

Union Chapel Project

19b Compton Terrace, London N1 2UN

020 7226 1686 | admin@unionchapel.org.uk | www.unionchapel.org.uk



JOB DESCRIPTION

Job Title:	PROGRAMME MANAGER
Responsible to:	Chair of Board of Directors/Trustees
Line Manager to:	Artistic, Production, Commercial and Marketing teams
Purpose:	Responsible for managing and developing the organisation's artistic programme, overseeing production & marketing, maintaining and enhancing existing commercial activities including venue, bar and room hire and investigating and implementing potential new revenue opportunities.
Terms:	<ul style="list-style-type: none">- Full time 37.5 hour per week to include weekends, Bank holidays and other unsocial hours where necessary.- 23 days per year, increasing by one day every two full years worked to 28 days per annum.- Six months probation, Three months notice

RESPONSIBILITIES:

COMMERCIAL ACTIVITIES

- Raise the profile of the venue, bar and room hires to maximise revenue, whilst maintaining a balance between commercial and non-commercial activities.
- Responsible for researching and developing new commercial opportunities including box office and commission revenues.
- Oversee bar operations in conjunction with the Bar Manager to maximise revenues.
- Oversee hall hire calendar bookings and operations to maximise revenues and deliver high levels of customer satisfaction.

PROGRAMME MANAGEMENT

- Manage and co-ordinate the programme and diary for all events and activities.
- Responsible for overseeing the delivery of an established programme of in-house produced events and artists and their ongoing financial security.
- In conjunction with Union Chapel community, to manage the development of an increased artistic programme for the organisation, in line with its values and aims including new in-house produced activities.
- Undertake site visits and meetings with potential artists, promoters and hirers.
- Responsible for selecting, negotiating, pricing and delivering all commercial hires.
- Liaise effectively with the Union Chapel internal and external community including the UCP and UCD boards and staff, Church, Friends, Margins and their professional advisers, Islington Council and near neighbours.

PRODUCTION MANAGEMENT

- To oversee the Production & Technical Team to support the planning and delivery of arrangements relating to the pre and post production of events and ensure the safety, security and comfort of the general public.

Union Chapel Project

19b Compton Terrace, London N1 2UN

020 7226 1686 | admin@unionchapel.org.uk | www.unionchapel.org.uk



- Responsible for investigating & overseeing improvements to the facilities, processes and procedures of the commercial operation, with support from other departments, as required.
- Responsible for working with the Facilities Manager to ensure the building meets H&S regulations for visitors to the building for events and room hires.

COMMUNICATION & MARKETING

- Responsible for overseeing effective and positive public relations and publicity and support the delivery of all marketing and communication campaigns.

STAFF MANAGEMENT

- Direct, manage and support your departmental staff to ensure the effective performance of their roles including training, undertaking team meetings, one to one meetings and annual staff appraisals.
- Responsible for the recruitment of departmental staff as approved by the board.

FINANCE

- Prepare department annual operational plan and budget for board approval. Review and revise on a half yearly basis.
- Responsible for reviewing management accounts to monitor performance against budget with the Finance Manager.
- To have an oversight of finance: arranging with the Finance Manager to pay bills and salaries and to assist with chasing bad debts.
- Liaise with the Finance Manager to produce annual accounts.

POLICIES AND DEVELOPMENT

- Produce and manage the department's procedures and policy documents.
- Update the department's risk register on an annual basis.
- Identify, propose and develop new initiatives and policies to meet PQASS0 requirements.
- Work with colleagues and the board to coordinate the five year business plan and updated annually.

GOVERNANCE & LEADERSHIP TEAM

- With other department heads, be a member of the Leadership Team contributing to strategic, financial, human resources and management decisions and the development and implementation of the £16m proposed capital works programme.
- Support the Boards by working with the Chairs to set meeting agenda, ensuring that decisions are implemented and recording and distributing meeting minutes.
- Prepare and present progress reports to the board of activity against operational plans.
- Make a presentation of the department's activities at the AGM.

This is a guide to the nature of the work required of the Programme Manager. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and the line manager from time to time.

Union Chapel Project

19b Compton Terrace, London N1 2UN

020 7226 1686 | admin@unionchapel.org.uk | www.unionchapel.org.uk



PERSON SPECIFICATION

Essential:

- Strong financial skills with the ability to balance commercial activities with an artistic programme
- Minimum 3 years programming experience in a music and/or multi-arts venue
- Significant senior managerial experience working with a multi-skilled team of 10+ people
- Strong negotiation skills to agree the best contract terms with promoters and performers
- Strong understanding of event production & promotion
- Knowledge of marketing strategies and their implementation
- Imaginative in terms of exploring and developing new commercial activities and revenue streams
- Self-motivated with the ability to prioritise a complex workload
- Excellent written and verbal skills
- High standard of computer literacy (Excel, Word, Powerpoint, Outlook)
- Belief in the charitable aims of the organisation and ability to be a strong ambassador of its work and values

Desirable:

- Knowledge and experience of funders and funding processes for artistic projects
- Experience and knowledge of beverage operations
- Personal License Holder
- Knowledge and experience of working in a listed building
- Knowledge of ticketing and venue software systems (Spektrix and Yesplan)
- Health & Safety knowledge