



Play a part

FINANCE & OPERATIONS DIRECTOR

The Big House

Job Title:	Finance & Operations Director
Reports to (Title):	CEO / Artistic Director
Terms:	Full-time, permanent
Salary:	£45,000 - £55,000 per annum (depending on experience) plus 5% pension contribution
Probation:	6 months
Annual Leave:	21 days + Bank Holidays plus additional days in between Christmas and New Year (discretionary). The Big House grants an additional day of annual per year of service, up to a maximum of five additional days.
Hours:	35 hours per week (excluding breaks). Usual working hours are 9.30am - 5.30pm, Monday to Friday. <i>Please note, remote working is not possible for this role</i> Some out of hours working may be required on evenings and weekends (The Big House operates a Time off in Lieu policy where possible and practical).

Primary function of the role

The Finance & Operations Director is responsible for managing the day to day operational, financial and legal aspects of The Big House and ensuring successful delivery of all services.

About The Big House

The Big House has a simple mission: to enable care leavers to fulfil their potential.

Through drama and individualised long-term support we help care leavers overcome traumas experienced in childhood so they can make the complex transition from looked-after child to independent adult. The Big House's main activities are: weekly drop-in drama and employment workshops and the 3-month Open House Project which runs twice yearly.

In each Open House Project, 15 care leavers and other vulnerable young people participate in an intensive 3-month programme of drama participation, pastoral support and life/employment skills workshops which culminates in a three week run of a full-scale theatre production. This helps



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transform their lives; equipping them with the skills needed to become job ready, lead independent lives and fulfil their potential.

Through our work we have seen the transformational effect that drama can have on young people's lives. The strict discipline required to produce professional theatre imparts vital transferable skills including time keeping, focus, team working, effective communication, ability to regulate emotions and make better informed decisions; empowering and equipping young people with the skills needed to become self-reliant. We have found drama to be an excellent tool for engaging young people in the project. Since being established in November 2012, The Big House has gone from start-up to award-winning charity.

Reputation

"Care leavers have a stigma, but here there are so many people who want to do good and do well in life, but [before coming to The Big House] they just didn't have the connections and support system. I've seen amazing changes in people." **C, aged 21**

"If Dickens were around now, he would surely be writing for The Big House, set up by the extraordinary Maggie Norris, who puts on plays with casts of socially excluded care leavers. The Ballad of Corona V, staged five times a night for a promenading audience who move in groups of six, is a ferocious take on the pandemic, written by David Watson. It features a cowboy virus, a bumbling PM, music by Jammz, a fizzing young cast and accomplished professional performances from Jermaine Freeman (a Big House graduate) and Eleanor Wyld. Norris has made wonderful use of the space, a former frame factory: there is a through-the-wardrobe feeling as you go into the yard off an Islington street – and, indeed, you are entering another chamber of the heart." **Susannah Clapp - The Observer on The Ballad of Corona V:**

"(Bullet Tongue) is a great night out, and sometimes a shocking one too ... a brilliantly spikey piece of promenade theatre created by The Big House, a charity working with care-leavers and young people at risk, gives it straight to us from the horse's mouth." **Lyn Gardner- Theatre Critic**

"The work is as powerful, as visceral, funny, and inspired as the best theatre I've seen. It's immediate, present, blisteringly committed and real. It certainly wipes the floor with anything I've seen at The Royal Court over the same period! Your work is not just necessary, rare, alive, authentic, compelling, scary and important... It's world-class." **Jez Butterworth - Playwright**

"I'm convinced The Big House is plugged into the community in a way that other charities are not. A genuine life transformer, helping the lost to locate a path and stick to it." **Sir Lenny Henry CBE**



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Job Description

Key responsibilities include but are not limited to:

Strategic/Business and Financial Planning, working with the CEO and Trustees:

- Set key objectives for the growth of the charity's activities and impact of services on young people.
- Lead in the development and management of business plans and budgets in line with key objectives. This includes developing and implementing a robust venue business plan as part of an overall income generation strategy.
- Ensure that realistic financial targets are set and monitored to ensure the charity's ambitions can be met.
- Liaise with internal staff and outsourced partners to secure Corporate Partnerships and maintain and develop these relationships long term.
- Work alongside the CEO to develop a robust, deliverable business plan for financial partnerships in 2025 and beyond.
- Lead on the development and implementation of HR strategy and staff management policies.
- Develop new relationships with major donors, and other potential new supporters of TBH.

Fundraising

- Line manage the Fundraising team alongside the CEO/Artistic Director, and work with them to develop and manage a realistic weighted pipeline of trusts and foundations income including the development of new multi-year and growth fund opportunities.
- Support the Trusts Fundraising department to identify funding priorities and develop compelling cases for support and ensure all reporting requirements are met.
- Monitor funding agreements and renewals to ensure that no potential funders lapse and accurate financial and evaluative monitoring is provided.
- Support the preparation of corporate sponsorship contracts and ensure sponsors benefits are fulfilled by The Big House.
- Brief the CEO and Board of Trustees on funding secured against targets set, funding gaps and new funding opportunities identified.
- Keep the team informed of successful grant decisions and the purpose of these grants, ensuring targets are reached within funding timeframes.

Financial Administration

- Oversee the day to day bookkeeping for the charity, including invoicing, bank reconciliation and weekly pay runs.



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- Prepare The Big House annual budget for approval by the Trustees and work with the accountants in the production of monthly management accounts, monitoring income and expenditure against the budget.
- Hold accountability for the budget and strategic decisions relating to all areas across the charity in conjunction with the CEO.
- Develop and provide reporting of financial information including key performance and risk indicators. Report on financial implications of strategic plans and reserves, including at the monthly finance subcommittee.
- Maintain sound internal controls ensuring compliance with internal policies and accounting standards.
- Manage funding allocations and levels of restricted and unrestricted income to inform strategic decisions and ensure accurate reporting to funders.
- Manage restricted and unrestricted funds, and overseeing the allocation of expenditure in line with funding agreements.
- Liaise with external auditors/accountants and prepare information for the annual accounts.
- Work alongside the Fundraising team, to ensure fundraising targets are met and that all financial reporting obligations are fulfilled in relation to submissions for funding, gift aid, contracts and other initiatives.
- Ensure compliance with regulatory (e.g. Charity Commission) requirements, including overseeing the submission of the annual accounts to Charity Commission and Companies House and submission of annual Tax Relief claims (Theatre/Film, payroll and business rates).

HR and Business Operations

- Oversee the HR responsibilities of the charity including, but not limited to, staff welfare, learning and development, staff reviews, grievances or disciplinary action as required.
- Oversee the implementation of The Big House policies and procedures, ensuring these are reviewed and updated at least annually.
- Oversee the monthly payroll, pension and HMRC submissions
- Maintain The Big House risk register and ensure that adequate risk assessment and management is embedded across The Big House's work.
- Report swiftly on deficiencies identified in service management, staffing and resources, and work with the CEO and Trustees to remedy them.
- Periodically audit services to maintain a current understanding of their effectiveness.
- Ensure that genuine service feedback and evaluation is integrated into staff education and service practice where appropriate.



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- Support income generation roles to set priorities and objectives; and implement effective reporting arrangements for funders and the Trustees that accurately record and monitor service performance against agreed targets.
- Draft and execute all contracting/agreement matters for The Big House, including freelancers, partners and volunteers, negotiating terms and fees where necessary.

Other Duties

- Oversee the activities and delivery of any fundraising events with The Big House, including the annual Gala.
- Act as the Data Protection Lead for the charity and ensure GDPR compliance across the organisation.
- Act as the Premise Licence holder, ensuring conditions are met in line with Islington Council.
- Manage relations with the Landlord, including any rent reviews, or building matters
- Manage and monitor utility and service provider accounts, ensuring contracts are updated as appropriate with cost effective providers.
- Oversee the management of the venue and office spaces, including TBH equipment and resources.
- Act as the Deputy Safeguarding Lead for the charity (training will be provided).
- Act as an ambassador for The Big House at all times and maximise opportunities for developing our profile by networking at external events and meetings and at activities in the venue.
- Establish and maintain good relationships with all visitors to The Big House including visiting clients, partners and members.
- Attend training and staff meetings as required by The Big House.
- Adhere to and implement relevant policies, including safeguarding, equal opportunities and health and safety.
- Ensure awareness of current developments in the care system, available services, and governmental legislation.
- Undertake any other duties as may be reasonably required.



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	Essential	Desirable
Qualifications, Knowledge and Experience		
Education to Degree level or equivalent	✓	
Related Masters or Postgraduate Qualification		✓
Knowledge of Quickbooks or similar accounting software	✓	
Knowledge of processes to track restricted grant spending	✓	
Knowledge of HR management, policies and procedures	✓	
Awareness of the General Data Protection Regulations, particularly with reference to charities and fundraising.	✓	
Knowledge of health and safety in the workplace regulations		✓
Experience at Operations Manager level supporting a CEO in strategic planning and implementation of key objectives	✓	
Significant experience of creating, managing and implementing budgets and business plans that align with key objectives and strategic growth	✓	
Experience of compliance and facilities management	✓	
Experience of working in senior management within a multi-functional arts venue		✓
Previous involvement with capital projects.		✓
Experience of working in a not for profit environment.		✓
Experience of setting targets, building pipelines and overseeing fundraising applications		✓
Knowledge and awareness of the UK care system and wider social care sector		✓
Skills and Abilities		
Ability to work efficiently on a variety of tasks, to prioritise and make good use of resources	✓	
Ability to drive for improvement and motivate a staff team to do the same	✓	
Ability and skills to appropriately handle change management, interviewing and staff issues	✓	



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Confident and successful use of IT systems and packages, including Microsoft Office (Excel, Word, Powerpoint) and Google Drive	✓	
Ability to maintain composure and show empathy when dealing with challenging behaviour	✓	
Attributes		
Patient, resilient and able to cope with pressure to meet deadlines	✓	
Able to take the initiative, be creative and proactive	✓	
Ability to motivate, influence and lead a team	✓	
Excellent listening, verbal and written communication skills	✓	
Strong and effective negotiation skills	✓	
Enthusiasm and passion for the work of The Big House	✓	
Inclusive approach which welcomes and relates to people from many different backgrounds	✓	
Ability to maintain professional boundaries and maintain a high level of confidentiality and discretion at all times	✓	



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This post is subject to satisfactory enhanced DBS clearance and two references.

General:

The post-holder will be expected to adhere to all organisational policies, including safeguarding and health and safety. The post-holder will be expected to represent the charity at events and external meetings which may require some evening and weekend working.

Equal Opportunities:

The post-holder will be expected to implement The Big House's Equal Opportunities Policy in all aspects of their work.

Confidentiality:

The post-holder will be expected to abide by The Big House's Confidentiality Policy at all times.

Safeguarding Children:

The Big House is committed to safeguarding and promoting the welfare of children and young people and the post-holder will be expected to follow safeguarding procedures.



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How To Apply:

Please submit your most recent CV and a completed application form (found on our website) as your expression of interest in the role. Send applications to info@thebighouse.uk.com. Please make the subject line: Finance & Operations Director application.

Closing date for applications: 12pm, Thursday 5 September 2024

First Round Interviews: W/C 9 September 2024

Start date: ASAP / depending on notice period.

The recruitment process is open to all. If you require any additional support when applying or during the interview process, we are happy to make any reasonable adjustments to ensure that our recruitment is as accessible as possible. If you have any questions regarding the application process, please contact us at info@thebighouse.uk.com.

The Big House aims to create a diverse and inclusive working environment which reflects the young people and communities that we engage with. We welcome applications from all groups, especially those underrepresented in the arts, and actively encourage those from diverse backgrounds to apply.