CEO JOB DESCRIPTION

JOB DESCRIPTION – PURPOSE OF THE ROLE

The Role

The Chief Executive reports to the Chair and Board and acts as Company Secretary. The role has overall responsibility for the continued success of the Queen's Theatre Hornchurch, upholding the organisation's vision, mission and values, ensuring artistic excellence, financial stability and resilience, and engendering a culture of well-being throughout the organisation. The Chief Executive line manages the following Directors: Finance and Administration, Audiences and Development, Communities, Creative Director, HR and People, Operations and Havering Changing.

KEY RESPONSIBILITIES

Strategic Leadership and Management

- Lead on the development and implementation of the vision for Queen's Theatre Hornchurch's future success, working collaboratively with the Board, Senior Leadership Team, staff and stakeholders to drive strategic change and to address current and future challenges successfully.
- In partnership with the Senior Team, develop and oversee the delivery of the theatre's financial strategy and business plan.
- Oversee the development and delivery of the environmental strategy and plan.
- Lead a strong, coordinated, empowered and effective management team providing dynamic and inspirational leadership and a clear sense of purpose and direction to the wider organisation.
- Together with the Board of Trustees and the Senior Team, ensure a working environment where staff can flourish and develop, implementing best practice across all areas of activity, and reflecting the theatre's values and ethos.

Artistic Programme

- Work closely with the Creative Director, Producers and senior team to deliver a high quality and relevant programme which balances artistic, financial and operational needs.
- Maintain the overview of all programming deals and settlements.
- Lead on the in-house production of the annual pantomime and any other future in-house productions.
- Represent Queen's Theatre Hornchurch in co-production arrangements and rights acquisitions, and on all major co-production projects.
- Ensure that all companies and artists can operate in a creative, supportive, and safe working environment and in the context of high production values.
- With the Director of Communities, produce creative learning and engagement programmes that serve local communities and reflect the theatre's commitment to diversity, inclusion, environmental sustainability and excellence.
- Ensure the Communities Department and the programme of delivery for young people remains fundamental and central to the activity of the theatre.

Financial Management and Income Generation

- Prepare annual budgets for agreement by the Board and stakeholders
- With the Senior Leadership Team, set and monitor departmental and project budgets.
- Ensure timely reporting to the Board with the Finance team against agreed budgets, including quarterly management accounts and cashflow forecasts.
- Drive the commerciality of the business, ensuring the theatre is maximising all opportunities to generate income across the full range of its commercial activities, including the theatre's bar and café.
- Support the Finance team as required to manage relationships with bankers and auditors.
- Oversee all aspects of the Development operation including due diligence on supporters and appropriate provision and delivery of benefits.
- Seek new and develop existing sources of income for the theatre from Trusts and Foundations, commercial and corporate partners, in collaboration with the Director of Audiences and Development and the Creative Director.
- Monitor the preparation and presentation of reports to stakeholders and other funders.

Operational Management

- Work closely with the Head of Customer Services and Facilities to monitor the management and maintenance of the theatre, ensuring adherence to licensing and insurance requirements.
- Ensure compliance with all relevant legislation and regulation including Charity and Company law, employment law, and adherence to, and monitoring of the organisation's commitments and obligations under the Equality Act 2010.
- Ensure the theatre has an appropriate Health and Safety policy and that this is implemented.
- Ensure that the Senior Safeguarding Lead role is maintained and provided for.
- Champion continuous improvement in delivering an excellent experience for audiences, artists and other visitors, extending a warm welcome and promoting best practice in customer service.

Marketing, Communications and Brand

- Lead on and support the development of an imaginative and effective Queen's Theatre Hornchurch brand.
- With the Director of Audiences and Development, oversee the development of marketing and audience development plans to ensure the artistic mission and financial health of the theatre is supported by a dynamic approach.
- In partnership with the Director of Audiences and Development and the Creative Director, monitor and maintain an overview of promotional materials and PR to secure the good reputation of the Queen's Theatre Hornchurch.

Strategic Relations and Representation

- Develop and maintain effective relationships with key stakeholders, including Arts Council England, the London Borough of Havering, Greater London Authority, London Enterprise Panel and other similar public bodies.
- Identify and foster new creative and strategic partnerships and networks to ensure recognition for Queen's Theatre Hornchurch's contribution to the cultural, social and wellbeing of Havering, as well as more broadly across London and nationally.
- Advocate for the Company with the senior team, raising the theatre's profile with key decision-makers and the public, locally, regionally, nationally and internationally.
- Act as the custodian of the Queen's Theatre Hornchurch's reputation, working to enhance its profile with all stakeholders.
- Be aware of external trends that impact the industry and bring that insight to decision making and the strategic development of Queen's Theatre Hornchurch.

Governance

- Provide information to the Board of Trustees so that they are equipped to discharge their responsibilities and meet all relevant legislation requirements.
- Report regularly to the Board and Sub-Committees providing the necessary information for considered decisions to be made for the future sustainability and growth of the organisation.
- Ensure timely delivery of agendas, minutes and reports to the Board
- Act as Company Secretary, supported by the Director of Finance and Administration.
- Ensure compliance with all laws and regulations, including reporting to Companies House and the Charity Commission.

General

- Drive the organisation to be an example of best practice for equality, diversity and inclusion, and removing barriers to ensure representation.
- Be aware of and comply with Health & Safety Regulations and standards of good practice.
- Participate in regular performance review meetings with the Board of Trustees.
- Engage with and undertake personal and professional development opportunities as required for the role.
- Carry out other duties, as required by the role and Company.

PERSON SPECIFICATION
Essential Experience:

- Substantial experience in a theatre or comparable venue in a senior or strategic role.
- Demonstrable experience of strategic business planning and implementation in an organisation of scale.
- Significant experience of people management and leading through change.
- A track record in strategic programming, and/or producing.
- Experience of instigating and managing a broad range of artistic, commercial and strategic partnerships, including in a local authority context.
- Significant experience of contract negotiation and procurement at various levels.
- A track record of income generation from multiple sources.
- Demonstrable experience of meeting challenging financial targets.

Skills and Personal Qualities

- Strong leadership skills with the ability to define the organisational vision, inspire stakeholders and motivate and manage staff to give their best.
- Strong financial management skills, capable of balancing artistic risk-taking with sound business judgment.
- High-level literacy and numeracy skills.
- Robust monitoring and evaluation skills.
- Excellent communication skills with the ability to advocate for Queen's Theatre Hornchurch with a broad range of stakeholders in a variety of settings.
- Entrepreneurial with the ability to horizon-scan and identify opportunities to generate a commercial return.
- Highly motivated and resilient with the ability to manage a complex workload and competing priorities under pressure.
- A pro-active approach and commitment to promoting equality, diversity and inclusion.

Desirable Experience:

- Experience of managing significant buildings or venues.
- Knowledge and experience of subsidised and commercial arts infrastructure and funding.
- Experience of reporting to a non-executive Board.
- Experience of workplace policy development.

Skills and Personal Qualities

- Working knowledge of current employment law and good practice.
- Senior Executive IOSH qualification or equivalent knowledge and experience of Health and Safety best practice.
- Working knowledge and understanding of safeguarding.
- Confident understanding of social media and how to maximise benefits and minimise risks.

- Experience of working with underrepresented and underserved communities.
- Experience of developing and enabling underrepresented creative practitioners.

TERMS AND CONDITIONS

Contract type - Permanent, full-time
Salary - £75,000-£80,000 depending on experience
Probation period - Six months
Notice period - Six months for both parties; one month's notice within probation period
Holiday entitlement – 20 days + bank holidays
Location - CEO's place of work is Queen's Theatre Hornchurch, Billet Lane, Hornchurch RM11 1QT
Pension – QTH operates a Workplace pension scheme for the benefit of its eligible employees, to which it contributes 3% and employees contribute 5%

Disabled and D/deaf people are currently underrepresented at Queen's Theatre Hornchurch, and we will offer an interview to anyone who identifies as D/deaf or disabled if they are able to demonstrate that they meet the Person Specification. We will cover the cost of access requirements for interview. Please note that the building does not have step-free access to all areas. Therefore, if this affects you, please make us aware so that we can make adjustments accordingly.