



## **JOB PACK – General Manager**

Margate is home to an established and growing creative community and has been identified as a key hub within the Thames Estuary Production Corridor.

While statistics show creative businesses have grown in the town, Margate has lost significant amounts of commercial spaces in the last 20 years. Coupled with rising rents for the remaining eligible spaces, this has created a lack of appropriate venues for the variety of artistic pursuits. Creative practitioners and businesses urgently need space to enable them to stabilise and see the sector grow in Margate.

Taking inspiration from other land trust models developed to provide affordable places to work and live, the Trust in Margate will ensure that its creative spaces and accompanying programming are inclusive. A central part of its mission is to support under-represented or disengaged communities to access opportunities within the creative industries, including mentoring, jobs, training and enterprise development.

The Trust was co-created with the community and local creative practitioners and was established as an independent entity on behalf of the Margate Town Deal Board.

Substantial funding has been secured from Central Government through the Margate Town Deal, and the Margate Creative Land Trust was registered as an independent charity in April 2022. Its goal is to purchase physical space in Margate, provide affordable rents and deliver community programmes to support inclusive, sustainable practice in the creative industries in Margate and across the area of Thanet.

## **Our Vision**

A thriving, resilient and innovative creative sector that provides inclusive enterprise, employment and learning opportunities for people living and working in Margate and the surrounding areas.

## **Our Values**

**Open&inclusive:** We are friendly, approachable, accessible and seek to work collaboratively and in partnership. We will design ways to ensure we meaningfully and regularly engage with the communities we serve

**Innovative:** We know we must play the long game to have lasting impact, but we are not afraid to test or pilot radical ideas in the short term. We are ambitious and we will disrupt the status quo to ensure more underrepresented groups benefit from creative sector opportunities

**Sustainable:** We are a commercially sound, environmentally and socially responsible organisation and we champion this within the sector

## **Our Mission**

To establish a variety of accessible and inspiring creative spaces that provides benefit to the community, creative sector and local economy in perpetuity.

## **Our Aims**

- To protect, sustain and grow Margate's creative sector through improved security and sustainability, and by increasing the quantity of places for creative practice in the town
- To support the inclusive regeneration and economic growth of Margate and the district of Thanet
- To support the creation of new jobs and training opportunities within Margate's creative enterprises, and to address barriers to entry for Thanet's diverse communities
- To platform Margate's creatives and the achievements of the sector and, to support its growth and establishment as a regional creative hub
- To add value to existing market activity and to avoid displacement or crowding out of initiatives by others
- To support moves towards a zero carbon and environmentally sustainable economy through our investment decisions and operations
- To be a fair employer and promote equality, diversity and inclusion in all that we do
- To be evidence based in our investment decisions to meet the specific needs of Margate's creative community
- To work in partnership and collaboration with others to achieve our mission



- Role title:** General Manager
- Responsible to:** Executive Director
- Responsible for:** Executive Assistant, freelancers and consultants
- Salary:** £39,000 to £44,000 per annum starting salary (£31,200 to £35,200 pro rata) dependent on experience
- Term:** Permanent, 4 days per week (0.8 FTE)

### **Role summary**

Margate Creative Land Trust is looking for a versatile and proactive General Manager to join its management team, leading on day to day organisational management, estate management and operational planning of our creative workspaces. They will support the Trust in making the best use of its assets, as well as leading on compliance with relevant regulations, policy and legal frameworks. This is an important new role for Margate Creative Land Trust, as we transition from set up and acquisition of buildings into development and occupation.

You will oversee the day to day running of the Trust, and steer the way in which our buildings are launched and activated in the early phases. You will ensure our spaces are operationally inclusive and well managed, and develop a strategy for building management and occupier engagement.

The role would suit candidates with experience in the management of operations within a public facing context, such as workspace or hospitality, and experience of mid-level management is essential.

### **Key Accountabilities**

- The development and implementation of the Trust's overarching operational, compliance and general management activities
- Managing staff, freelancers, and workspace teams
- Leading on estate management including the systems and processes required to animate, manage and let acquired property

## **RESPONSIBILITIES**

### **Organisational development and operations**

- Oversee legal, HR, health & safety and GDPR compliance
- Develop, review and update organizational policies biannually as required
- Ensure compliance with Charity Commission requirements
- Lead and manage a small team of staff and freelancers
- Manage recruitment and performance management processes
- Manage trustee training and recruitment as required
- Manage contracts and appointed contractors to ensure high standard of work and value for money
- Plan agendas for bimonthly board meetings and ensure the schedule aligns with the organizational forward plan
- Contribute to the development of, and manage the implementation of organisational plans and strategies
- Develop, manage and implement monitoring and evaluation systems, enabling reporting internally and to funders
- Manage the organisation's IT infrastructure and ensure all IT systems remain up to date and secure
- Act as Company Secretary, ensuring that the Trust complies with all statutory and regulatory requirements, and keeps abreast of relevant legal and policy changes relating to charity and company law, the charity governance code and financial management

### **Property**

- Develop and implement proposals for the management of the Trust's creative workspaces, ensuring appropriate levels of on site cover as buildings come on stream
- Develop and implement a maintenance schedule for properties
- Ensure properties comply with all legal and regulatory requirements including building regulations, fire regulations, health and safety, relevant Government and local authority policy, as well as MCLT policies and procedures
- Deliver excellent management services to occupiers
- Ensure legal obligations to occupiers are met
- Oversee the planning and delivery of meanwhile activations within developing sites, in partnership with Development and Community Engagement colleagues
- Ensure sustainable practices in management and operation

### **General**

- Represent Margate Creative Land Trust at external events
- Offer flexible support for the work of the Trust generally
- Deputise for the Executive Director as required

## **Person Specification**

### **Essential**

- Previous operations or general management experience in a start-up, hospitality or workspace setting, social enterprise or charity
- Experience of working with trustees (or a similar board or governance body) and preparing concise formal reports summarising performance, analysis, and recommendations
- Experience of human resource management and managing staff to achieve their full potential
- Experience of setting and managing budgets and procuring and managing services
- Experience in developing and managing organisational processes and policies
- Experience of business planning.

### **Desirable**

- Understanding of workspace/commercial lettings and management
- Experience of public procurement and subsidy control regimes
- Knowledge of property development and/or construction
- Knowledge of lease and license agreements, and service charging structures
- Experience of business development, fundraising or income diversification
- Facilities management experience and/or qualification

### **Salary**

£39,000 - £44,000 p.a. pro rata dependent on experience (4 days/0.8 FTE) .

### **Hours**

37.5 hours per week (30 hours pro rata). Hybrid working with at least 2 days in the office based in Margate. Candidates must also have the flexibility to work outside of normal office hours, occasionally at evenings and weekends as required.

### **Benefits**

25 days holiday plus bank holidays (pro rata)

Auto enrolment pension after successfully completing probation with employer's contribution.

As a start-up, we anticipate benefits will be further developed by the charity, subject to Board approval.

### **Equity, Diversity and Inclusion**

The Trust values diversity and must represent Margate and the wider area for the entrepreneurial, creative and diverse place that it is. We are committed to social

justice and tackling under-represented people from a wide range of backgrounds, including those in our immediate vicinity. We want to be as inclusive as possible from the outset. We particularly encourage applications from those who are under-represented, including people facing socio-economic barriers, LGBTQ+ people, people from the Global Majority and people with disabilities. We are very keen to hear from people who have lived experience of, and / or a personal connection to, Margate and the surrounding area.

### **How to apply:**

To apply for this role please send your CV with a supporting statement (not more than two pages A4) explaining

- **why you want to apply and**
- **how you meet the job's Essential (and Desirable where relevant) criteria outlined in the person specification above**

to [info@margatecreativelandtrust.org](mailto:info@margatecreativelandtrust.org)

Please state in the subject line: **General Manager** – First Name Last Name

When submitting your application, you will also be asked to provide personal information across several dimensions of diversity and inclusiveness. This information is kept entirely confidential and will not be used to evaluate your candidacy. We collect this data to help us analyse our recruitment process holistically and implement actions that promote diversity and inclusiveness. While optional, we strongly encourage you to provide this information as it will hold us to account and contribute towards our goal of building a fairer working world. We ask you because it matters to us all.

### **Applications Timetable**

**Deadline for applications:** Friday 11<sup>th</sup> October, 12pm

**Shortlisted candidates contacted:** Wednesday 16<sup>th</sup> October

**First interviews in Margate:** Wednesday 23<sup>rd</sup> and Friday 25<sup>th</sup> October

**Second interviews in Margate:** Friday 1<sup>st</sup> November

**Period of notice:** 1 week either way during probationary period. 2 months' notice after completion of the 6 months probationary period

**Asylum and Immigration Act 1996:** To confirm your right to work in the UK, MCLT is required by law to see the original of at least one document from HM Government specified list.

<https://www.gov.uk/government/publications/right-to-work-checklist/employers-right-to-work-checklist-accessible-version>