



SICK! PRODUCTIONS LTD OPERATIONS MANAGER APPLICATION PACK AUGUST 2022



“We like to think that we’re beyond taboos, that nothing is off bounds any more. But, when it comes to the health of our bodies and minds and the universal, inescapable experience of death, we’re still pretty tight-lipped. In attempting to break the silence and confront the unspoken – often with humour and imagination – SICK! Festival has a vital role to play.”

The Guardian **** review SICK! Festival 2019





WELCOME

Thank you for your interest in the role of Operations Manager at SICK! Productions. This pack gives background about the work of SICK! and some of our plans for the future.

Although the last two years has presented us with a number of challenges, the charity is in a strong and robust financial position – thanks to multi-year grants from funders, our growing international partnerships and careful financial management. In the current and post Covid environment we believe that the themes that we address – such as physical and mental health, disability, gender, death, inequality, politics and protest – are ever more important and relevant. Our partners and funders are investing in our long term vision because they understand both our current and potential impact locally, nationally and globally.

It's a very exciting time to join SICK! – We have embarked on a 10-year strategic community engagement programme in the Moston and Harpurhey neighbourhoods of North Manchester, including rolling out a major programme of arts and mental health work. We recently delivered our 2022 Festival and as part of this we have developed newly commissioned art works with partners in South Africa, Finland, Netherlands, and Switzerland. We have also recently developed our programmes and business plan to 2026 and submitted our three-year National Portfolio Organisation application to Arts Council England. The new postholder will play a key role in delivering this, alongside staff and Trustees.

We're looking for a dynamic and inspirational individual to join us, to work closely with me and our fantastic team to help us achieve our potential and grow our impact and reach. We're looking for someone who brings experience of financial management, business planning, HR and general office management, who is also passionate about, and interested in, the areas in which SICK! operates – arts, health, diversity, community development and international work.

While we are proud of our diversity achievements in our creative programmes, recognised by ACE in our Strong Creative Case rating, we want to further diversify our workforce to be representative of all sections of society. We actively welcome candidates who are currently underrepresented in the arts including people who face discrimination as a result of racism, those who self-identify as LGBTQIA+, those from lower socio-economic backgrounds and those who self-identify as disabled. We know that everyone has different commitments in their work/home lives and we are open to requests for varied working hours or work patterns. These will be considered taking into account the impact on the organisation and work colleagues.

We look forward to hearing from you.

All the best

Helen Medland, CEO/Artistic Director



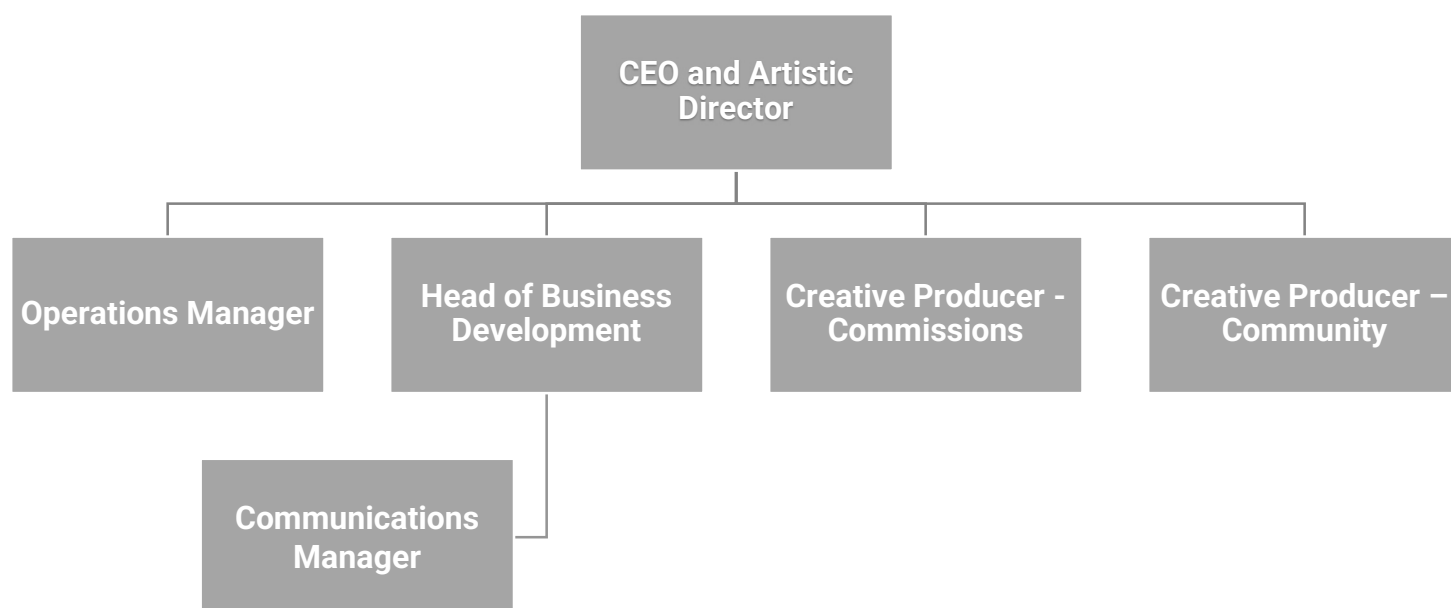
ABOUT SICK! PRODUCTIONS

SICK! Productions (also known as SICK! Festival) is a Manchester based, diversity-led arts organisation which shines a light on the complexities of mental and physical health. We give voice to the experiences of diverse and often marginalised communities by presenting an outstanding international arts programme, which encourages participants, audiences and partners to learn from and talk about difficult and challenging issues, often hidden from public view.

Rooted in the local community while operating internationally, we commission powerful and engaging work by international, national and GM based artists, who make their work with, and alongside, local communities with lived experience, health professionals, charities and researchers.

Our activities include a biennial international festival which takes place across Manchester, an innovative cross-artform commissioning programme which brings artists together with local communities with lived experience, the health sector, community groups/charities and researchers and a growing year-round programme of community engagement in local Manchester neighbourhoods.

Our staff team consists of six permanent staff: CEO/Artistic Director, Head of Business Development, Creative Producers x2, Communications Manager and Operations Manager. We have a strong, diverse and supportive Board of Trustees and are planning to expand membership to at least 10 members over the next 12 months.



We receive core funding from Arts Council England through their National Portfolio programme and attract funding from a wide range of sources, including extensive international funding. While, like most arts organisations in the UK, we have had challenges due to the Covid 19 crisis, we are in a solid financial position and have ambitious plans to develop our organisation over the next three years.

**SICK! Festival:**

SICK! delivers a biennial festival in Greater Manchester, in cultural venues, community spaces, public realm and online - our 2022 Festival recently took place in May.

The festival featured commissions, exhibitions, performances, public realm projects, workshops and symposia. We have presented a range of international artists including Mats Staub and Lara Thoms, national companies including Paraorchestra and Candoco Dance Company and regional and local artists including Amy Vreeke and Laurence Clark. We've created online content through our SICK! Digital programme, which includes a major programme of international commissions/events in public spaces in Manchester and online in partnership with DutchCulture, Dutch Embassy and local arts partners, looking at mental health and the landscape we live in. We also delivered a major radio project with Hunt and Darton and commissioned a film by local artist Jackie Hagan.

Projects were delivered with Manchester Royal Infirmary, Transport for Greater Manchester, Manchester Metropolitan University, University of Manchester, LGBT Foundation, Reform Radio, 42nd Street, RAPAR and Peshkar alongside The Lowry, The Whitworth, Contact, Z Arts and NIAMOS.

SICK! Commissions:

SICK! commissions innovative cross-artform work, bringing artists together with local communities with lived experience, the health sector, community groups/charities and researchers. We create high impact/profile works, with strong legacy in GM and beyond. Our commissioning model attracts considerable international support – e.g. Finnish Institute, Government of Flanders, Dutch Performing Arts and Pro Helvetia. Our commissions are regularly exported to other international festivals.

SICK! Community:

In 2019, SICK! committed to working in Moston and Harpurhey for 10 years to make real difference in the community. We will invest in communities and local artists and deliver year-round community-based projects, bringing international calibre artists and companies to co-create work with communities.

Our key objectives for this work are to: improve the quality and experience of the local environment and contribute to local community pride; and build bridges between communities.

Local people will participate in regular creative activity, sharing experiences and work with international, national and local artists. Projects will connect with the history of the neighbourhood and the personal and social histories of people from a range of communities, complementing other creative community activity. Programmes will be driven by our Creative Producers who will be embedded in the community, with a local office base.



ABOUT THE ROLE AND APPLICATION PROCESS

Job Title:	Operations Manager
Employer:	SICK! Productions Ltd (also known as SICK! Festival)
Responsible to:	CEO/Artistic Director
Responsible for:	Freelance staff
Contract:	Permanent
Hours:	Full time – 37.5 hours per week
Holiday Entitlement:	25 days per annum, plus Bank Holidays
Notice Period:	Two months
Probationary Period:	Six months
Salary Range:	£30,000 to £34,000 (depending on experience).
Pension:	The People's Pension Scheme, Employer contributions 3% gross salary
Location:	Working at The Sharp Project, Thorp Road, Manchester, M40 5BJ
References:	All offers of employment are subject to receipt of satisfactory references

Application Deadline: Wednesday 21 September 2022 at 11:30 pm

Shortlisting: Friday 23 September 2022.

Interviews: Tuesday 27th, Wednesday 28th or Thursday 29th September 2022.

Application Process:

Please submit the following as either PDF documents or in an alternative format if you would prefer (e.g. video):

1. CV - 2 sides A4 max
2. Completed Diversity Monitoring Form (this information will be stored anonymously and separately to your application)
3. Covering letter (1500 words max) outlining how you meet the criteria in the Person Specification, with examples from your previous work (you will have the opportunity to expand on these examples during interview)
4. Details of two professional references with current knowledge of your experience and abilities

Please send the above to info@sickfestival.com marked **Operations Manager**

Please contact the above address if you would like to discuss this opportunity with one of our team.

JOB DESCRIPTION: Operations Manager

August 2022

OVERVIEW OF POST:

The Operations Manager is accountable for managing the operational infrastructure of the organisation, ensuring that it provides an effective and efficient framework for the delivery of SICK!'s vision and strategic objectives. They have lead responsibility for financial management, HR and office/IT management, contributing also to the strategic business planning and governance.

RESPONSIBILITIES

FINANCIAL MANAGEMENT:

- Working with the CEO/Artistic Director and Head of Business Development, develop a strategic approach to budgeting and financial forecasting in line with the organisational strategy and business plan
- Ensure effective cost control and monitoring procedures are in place and are regularly reviewed to ensure financial wellbeing of the organisation
- Working with the CEO/Artistic Director and Head of Business Development, produce an annual budget, management accounts and financial reports for the organisation and board of Trustees
- Working closely with the Head of Business Development to manage financial and other information required for either applications or reports to revenue funders, statutory bodies and stakeholders, including Companies House, Charities Commission and Arts Council England
- Record and reconcile financial activity in the appropriate accountancy software and produce a monthly report for CEO/Artistic Director
- Produce monthly cashflows
- Manage payroll, HMRC and pension functions
- Manage the processing and payment of invoices and expenses in line with agreed budgets
- Liaise with the external accountants on ensuring relevant compliance with UK financial regulations and requirements
- Work with the auditors to ensure timely preparation of the Annual Accounts and Trustees' report for Board approval

OPERATIONS AND GOVERNANCE:

- Manage and co-ordinate SICK!'s Operational Plans, working closely with the Leadership team to align priorities, capacity and resources
- Lead on creating and implementing the Operational key performance indicators to ensure progress and successful outcomes are achieved and reported effectively to Board and external stakeholders (i.e. funders) as appropriate
- Manage the system and processes for governance, evaluation and monitoring in the organisation
- Co-ordinate and maintain up to date policies and procedures and ensure compliance with current legislation
- Co-ordinate Health and Safety activities, ensuring the appropriate systems, processes, procedures and education is fit for purpose and in place to provide a safe working environment
- Contribute to the development and delivery of the SICK! Vision and Strategy to support the organisation to develop, grow and fulfil its mission and purpose
- Fulfil the role of Data Control Officer for SICK! and lead responsibility for GDPR/data protection
- Ensure regular and effective Board meetings and AGMs are scheduled, overseeing the preparation and circulation of all relevant papers and reporting requirements

HR, LEARNING & DEVELOPMENT:

- Develop and lead on HR policies, systems and processes in line with the organisation's vision, strategy and business plan



- Manage HR activities to ensure the organisation can attract, recruit, develop, manage and retain the people, resources and capabilities needed to enable the organisation's strategic objectives and priorities
- Lead on people development, engagement and wellbeing to sustain morale, capabilities, a healthy culture and organisational effectiveness to achieve its vision and purpose
- Co-ordinate the SICK! induction and onboarding programme for new staff and Trustees

OFFICE AND IT MANAGEMENT:

- Working closely with the Head of Business Development and Communications Manager to develop the CRM functionality and usability
- Lead on setting up our new CRM, cultivation of content and be responsible for its day to day management
- Oversee and manage SICK!'s contracting process for artists, freelancers and external services
- Oversee and liaise with IT outsourced support and hold IT provider to account for services
- Organise and schedule SICK! Team meetings
- Manage visa, travel and accommodation for Artists and CEO/Artistic Director
- Organise and oversee office cleaning and staff welfare care arrangements
- Oversee telephone services and visitor booking (i.e. process, etc)

PERSON SPECIFICATION

ESSENTIAL EXPERIENCE AND SKILLS:

- At least 3-5 years' management experience in the charity sector and / or in an arts and culture environment
- Significant experience of financial management, including setting, monitoring and controlling annual and project budgets, producing management accounts and cashflows, preparing year-end annual accounts and risk management
- Strong IT skills and proficiency in accounting software (Sage)
- Understanding of the legal requirements for charities and companies, including the requirements of the Charities Commission and Companies House
- Excellent communication skills, both written and verbal, with the ability to quickly gain credibility internally, externally and at Board level
- Experience in leading on HR functions such as recruitment, induction of new staff, keeping records and monitoring annual appraisal processes and ensuring all activity is compliant with current legislation.
- Financial literacy, business acumen and significant experience in managing budgets and restricted/unrestricted funds
- High level of integrity and professionalism with the ability to demonstrate diplomacy, trust and confidentiality and a "can-do" attitude
- Highly organised with experience of implementing operational systems and the ability to plan, organise, schedule and budget effectively
- Excellent interpersonal skills and ability to work with people of different backgrounds building strong relationships with a wide range of individual and institutional stakeholders
- Experience of devising and implementing policies and procedures, including Health & Safety; Equality, Diversity & Inclusion; HR; Data Protection; Environmental and Safeguarding
- A demonstrable commitment to equality, diversity and environmental sustainability
- An understanding of financial and risk management within the charitable sector

FRONT PAGE CREDITS:

(top – bottom, left – right)

Robert Softley, *If These Spasms Could Speak*, SICK! Festival 2014

Photo Credit: Eoin Carey

Candy Chang, *Before I Die*, SICK! Festival 2017

Photo Credit: Trevor Coe

Paraorchestra, *The Nature of Why*, SICK! Festival 2019

Photo Credit: Paul Blakemore

Jaamil Olawale Kosoko, *#negrophobia*, SICK! Festival 2017

Photo Credit: Umi Akiyoshi