

**Recruitment Pack: Finance and Operations** **Manager**

Dear candidate

Thank you for your interest in the Finance and Operations Manager position.

As a result of several retirements within the Finance and Operations Department, a review of the department's work was undertaken and three new positions were created – Finance and Operations Manager, Finance Officer, and Operations Officer.

The Covid-19 pandemic meant we had to transform the way the company operated to facilitate remote working. We are now relatively paperless and have changed our Finance and IT systems to facilitate remote working, but these systems continue to be refined.

The company's work has evolved extensively in recent years and there is an increasing emphasis on the accessibility and inclusion of our work, on reducing the impact of our activity on the environment and increasing awareness of the climate crisis, and on looking after the wellbeing of our employees and artists. It is important that everyone who works for the company sees the importance of all these aspects of our work and shares the company's values.

We're looking for an individual who is organised and curious, and willing to offer ideas about how to improve our systems and processes. As the positions within the department are new you will have the opportunity to shape the way the department works and support and develop the two new officers.

If you do not already have the relevant skills or experience for this position, we would be happy to consider providing training and opportunities to work towards relevant qualifications.

More information about the job and the company can be found in the pack. If there is anything you would like to discuss further, or if you feel any barriers are preventing you from applying, please contact us to discuss how we can overcome them.

Angharad Jones Leefe

Executive Director

**THE COMPANY**

Creating Welsh-language theatre as a place of connection for the well-known and the unexpected, for Welshness and the world, for the big conversations and the joyful moments.

Theatr Genedlaethol Cymru creates and presents theatre productions that aim to entertain, excite, and captivate our audiences and fuel their imaginations. We are also providing development opportunities that will nurture and inspire the next generation of Welsh theatre artists and provide creative opportunities for people across Wales to experience the transformative impact of the arts.

Founded in 2003, the company is one of the eight organisations designated as 'national companies' by the Arts Council of Wales. As a national company, we are expected to demonstrate leadership within the sector, nurture and develop talent, maximise partnership and collaboration opportunities, develop and increase international relations, and reach the widest possible audiences.

The company will celebrate its 20th anniversary in 2023 and has been settled in Carmarthen since 2008. A new Artistic Director – Steffan Donnelly – has been appointed in 2022, and he and Executive Director Angharad Jones Leefe are joint Chief Executives.

The company has 15 core employees on average, but the number varies slightly depending on fixed-term contracts. Creating a positive and productive work environment is especially important to us as a company, and we provide support to our staff so they feel they can carry out their work to the best of their ability. We offer a range of flexible working options, including a flexitime, part-time working and working from home. The wellbeing of our staff is vital to us, and so a range of internal measures have been introduced to protect staff and try to strike a healthy work-life balance.

Creating and staging theatre productions is the main bulk of the company's work, and an annual programme usually consists of around 4 productions, two of which tour nationally. Productions vary but are usually mid- or small-scale. Venues we visit regularly include Sherman Theatre in Cardiff, Ffwrnes in Llanelli, Mwldan in Cardigan, Aberystwyth Arts Centre, Theatr Clwyd in Mold, Galeri Caernarfon, and Pontio in Bangor. The company occasionally stages site-specific productions, and in the past venues have included Caerphilly Castle, Tomen y Mur and Carmarthenshire Museum in Abergwili. We also present work every year at the National Eisteddfod.

In addition to productions, the company has a programme of activities which includes artistic research and development projects, and participation activities, ranging from drama clubs for children, to health and wellbeing projects. These activities often include some involvement from the Production Department too.

Freelancers are a vital part of the ecology of our sector and therefore building and maintaining effective and supportive relationships with freelancers is vital to our success as a company. We also work with a range of other companies and organisations to deliver our work. These include other production companies; venues; Mentrau Iaith (Welsh-language initiatives); Urdd Gobaith Cymru; Literature Wales; S4C; the National Centre for Learning Welsh; the National Eisteddfod; WJEC; schools and universities; health boards and local authorities; and more.

The company has a clear focus on increasing the inclusion of our activities, and this permeates through all the company's work – from ensuring an accessible experience for diverse audiences to offering job and participation opportunities that appeal to a diverse range of people, ensuring they are promoted in transparent and open ways.

**Job details**

**Title:** Finance and Operations Manager

**Salary:** £35,000

**Period:** Permanent

**Hours:** Full time (37.5 hours per week)

**Reports to the:** Executive Director

**Location:** The company's headquarters are in Carmarthen, but we offer a range of flexible working arrangements, including a hybrid working arrangement which involves a combination of working in the office and working from home. The exact arrangement would be discussed and agreed with the successful candidate.

**Entitlement to Annual Leave:** 25 days + bank holidays + 2 days company holidays at Christmas

**Areas of responsibility:**

* Finance and Fundraising
* HR
* Asset Management
* Administrative Contracts and Procurement
* IT Systems
* Data Collection and Analysis

Further information on the tasks and responsibilities and duties relating to the headings noted above can be found on the Tasks and Responsibilities page.

**Language**

Welsh is the internal administration language of the company, so the person in this role is required to be able to communicate effectively in Welsh both verbally and in writing. However, we recognise that that is often a matter of practice and so we would be happy to support people who have lost confidence in their Welsh by providing opportunities to attend language refresher training.

**Tasks and Responsibilities**

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| **Finance** |
| * Oversees the company's accounting processes, including the financial management systems (Zahara and Xero) * Authorise invoices to customers for any income due * Authorise payments on the online banking system * Oversee payroll ensuring compliance with any requirements such as Pay As You Earn and Pension * Monitor debtors and creditors and discuss any aged debtors with the Executive Director. * Assist the Executive Director in ensuring that the company complies with all financial, legal, statutory and contractual requirements * Work with the auditors on the company's accounts and annual audit * Assist the Executive Director with the Theatre Tax Relief claim * Assist the Executive Director in formulating the Company's annual budget by providing estimates for different costs including salaries, taking into account any increase in contributions. * Assist the Management Team in budgeting productions advising on payment scales set by UK Theatre, Equity, BECTU etc * Any other reasonable finance related tasks, at the request of the Executive Director |
| **Fundraising** |
| * Assist the Executive Director with any funding and grant applications from various sources by providing any relevant finanical information * Ensure that any sponsorship or grant awarded is claimed. * Research possible sources of funding |
| **HR** |
| * Oversees the Company's HR system (Bright HR), ensuring accuracy and confidentiality. * Formulate and update company policies and staff handbook * Implement performance management processes, working closely with the line managers within the company * Lead on recruitment and induction processes, along with the exit process. * Take a leadership role on health and wellbeing issues, including conducting a staff wellbeing survey. * Provide clear and timely advice on all aspects of employment including employee relations, attendance management and contractual matters, to enable managers to make decisions. * Work with the Executive Director to identify the training needs of the Company's staff. * Develop and deliver training/briefing sessions for department heads and managers and manage the training budget. * Implement the company's policies in relation to sickness absence leave, and maternity, paternity and parental leave. * Act as line manager on the Finance Officer and Operations Officer. |
| **Asset Management** |
| * Take a leadership role in managing and monitoring the company's assets, including vehicles and equipment, and overseeing the maintenance schedule. * Liaise with the landlords, in relation to operational matters. * Deal with any operational matters arising relating to property, e.g. non-domestic taxes. * Support the Executive Director in carrying out assessments of the company's asset and property needs and considering the impact of the company's assets on the environment. |
| **Administrative and Procurement Agreements** |
| * Collaborate with the Executive Director to regularly assess the company's needs, to ensure value for money and to minimise the impact of the company's activity on the environment. * Negotiate administrative agreements on behalf of the company, such as photocopier, mobile phones etc. * Support public procurement processes for contracts with high financial value, including preparing briefs and managing tender processes. * Assist the Executive Director in arranging appropriate company and vehicle insurance policies. |
| **IT Systems** |
| * Deal with the IT company on major operational issues, and act as a point of contact. * Regularly assess the company's IT needs and deliver value for money. * Ensure that the backup system for the company's digital data operates effectively. |
| **Data Collection and Analysis** |
| * Assist the Executive Director in ensuring that the company meets the legal requirements of the European Union's General Data Protection Regulation, relating to the retention and use of data, particularly sensitive data. * Work with the Marketing Manager and Head of Production to ensure that data about the company's work is collected and analysed effectively. * Submit data reports to the Management Team on equality and diversity. * Prepare and submit a data report to the Arts Council of Wales every 6 months and prepare other reports as needed |
| **General** |
| * Take reasonable care for your own health and safety, and the health and safety of others who may be affected by your actions or inactions and comply with all health and safety legislation as appropriate. * Undertake any reasonable duties at the request of the Executive Director. |

**PERSON SPECIFICATION**

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| --- | --- | --- |
|  | **Essential** | **Agreeable** |
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| **Qualifications and Training** | | |
| Professional qualification (degree/diploma) in Finance, Business, Management or HR | ü |  |
| **Experience** | | |
| Experience of financial management including preparing management accounts and providing financial forecasts | ü |  |
| Experience of accounting packages and software to support management and monitoring of accounts | ü |  |
| Experience of preparing and managing budgets and being held accountable for these | ü |  |
| Experience of dealing with staff at all levels | ü |  |
| Experience of dealing with confidential and sensitive data | ü |  |
| Experience of producing regular and occasional reports for a wide variety of uses | ü |  |
| Experience of managing staff |  | ü |
| Experience of working in a job dealing with HR |  | ü |
| Experience of asset management and systems administration |  | ü |
| **Knowledge** | | |
| Knowledge of HR processes |  | ü |
| Knowledge of UK employment law and how to apply it in practice |  | ü |
| Extensive knowledge of good office administration practices | ü |  |
| An understanding of how to handle, resolve and escalate queries, and distribute information effectively | ü |  |
| **Skills** | | |
| Ability to communicate and work through the medium of Welsh and English – both verbally and in writing – to a high standard | ü |  |
| Excellent IT skills, particularly Microsoft Office | ü |  |
| Forward thinking and the ability to solve problems | ü |  |
| Ability to perform multiple tasks simultaneously and prioritise your workload | ü |  |
| Ability to motivate yourself and work unsupervised | ü |  |
| Ability to deal effectively with confidential and sensitive situations | ü |  |
| Strong analytical skills and excellent attention to detail and accuracy; ensuring facts are accurate, complete and consistent | ü |  |

**To apply:**

* Complete the application form

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* Submit a short video of yourself, answering the questions set out on the application form.

Don't worry about the recording quality or camera skills. Our interest is in what you have to say. If you have any questions about the job, need any assistance submitting an application, or would like a different format, please contact us directly by emailing [angharad.leefe@theatr.com](mailto:angharad.leefe@theatr.com) or calling 07903 842554.

Theatr Genedlaethol Cymru uses the social model of disability, recognising that some people experience disabling barriers. We will interview any disabled candidate who meets the job criteria, and we are committed to supporting any entry requirements in interview, or thereafter if the candidate is appointed.

All applicants must complete an Equal Opportunity Monitoring Form.

**Access/Support**

All information technology equipment required for the job will be provided by Theatr Genedlaethol Cymru.

Our Carmarthen office is fully accessible for wheelchair access.

Theatr Genedlaethol Cymru can support the person in this role with an Access to Work application to ensure support based on your needs. This could include a grant to help pay for the costs of practical support in the workplace or at home, support to travel to and from work, support worker services and/or mental health support. For more information, visit <https://www.gov.uk/access-to-work>

Theatr Genedlaethol Cymru is open to discussing any additional support/resources you may need during the application process, or after recruitment to the position, to enable you to do your best work. This will not affect how qualified you are for the job or the strength of your application. For an informal chat for additional support, please contact Angharad Leefe by emailing [angharad.leefe@theatr.com](mailto:angharad.leefe@theatr.com) or calling 07903 842554.