



---

## General Manager - Job Description and Person Specification

---

<b>Salary:</b>	£33,000- £35,000 pa pro rata, depending on experience.
<b>Working hours:</b>	Full-time or part-time (four days per week), with occasional evening work. CAN will work flexibly to secure the right candidate.
<b>Contract:</b>	Permanent
<b>Location:</b>	The role will be based in the Community Arts North West office in the Northern Quarter, Manchester City Centre.
<b>Closing date:</b>	Wednesday 19th March 2025 9am
<b>Interview date:</b>	Monday 31st March 2025

---

### About Community Arts North West (CAN)

---

Community Arts North West (CAN) is an award-winning UK organisation in the field of participatory arts, migration and social change. CAN's pioneering work aims to create expression and visibility for the diverse communities and artists based in the region through dynamic partnerships and inspirational programmes of work. It is an Arts Council England - National Portfolio Organisation and Manchester City Council Cultural Partner 2023-2026.

CAN is at the forefront of contemporary, inter-cultural arts practice and has been a leader in the field of participatory arts since 1978. We have a particular expertise and interest in arts and migration. We work in partnership with culturally diverse communities, artists, cultural and third sector agencies in Greater Manchester, to develop unique, creative projects with people whose voices are seldom heard in the mainstream.

Through exciting, high-quality and meaningful creative projects CAN shares powerful creative work; shining a light on new talent and fresh voices, and enriching Greater Manchester's cultural landscape.

CAN's particular specialism is projects that bring together people from across cultures and communities. We work across a wide range of art-forms including new theatre, live interactive mixed-media performance-based work, new music production, digitally created arts, festivals, events and new platforms for sharing and distributing work that inspires. For more information, visit [www.comartsnw.org.uk](http://www.comartsnw.org.uk)

CAN is based in the thriving Northern Quarter of Manchester city-centre, and has a staff team of six people; as well as working with many freelance Producers, artists and contracted staff. For more information, visit: [www.comartsnw.org.uk/our-people/](http://www.comartsnw.org.uk/our-people/)

## Plans for the future

---

CAN is at an exciting point in its development. Funding from Arts Council England as a National Portfolio Organisation (NPO), and Manchester City Council Cultural Partner is secured for 2024-26.

Recent and current programmes include:

- The annual **Horizons Refugee Arts Festival** co- created in partnership with HOME and the Arts and Migration Network, now into its 7<sup>th</sup> year.
- **CAN Young Artists (CYA)** 3-year performing arts programme with young refugees and asylum seekers in Manchester.
- **Rochdale Women's Voices** International Women's day project working with women's groups from Kashmiri Youth Project(KYP) and Hopwood Hall College.
- CAN featured in the UNHCR UK **A Great British Welcome** exhibition which tells the story of how communities across the UK welcome people who have been forced to flee their homes. The exhibition launched in London in 2023, and then toured to Manchester following a launch event at Manchester Art Gallery in 2024.
- **World of Song** two-year partnership with Manchester's acclaimed music organisation and venue Band on the Wall, supported by the National Heritage Lottery Fund. The programme will explore and showcase new music brought to Manchester through migration.

## The General Manager Post

---

This post is a key role within Community Arts North West, working closely with CAN's Executive Director, to ensure the smooth running of many aspects of the company's business.

This post involves responsibility for:

- **Finance:** You will manage the company's finance, including financial reporting of CAN's activity and preparing year-end.
- **HR:** You will manage HR functions within CAN, including: contracting core-staff; maintaining personnel records; organising inductions, and reviewing employment processes. You will have support from a third-party HR company.
- **Governance:** You will fulfil CAN's Governance responsibilities.
- **General Management:** You will manage the company's operational functions, including some policy development, buildings and insurance.
- **Reporting:** You will manage the submission of high-quality quarterly and annual monitoring reports on company activity, to CAN's core funders - Arts Council England and Manchester City Council. CAN's Administration Officer will compile the monitoring data.

This is an excellent opportunity for a highly-organised individual with excellent attention to detail. Based in our Manchester city-centre office, you will play a crucial role supporting our organisation, and get to see first-hand how we put our commitment to community arts into practice, whilst running a professional and forward-thinking company.

CAN is dedicated to building a diverse and equitable environment, and strongly encourages applications from people from diverse communities.

### **The General Manager Post - Job Description**

---

**Responsible to:** Executive Director

**Responsible for:**

- **Administration Officer (part-time).** This post is responsible for compiling monitoring data for CAN's core funders; and supporting the smooth-running of the CAN office and administration systems.
- **Financial Administrator (freelance part-time).** This post is responsible for the financial administration of the company.

**Responsibilities:**

#### **Financial Management**

Ensuring good management of the company's finances:

- To produce quarterly comprehensive Management accounts and accompanying finance notes, for CAN Board meetings.
- Ensure high standards are maintained throughout CAN's financial systems.
- Ensure financial compliance with all relevant legal and statutory bodies such as Companies House and the Charity Commission.
- To work with CAN's Accountants to produce the annual Independent Financial Examination that fulfils statutory requirements, supplying all necessary documentation.
- To prepare financial reporting information required by the company's core funders: Arts Council England and Manchester City Council.
- To work with the Executive Director to support financial planning.
- To ensure CAN's Financial Procedures Policy is regularly updated and CAN is compliant.
- Ensure CAN is compliant with the Pensions Regulator and paying the correct pension amounts to CAN staff in Employer contributions.
- Record all income, and ensure all income is drawn down.
- To ensure staff team compliance with all financial controls including petty cash, and credit card expenditure.
- To ensure CAN is adequately insured, including negotiating the annual insurance premium.
- Review and manage core utility contracts such as CAN's mobile phone contracts.

- Be the main contact for CAN's banking-services, undertaking banking/credit-card administration and resolving issues.
- To work with CAN's Financial Administrator to produce regular Cash-flow statements.

### **Governance: the CAN Board of Trustees and CAN Board meetings**

Fulfil CAN's Governance responsibilities through:

- Coordination, attendance, and recording of the proceedings of quarterly CAN Board meetings.
- Circulation of notices, agendas and papers for all Board meetings.
- Liaison with Board paper authors, to ensure Board paper submissions are timely and accurate.
- Maintain compliance with the Charity Commission and Companies House.
- Submit Annual returns to Companies House and Charity Commission on behalf of CAN.
- Maintain CAN's Register of Interests, in line with CAN's Conflict of Interests Policy.
- Organise the annual CAN AGM.
- Ensure annual Board Knowledge and Skills Audits, and Diversity monitoring.
- Organise Board training or Away Days.
- Work closely with the CAN Board and SMT to support Board development.
- Draft narrative sections for CAN's Annual Report and Accounts.
- Maintain the list of CAN Members.

### **HR**

To manage and implement the operational element of CAN's HR functions including:

- Maintain rigorous personnel records in compliance with current legislation, including annual leave, sick leave, and any disciplinary and grievance records.
- Maintain an up-to-date, relevant induction process for new employees, in compliance with current legislation and organisational objectives.
- Regularly review the Staff Handbook, ensuring policies, procedures and terms of employment follow current legislation and are relevant to the organisational objectives.
- Manage the issuing of staff contracts to employees, to fulfil the needs of the organisation and in compliance with current legislation. You will have the support of a third-party HR company.
- Support CAN's recruitment processes, and ensure they are delivered in compliance with current legislation.
- Organise occasional training for the CAN staff-team.

### **General Management**

- Manage a safe, well-resourced office environment in line with the organisation's strategic objectives, that has high standards of Health and Safety.
- Lead on building premises management, including being the key contact for the Building Manager.
- Lead on agreeing lease terms and creating a relocation strategy should the organisation move premises.

- Manage the ICT contracts: including IT maintenance, web development and telecoms to ensure that objectives are fulfilled in a timely and cost-effective manner.
- Develop internal systems within CAN, that utilise new technologies.

### **Company Reporting**

- Manage the submission of high-quality quarterly and annual monitoring reports on company activity, to CAN's core funders - Arts Council England and Manchester City Council. CAN's Administration Officer compiles the monitoring data.
- Produce the Quarterly Investment Principles Update, required by Arts Council England.
- Manage the submission of annual environmental data to Arts Council England and Manchester City Council.
- Hold overall responsibility for CAN's CRM monitoring database, including in depth knowledge of the data it holds, its capabilities, and use. This will involve overall responsibility for inducting users in the use of the company's monitoring database. CAN's Administration Officer utilises the CRM system on a day-to-day basis, with the CAN team.
- Work with the CAN team and Administration Officer to ensure that CAN's data-collection systems are accessible, up-to-date, relevant, GDPR compliant and work well across the company.

### **CAN Policies**

- Lead on updating some company policies and ensure regular CAN policy development, according to current legislation. This includes the CAN Environmental Action Plan and Policy, Data Protection Policy, and Financial Procedures Policy.
- Ensure CAN's Data Protection Policy standards are maintained throughout the company and CAN is GDPR compliant.

### **Strategic Planning**

- Work with the CAN Directors to develop the organisation's Business Plan.
- Support the implementation of the Business Plan, ensuring objectives are understood across the organisation.

### **Other duties**

Actively engaging with the organisation's vision and policies regarding Equity, Diversity & inclusion, Artistic Ambition, Participation and Engagement, Health and Safety, Access and Disability, Evaluation and Monitoring:

- Attend regular company meetings as required.
- Together with staff-team develop, implement and monitor high-quality service standards throughout the Company.
- Carry out all tasks in accordance with best practice and organisational Action Plans in respect of CAN's Environmental Action Plan.
- Be familiar with and adhere to the Company's Policies and Procedures including Equity, Diversity and Inclusion; Health and Safety; and Dignity and Respect in the workplace.

- Work in a flexible manner, able to work evenings as required. This is largely to attend quarterly Board meetings.
- Uphold the core values of CAN and operate by them.
- Sensitivity to work colleagues when working in an open plan office.
- Undertake any other duties that may be reasonably required in connection with the position.

### **The General Manager Post – Person Specification**

---

The successful candidate will:

#### **ESSENTIAL**

##### **Education & Training**

- Educated to degree level or equivalent relevant experience.

##### **Work experience**

- Three year's management or administration experience in the arts or voluntary sector.
- Three years' experience in financial management and reporting.
- A strong understanding of financial administration.
- Experience of delivering company accounts using QuickBooks, SAGE or equivalent software and processes.
- Experience of charity governance responsibilities.
- Demonstrable experience of fulfilling a range of stakeholder requirements through reporting, monitoring and evaluation structures.
- A good understanding of Human Resources processes and experience of their maintenance and implementation
- Demonstrable experience of internal line management and associated structures.
- Demonstrable experience of negotiating service contracts, partnership agreements and funding.

##### **Competencies**

- Excellent attention to detail and exacting professional standards.
- A completer finisher who can set and meet deadlines for self and others.
- Highly numerate.
- A flexible and empathetic approach to problem solving.
- Excellent working knowledge of Excel, including the ability to work with multiple linked sheets and to programme formula for specialised spreadsheet reporting.
- Excellent organisational skills with ability to manage time effectively, prioritising tasks, managing conflicting demands and able to work to deadline.
- Good standards in written and spoken English with ability to compose regular business letters and emails to colleagues, suppliers and customers.
- Good communication and interpersonal skills.

- Ability to work flexibly with the staff team, to adapt to changing demands.
- A commitment to equality, diversity and inclusion.
- Able to build and maintain effective relationships with a diverse range of people.
- Able to manage and work as part of a team, motivating self and others.
- Able to work well, and support others to work well, under pressure.
- A willingness to embrace and utilise new technologies.

## **DESIRABLE**

- Good oral financial reporting and communication skills, including ability to explain financial information.
- Experience of fulfilling Arts Council National Portfolio Organisation funding requirements.
- Knowledge of employment legislation, and associated procedures and processes.
- Experience of business planning process and their implementation.
- Knowledge of employment legislation and associated procedures and processes.
- Accountancy qualifications.
- Enthusiasm for arts and culture.

## **Contractual Details**

---

This is a permanent position at CAN.

The salary is £33,000-£35,000 per year pro rata.

The role is offered as a full-time or part-time contract working for four days per week (Monday-Thursday). CAN will work flexibly to secure the right candidate.

Benefits include: 25 days holiday entitlement per year pro rata, in addition to public holidays, and a work-place pension scheme. The notice period is three months (one week during probation period).

## **Applications**

---

To apply, please visit the CAN website [www.comartsnw.org.uk/opportunities](http://www.comartsnw.org.uk/opportunities) to download an Application Form, and return your completed application form to [recruitment@comartsnw.org.uk](mailto:recruitment@comartsnw.org.uk) by 9am on Wednesday 19th March 2025, together with the CAN Diversity Monitoring Form.

## **Selection Process – Guidance for Applicants**

---

- The Job Description is an overview of the type of work the successful candidate will undertake and is not an exhaustive list. During recruitment, the selection panel will be shortlisting based on what knowledge, skills, experience, and qualities you will bring to the role, outlined in the Person Specification.

- As such, please consider how your knowledge, skills, experience, and qualities meet each of the points in the Person Specification - either directly or with transferable skills from other sectors and discuss them in your application form.
- CAN is committed to equal opportunity for all staff, and applications from individuals are encouraged regardless of age, caring responsibilities, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.
- CAN is an inclusive employer. We value difference and recruit by merit on the basis of fair and open competition. We welcome candidates from a range of different backgrounds. If your experience looks a little different from what we've identified and you think you can bring value to the role, we'd love to learn more about you.
- You must be eligible to work in the UK to apply for this position.
- Please submit your application form as a Word or PDF document.

### Contact Details

---

Community Arts North West, Green Fish Resource Centre, 46-50 Oldham St, Manchester, M4 1LE

T: 0161 234 2975

E: [recruitment@comartsnw.org.uk](mailto:recruitment@comartsnw.org.uk)

W: [www.comartsnw.org.uk](http://www.comartsnw.org.uk)