

JOB DESCRIPTION – General Manager

Job Purpose:

The General Manager purpose is to organise, lead, control, manage and direct. As a General Manager you must create organisation cohesion, lead others to work together towards the GHAT common goals, set organisational systems in place and ensure all staff are supported to deliver their programme of activity.

Key responsibilities and accountabilities:

Accountable is defined as: required or expected to justify actions or decisions

Responsible is defined as: having an obligation to do something.

These will include, but not limited to:

As a General Manager:

- Accountable and responsible for the operational coordination of the full GHAT programme of activity including forward planning of the delivery of individual areas of the core programme such as Exhibition and Events, Projects and Collection.
- Responsible for the monitoring of all budgets and reporting spend to the Director
- Responsible for monitoring of staff hours and salary payments.
- Responsible for managing the resources required to deliver the full programme of activity – including human resources, assets, property and budget.
- Responsible for internal communication with and between staff.
- Responsible for monitoring space usage, ensuring all spaces are used to their maximum potential, accommodating optimum number of users (including space use and hot-desking by volunteers and contract artists). Monitor all storage spaces.
- Responsible for ensuring GHAT public accessible spaces are welcoming and inclusive
- Responsible for raising the GHAT profile and working with the Management Team and Marketing Department to proactively promote all areas of GHAT activity to the public.
- Responsible for publicity of the full programme of publically accessible events within the facilities, on social media, and on the GHAT web site.
- Responsible for the monitoring the usage and maintenance of equipment.
- Responsible for undertaking duties which, from time to time, are requested by the Director.

As a General Manager:

- Accountable for ensuring that the GHAT facilities and core service functions are fit for purpose at all times.
- Accountable for project management schedules and systems to be kept accurate and up to date and that all staff access schedules on a regular basis to keep informed about all GHAT projects and activities.
- Accountable for ensuring that all health and safety requirements are met for working in a hospital environment.
- Accountable for the maintenance and conservation of the GHAT collection of artworks, advising GHAT concerning the best maintenance systems required for the collection.
- Accountable for the cleaning of GHAT public spaces

Skills & Knowledge requirements: (either essential or desirable)

- Ability to manage complex staffing structures
- Ability to communicate effectively and concisely with colleagues and external bodies
- Ability to coordinate resources in a busy organisation.
- Ability to multi-task and exercise excellent time management skills
- Ability to set and work towards targets.
- Relevant management training or professional qualifications to degree level.
- Significant project management capability and experience
- Significant budget management capability and experience
- Significant operational delivery capability and experience
- Excellent ICT skills including familiarity with Microsoft packages and ability to use Apple Mac packages.
- Extensive experience of managing resources e.g. human, asset, property, budget.
- Strategic planning experience.

Personal Qualities:

- Approachable and supportive to the GHAT team
- Professionalism at all times
- Able to work as part of a team and work on own initiative.
- Is adaptable, flexible and responsive
- Is open, welcoming and positive
- Treats everyone with respect and trust.
- Excellent verbal and written communication skills
- Excellent interpersonal skills, with the ability to engage with people of all ages and backgrounds
- A positive and solutions focussed approach in the workplace

Success Criteria:

- Project Evaluation – every project has been evaluated and recorded
- Budget – projects delivered on budget.
- Increased engagement with GHAT programme of activity
- All projects and activities are aligned/attribution to an area of the Business plan.
- No variations from GHAT policies and processes
- No Health & Safety breaches
- Meet targets met by MD

Signed Manager:	by		Date:	
Accepted Employee:	by		Date:	