

## Job Description

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| <b>Job Title:</b>       | General Manager   |
| <b>Hours:</b>           | 40 hours per week   |
| <b>Salary Band:</b>     | £42,000 - £47,000 per annum   |
| <b>Holidays:</b>        | 20 days per annum plus bank holidays, rising to 23 days per annum plus bank holidays after 3 years' service.    |
| <b>Reports To:</b>      | Deputy Head of Venues, Head of Venues   |
| <b>Responsible For:</b> | FOH Manager, Marketing Manager, Box Office Manager, Technical & Buildings Manager, Programme Manager, Head Chef |
| <b>Works With:</b>      | Artistic Director, Production Creative teams, Finance Manager   |
| <b>Location:</b>        | The Other Palace  |

## Main Purpose

The Other Palace is seeking a motivated and enthusiastic general manager to support the Deputy Head of Venues with both the continued strategic development of The Other Palace as well as overseeing the operational and day-to-day running of the building. The key elements of the role include:

- To champion the further development of the theatre and to promote engagement with the arts across the local community, arts community and beyond.
- To support the continued evolution and development of the Theatre, working closely with the Deputy Head of Venues and Head of Venues to develop and implement the robust business plan focusing on a resilient future of the venue, in line with the vision statement and the wider BK Theatres strategy.
- To support the Deputy Head of Venues in leading the venue team, line managing the relevant department managers, undertaking overall responsibility for the venue's presentation, maintenance & upkeep, delivering a first-class customer experience, smooth operation, and trading.
- To ensure the overall operation of the venue within preset budgets, working closely with the Deputy Head of Venues, Head of Venues, Finance Director and Executive Director to set and establish future year budgets and KPI's for monitoring.
- To chair the H&S committee, working closely with the Front of House Manager and Technical & Buildings Manager, to manage and maintain the Venues Health & Safety policies and procedures, ensuring that all operations and activities have suitable risk assessments, method statements, CDM plans and that these are followed, including incident and emergency plans. This will include being on the emergency call out list.
- To be the lead on human resources across the theatre, working closely with our external HR consultant to ensure the smooth and efficient administration of staff resources, staff welfare, staff training and development programmes through our appraisal and review procedures.
- To support all in-house and co-productions to ensure first class productions are delivered within the budgets set.

BKL also owns a large warehouse facility for the storage of scenery, costumes, props, instruments, and production technical equipment for all its productions.

To apply please send your up-to-date CV and a cover letter outlining why you are suitable for the role by email to [Beth.Fox-Williams@theotherpalace.co.uk](mailto:Beth.Fox-Williams@theotherpalace.co.uk)



**C** Entertainment Theatres Limited  
**A** 12 Palace Street, London, SW1E 5JA  
**T** 020 7592 0302  
**W** [www.theotherpalace.co.uk](http://www.theotherpalace.co.uk)

If you have any questions or would like more information about the role, please contact Beth Fox-Williams on 020 7592 0302 or by email as above.

## General Information

The Other Palace is owned and operated by BK Theatres part of the Bill Kenwright Group of Companies. The Other Palace is a lively, friendly, and inventive venue in London Victoria, featuring a 312-seat main theatre and a 120-seat studio theatre as well as a bar and restaurant.

The Bill Kenwright Group of companies includes 3 core elements:

### **Bill Kenwright Theatres**

We are proud to own and operate Theatre Royal Windsor and The Other Palace in London

The Other Palace (formerly known as the St James Theatre) is built on the site of the Westminster Theatre, with a 312-seat main house, a studio seating 120 a bar and restaurant all operated in-house. The Other Palace focuses on being a creative hub for new theatre, where theatre is developed, discovered, explored, and celebrated.

Bill Kenwright Ltd purchased the theatre in 2021 from Andrew Lloyd Webber's LW Theatres, reopening the venue from the pandemic with a record-breaking season of *Heathers the Musical*, followed by a sell-out premiere of *Frank & Percy* starring Ian McKellen & Roger Allam. Recent main-house productions include *Cruel Intentions: the 90's Musical*, *Fantastically Great Women (who changed the world)* and *Mischief Move Nights*.

The Other Palace champions and promotes new writing and new musicals with regular workshops, readings, opportunities to get involved and performances of emerging work.

Theatres Royal Windsor is nestled in the shadows of Windsor Castle, Theatre Royal Windsor has a history stretching back over 245 years. The current Grade II listed 633 seat theatre opened in 1910.

One of the only completely unsubsidised regional producing theatres in the UK that operates all year round, Bill Kenwright Ltd took over the operation of the Theatre in 1997 following its closure. Bill Kenwright himself starred in many productions here as a young actor under John Counsell's management in the 1960's and 70's.

The theatre produces a range of plays and musicals which subsequently tour the UK or transfer into the West End, as well as its annual pantomime which has now been running for over 85 consecutive years.

### **Bill Kenwright Ltd**

Bill Kenwright Ltd is one of the largest and most established commercial theatre and entertainment producers with over five decades experience of producing more than 500 productions to date – including tours, West End, and international productions.

Recent productions include: *Death of England: The Plays* (West End), *Boys from the Blackstuff* (West End), *Ghost the Musical* (UK and International Tours) *Cruel Intentions* (West End), Ian McKellen & Roger Allam in *Frank & Percy* (West End) *Heathers* (West End and UK Tours), *Calendar Girls the Musical* (UK Tour), *Blood Brothers* (West End and UK Tour), *My Son's a Queer* (West End), *12 Angry Men* (UK Tour), *The Shawshank Redemption* (UK Tour), *Home I'm Darling* (UK Tour), *Saturday Night Fever* (West End & UK Tour), *Be More Chill* (West End), *Hamlet & The Cherry Orchard* (Windsor season with Ian McKellen), *Cat & The Canary* (UK Tour), *Evita* (West End and UK Tour), *The Best Man* (West End), *Foxfinder* (West End), *Cabaret* (West end and international tour), amongst many others.

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**Registered Office: BKL House, 1 Venice Walk, London, W2 1RR**  
**Entertainment Theatres Ltd. trading as The Other Palace.**  
**Registered in England No. 07635832. VAT Registered No. 395909047.**

## **BK Studios – Film & TV**

BK Studios is a London based Film and TV production and financing company, specialising in commercially driven content for global audiences. The company was founded in September 2021 by the late Bill Kenwright CBE and is led by seasoned producer and financier David Gilbery ('The Lost Daughter', 'Untouchable', 'Bone Tomahawk', '47 Meters Down' amongst many others)

BK Studios prides itself on working with exciting creative talents to tell compelling stories that inspire, entertain, and move people.

Recent productions include:

'The Shepherd' | Fantasy drama starring John Travolta & Ben Radcliffe directed by Iain Softley  
'The Kill Room' | Crime thriller starring Samuel L. Jackson & Uma Thurman directed by Nicol Paone  
'The Critic' | Period drama starring Ian McKellen, Gemma Arterton & Mark Strong directed by Anand Tucker  
'My Sisters Bones' | Psychological thriller starring Jenny Seagrove, Anna Friel, Ben Miles & Olga Kurylenko directed by Heidi Greensmith  
'Hamlet' | A ground-breaking modern day adaptation starring Ian McKellen directed by Sean Mathias  
'Long Day's Journey Into Night' | Period drama starring Jessica Lange, Ed Harris, Colin Morgan & Ben Foster directed by Jonathan Kent  
'Heathers the Musical' | A major motion picture stage capture of the award-winning live production directed by Andy Fickman  
'Year 10' | post-apocalyptic thriller directed by Benjamin Goodger  
'Eternal Return' | Fantasy romance starring Kit Harrington & Naomi Scott directed by Yaniv Raz  
'Please Don't Feed the Children' | Psychological thriller starring Michelle Dockery & Giancarlo Esposito directed by Destry Allyn Spielberg

## **Responsibilities Include:**

1. To champion the further development of the theatre and to promote engagement with the arts across the community and beyond.
2. Work closely with the Deputy Head of Venues and Head of Venues, to develop and implement the robust business plan focusing on a resilient future of the venue, in line with the vision statement. Targeting viable routes to increase sales and revenue, developing alternative new income streams through increased asset utilisation, controlling overheads, whilst actively assessing and monitoring risks to the business.
3. To ensure the overall operation of the venue within preset budgets, working closely with the Deputy Head of Venues, Head of Venues, Finance Director, and Executive Director to set and establish future year budgets and KPI's for monitoring.
4. Working alongside the other senior managers to promote and implement an exceptional customer service experience and to execute approaches to maximize audience cross-pollination.
5. Developing a strong working relationship with all other departments and senior managers, supporting events, projects, and programmes in all departments across the Bill Kenwright Group.
6. To support the Deputy Head of Venues in leading the venue team, line managing the senior management team.
7. Undertaking overall responsibility for the venue's presentation, maintenance & upkeep, delivering a first-class customer experience, smooth operation, and trading. Working closely with

both the Technical and Buildings Manager on the rolling repairs, maintenance, and upkeep of the venue, liaising with both external contractors and our building and maintenance assistant.

8. To work closely with the Deputy Head of Venues, Head of Venues, Executive Director, and Senior Management team to develop and implement a capital expenditure plan, including major projects to renovate and enhance the theatre and its operation over both the short and medium-long term, including supporting with developing business cases, 'invest to save' plans and external funding applications as applicable.
9. Champion awareness within the team of our successes, awards, reviews, and PR coverage to ensure all departments (especially customer-facing) are fully informed.
10. To chair the H&S committee and take the lead on responsibility for H&S at the Theatre, working closely with the Front of House Manager and Technical and Buildings Manager, to manage and maintain the Venues Health & Safety policies and procedures, ensuring that all operations and activities have suitable risk assessments, method statements, CDM plans and that these are followed, including incident and emergency plans. This will include being on the emergency call out list.
11. To ensure that the venue always operates within the requirements of its license.
12. Be the responsible person for data protection and confidentiality in the venue, across all areas of operation, including both the box office and CRM systems of the venue, to ensure compliance with the requirements of GDPR and the Data protection act.
13. To be the lead on human resources across the theatre, working closely with our external HR consultant to ensure the smooth and efficient administration of staff resources, staff welfare, staff training and development programmes through our appraisal and review procedures.
14. To create and maintain effective internal working relationships with other BKL departments, in addition to always acting as an ambassador both for the venue and the wider company.
15. Preparation of weekly information for management meetings as needed.
16. Any other duties appropriate to the post and under the Equalities Act with due consideration to any employees with a "protected characteristic" and within the framework of equal opportunities.
17. As a direct manager you will ensure that all hazards are identified and managed to an acceptable level, ensuring all relevant documentation is also completed. You will also demonstrate you are committed to Health & Safety by leading by example.
18. Lead on creating a culture of pride in the workplace by ensuring clean and well- presented public and office spaces within the building at all times.

## PERSON SPECIFICATION

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|------------------------------|--|-----------------------|-------------------|-----------------|--|
| <b>Position Title:</b>       | <b>General Manager</b>   | <b>Date Prepared:</b> | <b>14/08/2024</b> |                 |  |
| <b>Department:</b>           | <b>Administration</b>  |                       |                   |                 |  |
| <b>AF = Application Form</b> |  | <b>I = Interview</b>  | <b>T = Test</b>   |                 |  |
|                              | <b>REQUIREMENTS</b>  | <b>Essential</b>      | <b>Desirable</b>  | <b>Assessed</b> |  |
| <b>1.</b>                    | <b>EXPERIENCE AND KNOWLEDGE</b>  |                       |                   |                 |  |
| 1.1                          | Demonstrable experience of working in a senior management role in a theatre including the management and appraisals of reporting staff.  | X                     |                   | AF/<br>I        |  |
| 1.2                          | Experience of venue / facility management, including overseeing day-to-day operations, repairs, maintenance, and upkeep, as well as capital expenditure projects.                              | X                     |                   | AF/<br>I        |  |
| 1.3                          | Up to date knowledge of box office and CRM systems. (e.g. Spektrix)  | X                     |                   | AF/<br>I        |  |
| 1.4                          | A strong knowledge of applicable H&S legislation within theatre and demonstrable experience of implementing and proactively managing H&S policies and procedures within a theatre environment. | X                     |                   | AF/<br>I        |  |
| 1.5                          | Experience of artistic policy or venue operational planning and implementation using both qualitative and quantitative data.   |                       | X                 | AF/<br>I        |  |
| 1.6                          | Experience of delivering projects or initiatives and using project management systems with a proven track record of meeting timescales and budget requirements.                                |                       | X                 | AF/<br>I        |  |
| 1.7                          | Experience of research, development, and the implementation of business plans, linked to commercially viable forecasts.  |                       | X                 | AF/<br>I        |  |
| 1.8                          | Excellent tact and skill in dealing with suppliers and external companies  | X                     |                   | AF/<br>I        |  |
| 1.9                          | Excellent verbal and written communication skills with good information technology skills.   | X                     |                   | AF/I            |  |
| 1.10                         | Proven administration and numeracy skills.   | X                     |                   | AF/<br>T/I      |  |
| 1.11                         | Proven organisational skills.  | X                     |                   | AF/<br>T/I      |  |
| 1.12                         | Able to work under pressure and to strict deadlines.   | X                     |                   | AF/<br>T/I      |  |
| 1.13                         | Excellent level of negotiating and influencing skills  | X                     |                   | AF/<br>T/I      |  |
| 1.14                         | Experience of using Spektrix or similar box office systems.  | X                     |                   | AF/<br>I        |  |

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| 2.  | <b>COMPETENCIES</b>  |   |  |        |
| 2.1 | <b>DECIDING AND INITIATING ACTION</b><br>a) Makes prompt, clear decisions which may involve tough choices or considered risks<br>b) Takes responsibility for actions, projects and people<br>c) Takes initiative, acts with confidence and works under own direction<br>d) Initiates and generates activity  | X |  | AF/I/T |
| 2.2 | <b>LEADING AND SUPERVISING</b><br>a. Provides others with a clear direction<br>b. Sets appropriate standards of behaviour<br>c. Delegates work appropriately and fairly<br>d. Motivates and empowers others<br>e. Provides staff with development opportunities and coaching<br>f. Recruits staff of a high calibre  | X |  | AF/T/I |
| 2.3 | <b>WORKING WITH PEOPLE</b><br>a. Demonstrates an interest in and understanding of others<br>b. Adapts to the team and builds team spirit<br>c. Recognises and rewards the contribution of others<br>d. Listens, consults others and communicates proactively<br>e. Supports and cares for others<br>Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses | X |  | AF/T/I |
| 2.4 | <b>RELATING AND NETWORKING</b><br>a. Establishes good relationships with customers and staff<br>b. Builds wide and effective networks of contacts inside and outside the organisation<br>c. Relates well to people at all levels<br>d. Manages conflict<br>e. Uses humour appropriately to enhance relationships with others   | X |  | AF/T/I |
| 2.5 | <b>CREATING AND INNOVATING</b><br>a) Produces new ideas, approaches or insights<br>b) Creates innovative products or designs<br>c) Produces a range of solutions to problems<br>d) Seeks opportunities for organisational improvement<br>e) Devises effective change initiatives   | X |  | AF/I/T |
| 2.6 | <b>PLANNING AND ORGANISING</b><br>a. Sets clearly defined objectives<br>b. Plans activities and projects well in advance and takes account of possible changing circumstances<br>c. Manages time effectively<br>d. Identifies and organises resources needed to accomplish tasks<br>a) Monitors performance against deadlines and milestones   | X |  | AF/I/T |
| 2.7 | <b>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATION</b><br>a. Focuses on customer needs and satisfaction<br>b. Sets high standards for quality and quantity<br>c. Monitors and maintains quality and productivity<br>d. Works in a systematic, methodical and orderly way<br>a) Consistently achieves project goals   | X |  | AF/I/T |
| 2.8 | <b>ENTREPRENEURIAL AND COMMERCIAL THINKING</b><br>a. Keeps up to date with competitor information and market trends<br>b. Identifies business opportunities for the organisation<br>c. Demonstrates financial awareness<br>d. Controls costs and thinks in terms of profit, loss and added value   | X |  | AF/T/I |



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| 3   | <b>EDUCATION AND TRAINING</b>   |   |   |    |
| 3.1 | Educated to degree level with a focus on arts management, arts administration or drama / theatre studies, or having comparable career experience. | X |   | AF |
| 3.2 | A minimum of 5 GCSE grade A*-C passes, including in English and Math's  | X |   | AF |
| 3.3 | IOSHH or CIEH managing H&S Qualifications   |   | X | AF |
| 3.4 | Personal License Holder, or willingness to gain and hold a Personal License   |   | X | AF |
| 3.5 | First Aid at Work qualification   |   | X | AF |

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