

STAFF VACANCY

INTERIM GENERAL MANAGER

Birnam Arts are looking for a pro-active and results-driven individual to join us as Interim General Manager over the spring and summer of 2023. This is an exciting opportunity to play a key role in shaping the future structure of Dunkeld & Birnam's busy and vibrant community arts hub.

Working with the board of trustees and the staff team you will manage the day to day running and support the development of Birnam Arts. Ideally you will have a wide range of management skills and experience gained in working in a catering, hospitality, or retail setting.

In the job description, we have listed some of the things we're looking for. It may be that you're unable to tick every box – if you feel you're able to bring something to this role, then please don't hesitate to apply.

Ideally full time (but some flexibility possible), starting in March until the end of July 2023.
Salary £33,000 - £35,000 per year dependent upon experience.

For more information and the full job description, please visit <https://birnamarts.com/About-Birnam-Arts#vacancies> or contact chair@birnamarts.com

Closing date for applications – Tuesday 7th March, 12 noon.

JOB DESCRIPTION – INTERIM GENERAL MANAGER

BACKGROUND

Birnam Arts and Conference Centre is a 140 year old Scottish charity that has, in recent years, evolved into a vibrant and award winning arts and community centre based in the re-developed Birnam Institute.

Situated in the cultural heartland of rural Perthshire, in the attractive area of Birnam & Dunkeld, Birnam Arts is a focal point for individuals and groups within the local community. Nevertheless, Birnam Arts manages to lure visitors, artists and performers from across the globe.

Through the provision of facilities, training and education, Birnam Arts' mission is the promotion of arts, science, heritage and culture. The arts programme includes exhibitions, music and theatre for all ages whilst there are workshop facilities suitable for dance, drama, yoga, arts and ceramics.

A 220 seater hall is a draw for well-known musicians, comedians and performers and also serves as a versatile events venue. A major attraction within Birnam Arts is the permanent Beatrix Potter exhibition and the building is also host to the local P&K library which further increases footfall.

The health of this flourishing venue depends greatly on the success of the various commercial activities that take place through Birnam Arts' trading company – Birnam I Ltd - including a busy

café, conferences, events (including weddings and parties) and a gift shop. Of vital importance is the role of volunteers who contribute their time and skills across a wide range of supporting activities.

Accountable to the Board of Trustees, the Interim General Manager is responsible for the day to day operation of Birnam Arts and Birnam I Ltd. The building is a £2 million redevelopment dating from 2001 and the organisation currently comprises 5 full-time and 15 part-time staff, with an annual turnover in excess of £600k.

This interim post has arisen because our current General Manager is leaving shortly to take up a position with another organisation. We will be advertising for a permanent replacement but given that the process of permanent recruitment frequently takes in excess of 3 months and we are facing a busy spring and summer period we are keen to maintain continuity and find a competent person to take charge of the day to day running of the organisation during this recruitment interval. The main focus of this interim post will be on operational management particularly in relation to line management of staff and performance of the café and catering services.

JOB DESCRIPTION for INTERIM GENERAL MANAGER

Key Objectives:

- Responsible for the smooth day-to-day running of Birnam Arts with particular focus upon delivery of the daily café operation and regular conference, event and bar functions.
- Maintain a safe working and public environment.
- Ensure an excellent customer service throughout all the activities undertaken by the organisation.
- Report regularly to the Board of Trustees.

Key Tasks

- Direct management of the existing catering & cleaning staff.
- Oversee daily café operation
- Ensure existing conference & event bookings are delivered to the highest standard.
- Set rotas across the organisation, ensuring that the venue is suitably staffed at all times within agreed financial parameters.
- Recruitment of additional catering staff if required across the department to ensure continuity of service.
- Liaising with conference clients to successfully deliver existing bookings and facilitate future bookings.
- Produce and action training schedules for catering staff including cross training between kitchen and front of house.
- Supervise, motivate, develop and monitor the catering team with a strong emphasis on providing a high level of customer service.
- Manage compliance with all health & safety regulations and statutory licence requirements to ensure a safe environment for staff and customers.
- Recruit and manage administrative cover for the box office.
- Manage and support Finance Manager to ensure financial reporting is provided timeously.

Skills Required

1. Proven experience in managing an organisation where responsibility for staff, finance and objective setting and assessment of performance has been gained is essential.
2. Excellent interpersonal and communication skills required with experience of working directly with customers and staff in a catering environment in a managerial or supervisory capacity.
3. Ability to train and develop staff to maintain high standards of customer service.
4. Good written and verbal communication skills essential.
5. Sound commercial awareness
6. Skilled in using Microsoft Office software.

TERMS and CONDITIONS

- Basic salary – Range **£33,000 to £35,000 p.a. (pro rata)**

Birnam Arts has a pension auto-enrolment scheme with Royal London.

Holiday entitlement – 29 days paid leave pro-rata, including bank holidays.

This post is nominally a 40 hour week but the Board will consider a flexible arrangement for a suitable candidate. The post holder may be required to work outside normal office hours (Mon-Fri 9.00-5.00), including some evenings and weekends for which 'time off in lieu' is granted.

Travel will be required in line with the Interim General Manager's duties.

This is a short-term post starting in March 2023 if possible and concluding at the end of July 2023.

APPLICATIONS

Applications for this post can be made by sending your CV, with a covering letter stating your reasons for applying and enclosing contact details for two referees to:

The Chairman at the following e-mail address: chair@birnamarts.com

Alternatively you can send hard copies by post to:

The Chairman, Birnam Arts, Station Road, Birnam, Dunkeld, Perthshire, PH8 0DS.
Please mark the envelope as confidential.

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