run by a small team with a collaborative ethos and no job will be beneath you and no job will be above you!

Experience of working in the charity or arts sectors is not essential, but you will need to demonstrate a commitment and aptitude to learn about the requirements of working in a publicly funded, creative theatre production 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.

PERSON SPECIFICATION

Essential skills & experience

- Excellent organisational skills with the ability to manage and prioritise tasks in situations of conflicting demands.
- Confidence to work independently and to a tight schedule.
- Proven experience of working at manager level.
- Excellent budget management skills and experience.
- Proven experience of negotiating and delivering contracts.
- Proven experience of researching and submitting grant funding applications.
- Excellent and effective communication, presentation and negotiation skills.
- Resilient when dealing with change.
- A commitment to championing diversity at every level of the organisation.
- A love of theatre and enthusiasm for touring to venues and non-theatre spaces of all scales, across a wide range of communities, engaging with audiences of all ages and backgrounds.

Desirable Skills & Experience

- Experience of theatre/live performance management.
- Experience of Arts Council England NPO reporting and stewardship.
- A knowledge of Cornwall's cultural and creative sector.

KEY CONDITIONS OF WORK

CONTRACT: Permanent

Start date: ASAP and by the end of July 2025 at the latest

Pay: Within the range £32,000-36,000 per year dependent on experience and skills

Holidays: 4 weeks a year rising to 5 weeks over 5 years plus bank holidays

Hours: Full-time*, 37.5 hours per week.

Place of work: Miracle HQ – currently in Redruth, Cornwall. Some work will be off-site at Miracle venues and rehearsal spaces, including some evenings & weekends (TOIL & flexible working policies in place).

Pension: Miracle enrolls eligible staff into The People's Pension and currently contributes the equivalent of 3% of salary into the scheme.

* 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 suits you and the charity.

EQUALITY, DIVERSITY & INCLUSION

We believe that a more diverse workforce is a more productive, engaged and successful one too, so we want to encourage people from all backgrounds and walks of life to come and share their talents with us. It should go without saying that we don't discriminate based on factors such as age, race, disability, sexual orientation or gender identity. By embracing diversity we foster a happy, welcoming environment for everyone on our team. The things that matter to us are your ability, aptitude, potential, passion and drive rather than your qualifications, so there are no formal minimum requirements.

APPLICATION PROCESS

- A statement - covering a maximum of 2 sides of A4 at 12pt or a voice recorded version of this document or a video that is a maximum of 7 minutes - sent via WeTransfer. This statement should explain how your skills and experience meet the requirements of the role.
- Your CV – max 3 pages Contact details for 2 referees (including their email)
- A completed anonymous equal opportunities monitoring form [via this link](#)

If you would prefer to submit your application by an alternative method or for further assistance please contact [**info@miracletheatre.co.uk**](mailto:info@miracletheatre.co.uk)

Please submit your application files by email to jobs@miracletheatre.co.uk by midday on Friday 11th April 2025.

For an informal discussion about the post, please email [**info@miracletheatre.co.uk**](mailto:info@miracletheatre.co.uk) or call 01209 216762 to arrange a time to talk with Bill Scott, CEO.

Interviews will be held in person at Miracle HQ, Redruth on Weds 23rd April. If you are not available on this date range please make this clear on your application.

TIMETABLE

Deadline for applications: Midday, Friday 11th April 2025

Shortlisted candidates contacted: Thurs 17th April 2025

Interviews: Weds 23rd April 2025