

General Manager – Recruitment Pack – July 2024

Thank you for your interest in Upswing

This recruitment pack includes:

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Upswing is an equal opportunities employer, committed to building a diverse workforce and welcomes applications from all individuals.

This pack is available to download in audio and PDF versions from our website

If you would like to discuss the role before you apply, you could attend an informal one-on-one Zoom chat with members of the team. If you would like to take up this invitation, or arrange a phone call, email us at sarah@upswing.org.uk

Welcome - An introduction from Vicki Dela Amedume,
Upswing's Artistic Director / CEO

Hello, and thank you for your interest in Upswing.

Upswing was founded with the intention of bringing new performance experiences - led by diverse voices - to the stage, offering a new vision for what circus could be.

Since our inception we have had the dual purpose of creating exciting new performance work and building a landscape for British circus that is truly representative of our vibrant and diverse communities.

Over the years we have grown and developed our sense of experimentation. We now not only produce performances for theatres and festivals - nationally and internationally - but have branched out, taking circus into new spheres. You might experience Upswing's work as – a digital trail through a local park that brings children in touch with nature, a circus takeover in a care home taking residents into zero gravity, a large-scale spectacle on a rooftop in Coventry, or a bedtime story for families in libraries. We create memorable, unexpected experiences for all that enable people to see the extraordinary potential in human beings; reframing circus as a resource, an evolving and adaptive set of practices that help us imagine the impossible and shape the world we want to live in.

Our General Manager will be someone who, like us, is excited about creating art that is joyful, thoughtful, and human.

Someone passionate about innovative performance and engaging with people in meaningful ways and someone who recognises that diversity and inclusivity underpin everything that Upswing is and everything that we do.

If any of that sounds like you, please read/listen to the rest of our pack and explore our website. If you have any questions about the application and would like an informal conversation, we'd be really happy to hear from you.

Vicki Dela Amedume

Artistic Director / CEO

“Upswing demonstrate the real possibilities that emerge when circus, dance and theatre meet and meld.”- The Guardian

“Telling a story through contemporary circus is a feat attempted by many, but achieved by regrettably few... Upswing makes it look easy.” -The Stage on The Ramshackle House

About Upswing

Founded in 2006, Upswing is an award-winning contemporary circus company creating world-class performance and participatory experiences. We use circus to tell new stories in extraordinary ways, amplifying and celebrating the skills, creative talents and stories of diverse artists and communities.

Our work is presented in a range of contexts from theatres and festivals to libraries, care homes and other public spaces, taking shows beyond theatres to meet people in the places they live, work, learn and play. Through our productions and creative engagement programs, we aim to unite people from different backgrounds – audiences, artists and participants all come together to uncover the extraordinary potential in humans and explore the ideas and stories that can connect us as communities.

Upswing has a powerful track record in supporting artists and practitioners in performance development, finding new

creative approaches and pushing boundaries to the art form. Upswing is a registered charity. We are a National Portfolio Organisation receiving support from Arts Council England.

In late summer 2024, Upswing will be relocating from London to Stoke-on-Trent in the Midlands.

Job Description - General Manager Introduction:

We are seeking an efficient and reliable individual to join the team as General Manager. The opportunity comes at an exciting time as we are expanding our touring networks both in the UK and Internationally and relocating to the birthplace of modern circus, in Stoke-on-Trent.

Responsible for the day-to-day operations of the company, the General Manager will work closely with the Artistic and Executive Director in all aspects of company business, administration, and development. We require someone who enjoys implementing and maintaining systems and processes, and who will enjoy being the 'go to' person for a small and

friendly team. Upswing is an ambitious organisation and so a passion for your work and the development of the company is essential.

Employment Terms:

Upswing is relocating to Stoke-on-Trent. While we work flexibly and remotely most of the time, some travel and overnight stays will be part of our commitment to working face to face on a regular basis.

- Salary: £35,000 FTE
- Hours: 9:30am – 5:30pm, Monday to Friday
- Place of work: This role is offered as a mixture of remote and office working dependent on the applicant's requirements. Flexible working requests and reasonable adjustments will be considered.
- Probation Period: Two-months (with one month notice either side)

- Period of Notice: Three-month notice period following successful completion of probation
- Pension: 3% employer pension contribution (NEST Pensions)
- Annual Leave: 20 days a year, plus 8 bank holidays, with an additional 1 day for each year of service (up to 5 additional days)
- Start Date: As soon as possible
- Due to the nature of the role, some evening or weekend work may be required, and can be claimed as time off in lieu at agreed times of the year
- Training opportunities are offered to all Upswing employees and professional development is valued within the organisation as a key part of the employee journey.
- You will have access to a range of benefits such as access to GP appointments 24/7 and discounts through our Employee Assistance Programme.

This job description is a guide to the nature of the work required of the General Manager. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and board of trustees from time to time.

Duties and Responsibilities:

Financial Management:

With the support of our financial associate, manage day-to-day financial operations and ensure effective financial controls are in place including:

- Direct management of processes including purchase invoices, sales invoices, credit/bank card reconciliations, floats and expenses reconciliations
- Manage all record keeping and online finance/banking systems (Xero) in association with Finance Associate
- Oversee Core operation budgets

- Contribute to management accounts process and update cash flows in consultation

with the Executive Director

- Prepare and contribute to financial reports for the board and external stakeholders

- Supporting preparation for annual accounts in association with the Finance

Associate and Executive Director

Operations:

Responsible for the day-to-day operations with overall responsibility for office systems and resources including:

- Being the first point of contact for the company for both internal and external

enquiries

- Responsible for management and maintenance of storage facilities, monitoring all

contracts and utility services

- Responsible for maintaining office equipment including IT systems, equipment and

contracts

- Responsible for monitoring, reviewing and updating all contracts and subscriptions

to ensure they are up to date and effective

- Liaise with insurance brokers/providers including annual renewals and changes as

required throughout the year due to programme

Funding/Fundraising:

Support specific areas of funding/fundraising including:

- Maintain and coordinate a schedule of funder reporting deadlines, including

payment schedules, communicating requirements to the wider team

- Contribute data required for bid writing

- Support the Executive Director with the development of individual giving and crowd

funding campaigns

- Identify and develop earned income opportunities

- Manage annual and quarterly Arts Council England reports and data inputting

HR/Personnel:

Oversee HR policies and procedures:

- Manage and maintain personnel systems to ensure legal compliance (including contracts, inductions, DBS checks)
- Line-manage interns, work placements and volunteers
- Oversee recruitment and induction of permanent, freelance and production staff, artists and creative teams
- Oversee contracting processes across the company including operations and production
- Manage training budget and look for opportunities for staff, teams, and board
- Responsible for developing, monitoring, and reviewing/updating company policies including but not limited to Diversity, Equality & Inclusion, Safeguarding, Health and Safety, and Data Protection
- Manage the Employee Assistance Programme and liaise with the provider as Required

Data management and evaluation:

Lead on data collection and management

- Responsible for maintaining company's mailing lists and databases
- Develop and manage data collection and other evaluation processes in collaboration with other project/programme managers
- Support evaluation processes across the company's work

Governance: Coordinate company governance including relationship with Board of Trustees:

- Liaise with the Board of Trustees to schedule meetings.
- Attend board meetings and take minutes
- Coordinate any Board recruitment campaigns
- Ensure compliance with legal, financial, company and charity legislation (including liaising with Companies House and the Charity commission)

Project Management:

- Initiate, manage and deliver specific discreet projects, such as sector development events

- Administration relating to project and touring logistics i.e. booking transport and accommodation

Sustainability:

- Act as the sustainability lead for the organization
- Make sustainable choices across all areas of the company's work
- Network and undertake training to develop sustainability skills and knowledge

General:

- Participate in strategy and decision-making
- Advocate for the Company in all areas of work
- Attend key events, network meetings, productions and festivals to play an active role in raising the profile of the Company and its values
- Act to strengthen greater ethnic, class and gender diversity within the organisation, and across all Upswing's activity.
- To work some evenings and weekends as required
- To carry out other such responsibilities as may reasonably be required

Person Specification

Skills, Knowledge and Experience:

Essential:

- A minimum of three years experience in a similar role
- Demonstrable interest in performing arts and/ or circus
- Excellent administrative skills and attention to detail
- Highly organised with excellent time management skills
- Experience of day-to-day financial procedures and bookkeeping systems
- Experience managing office systems, including IT systems
- Experience working within a small but busy team to meet deadlines
- Experience in collecting and interpreting data to produce reports
- A strong commitment to diversity, equality, and inclusion and environmental sustainability
- A commitment to the development of Upswing and its values and objectives

Desirable:

- Experience of working within a charity
- Experience of working within a National Portfolio organisation
- Experience of working with a voluntary board
- A working knowledge of current employment and company law
- An understanding of the legal requirements of a charitable organisation
- Knowledge of Arts Council England funding streams and an understanding of the Let's Create 10-year strategy
- Knowledge of or a connection to Staffordshire region

Attributes:

We're keen to meet those who feel they are:

- Efficient, accurate, and structured in their day-to-day work
- An excellent communicator
- Someone who enjoys 'holding the fort' and being the 'go-to' person for a friendly and ambitious team
- Someone with a willingness to learn and develop in the role

Recruitment Practices: Upswing's Commitment to Diversity and Inclusion

We are a friendly team comprising of four permanent members of staff and a wide pool of freelance associates where everyone's contribution is valued.

Upswing is committed to equality of opportunity and encourage applications from individuals underrepresented both in the arts sector, and within Upswing's core team.

To support Disabled candidates and those from Global Majority backgrounds in applying for the General Manager post, we are committed to ensuring that:

- Audio and large print versions of all recruitment documents are available from our website
- Formal interview questions will be emailed to those invited to interview 2 hours prior to their interview time
- The interview panel will consist of at least one person from the Global Majority
- Candidates who attend an interview will then be offered the opportunity to meet a

team member and gain insight into the organisational culture, as well as a chance to

ask questions outside of the interview

- Any Access Support Worker or P.A costs relating to your preparation for and

attendance at an interview will be paid for by Upswing

How to Apply

To apply for the General Manager role:

- Complete the [application form](#) linked here.
- Please also complete the [Equal Opportunities Monitoring Form](#) online, which is unattributed and will be separated from your application at point of receipt.
- Submit your application by email to recruitment@upswing.org.uk with 'General Manager' in the subject line. Please get in touch if you need to submit your application in another format (i.e video) for accessibility reasons.

Deadline and Submission:

The application deadline is midnight on Sunday 25th August 2024 . Please email your

application to recruitment@upswing.org.uk

All applications will be dealt with in confidence. We will respond to each applicant regarding the progress of your application.

Interviews:

Interviews will be held on Wednesday 4th September, via Zoom

If you would like to discuss the role before you apply, you could attend an informal 1:1 Zoom chat with members of the team. If you would like to take up this invitation, or arrange a phone call, email us at sarah@upswing.org.uk