

# General Manager - Recruitment Pack

We are looking for a highly organised, independent and practical individual to join our small team as General Manager, overseeing core operations, providing support for our innovative programme, and helping us to develop longer-term sustainability.

## About Coney

Coney is an acclaimed arts and social change charity, on a mission to **spark change through the power of play**. For over 15 years, we've honed our expertise co-creating interactive experiences for, by and with communities, responding to their needs; from nurturing self-care and resilience for individuals and their communities, to inspiring action affecting impactful change beyond.

Our distinctive, playful practice lands almost anywhere you can imagine:

- in **schools**, predominantly located in our local London borough of Tower Hamlets;
- in **communities**, most recently in Gloucester and Eastbourne;
- at **heritage sites**, such as Peckover House and Flag Fen Archeology Site in East Anglia;
- with **academic institutions**, including University of Bristol and Bath Spa University;
- on the **streets**, in **theatres** and **online**.

In 2022-23, our work reached over 33,000 people. We're BAFTA award-winning, listed in The Stage 100, and '*pushing at the boundaries of theatre and technology*' (Lyn Gardner, Stagedoor).

Our small but mighty HQ team takes a hybrid approach to work, with our base at Toynbee Studios in Tower Hamlets (a short walk from Aldgate East station).

## What we do

We make play to spark change, using **interactive storytelling**, **gameplay** and **impact design** as our tools. This change can be a great number of things, but often it's to do with **building connections**, **shifting perspectives**, **making meaningful space for active learning** and **agency**, or a combination of all three.

Dialogue and collaboration is at the core of our work – co-creating experiences with audiences, communities, partners, and fellow makers. In response to certain causes and impacts, we develop playful change-making practice through research and exchange with partners and other makers, particularly our **Associates**. This is our cohort of regular collaborators with skills spanning diverse disciplines, including

creative programmers, performance directors, and impact researchers. We then adapt this practice into co-designed projects and experiences, landing with impact in many different contexts.

## Examples of our work

Our work in **schools** is a key, regular part of our programme. [The Young Coneys Training Programme](#) is our annual workshop series for Year 5s, focussed on youth empowerment and social change, in which pupils develop tools for making playful and artistic social action projects, or ‘gifts’, that can positively impact their communities.

We also deploy our practice of ‘Playful Activism’ in secondary schools. Recently, we have collaborated with Greenpeace to create [The Climate Agency Box](#) - an escape room-style box with locks, codes and secret compartments that reveals creative tools to support students to develop their resilience to eco-anxiety, and to take meaningful climate action at their school.

As part of our work with **communities**, we’re currently working with climate organisations and a range of artists to build sustained relationships with community organisations and residents in Eastbourne. Our mission? Creating a series of creative, playful activities and games to explore community resilience in the face of adversity, including flood risk and the cost-of-living crisis. We’ve dubbed our approach [The Local Resilience Crew](#), a group that anyone can be a part of. Inspired by Asset-Based Community Development Practice, we aim to empower communities to mobilise their own strengths in dealing with crises.

Meanwhile, [Common Ground](#) is an example of our work with **heritage sites**. We were commissioned by Norfolk & Norwich Festival to create and deliver a series of creative, playful workshops for 13-18 year-olds across heritage sites in East Anglia. Over the summer holidays, young people learned about game-design, teamwork and interactive design, to dream up new ways for audiences to explore their local heritage sites.

While much of our work is created for, by and with distinct groups, we also create games and experiences for audiences in **public spaces**, theatres and online. We recently presented [1884](#) at Shoreditch Town Hall - an anti-colonial game-theatre show inspired by the legacy of the 1884 Berlin Conference, created with Associate Rhianna Ilube. You can still play [The 188.4FM Experience](#) - an online companion game to the show, as well as other games in our [Pop Up Playhouse](#).

You can find out more on our [What We Do](#) page, and you can discover more of our previous projects by delving into our [Project Directory](#).



Our new interactive game-theatre piece  
*1884* at Shoreditch Town Hall.



People playing on of our interactive phone adventures during  
*The Golden Key* on the streets of the City of London.

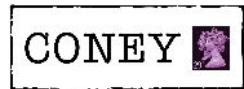


A student opening up *The Climate Agency Box* - a  
collaboration with Greenpeace tackling eco-anxiety.



## Terms, conditions and benefits

<b>Days:</b>	3 or 4 days per week, to be discussed with the candidate.
<b>Salary:</b>	£33,000 - £35,000 FTE, dependent on experience 3 days pro rata = £19,800 - £21,000 4 days pro rata = £26,400 - £28,000
<b>Hours of work:</b>	Our office hours are 10am-6pm, with occasional evening and weekend work as required. Coney operates a time off in lieu (TOIL) system.
<b>Period of contract:</b>	Permanent
<b>Probation period:</b>	Three months, during which either party may terminate the contract with one months' notice. The notice period for this role is three months, following the successful completion of the probation period.
<b>Start date:</b>	As soon as possible (July / August ideally, but can be discussed).
<b>Location:</b>	We operate a hybrid working model, and our office is currently in Toynbee Studios, 28 Commercial Street, London, E1 6AB. We are very open to discuss working models that work best for the candidate.
<b>Responsible to:</b>	Executive Programme Director / JCEO, and Director / JCEO.
<b>Responsible for:</b>	Marketing and Admin Officer, and freelance staff as required.
<b>Annual leave:</b>	28 days per annum, plus bank holidays (pro rata).
<b>Agreed absence:</b>	An agreed absence entitlement is available for up to 10 working days per year (pro rata). This is a reciprocal relationship allowing the post-holder to fulfil professional development opportunities beyond their role at Coney, such as personal creative projects, freelance work and volunteering.
<b>Pension:</b>	You will be auto-enrolled to Coney's pension scheme provider with 5% employer contribution rates.
<b>Right to work:</b>	The candidate must have the right to work in the UK to take up this role.



## Job Description

The General Manager will work closely with the whole HQ team to ensure our programmes are supported and underpinned by a robust administrative base.

You'll keep core operations running smoothly, from Finance to Marketing - as well as developing the company's systems and policies to adapt to current and future needs. You'll also be a key pillar of Coney's culture and internal communications, fostering a supportive and empowering environment so that staff and freelancers can thrive. You'll enjoy working with autonomy, making the role your own, but always collaborating closely with the team as a whole.

### HR & Operations

- Manage Coney's operations, resources and materials to ensure our activities and processes are high-quality, fit for purpose and well-managed.
- Support the Directors to engender positive staff relations and good communication throughout the company, those representing it and its networks.
- Oversee Coney's remote-working and office systems, including IT systems, schedules and other resources, ensuring that they are fit for purpose and cost-effective.
- Manage Coney's statutory obligations with Companies House, the Charities Commission and other bodies and regulatory authorities, with support from the Directors.
- Maintain regular communication with Coney's Trustees, ensuring that Board meetings, minutes, reports and information are prepared effectively and on time.
- Oversee the company's HR policies, procedures and records.
- Write contracts for core staff and project teams (to be negotiated and signed off by the Directors or Project Producers).
- Ensure Coney's policies are updated and adhered to, including Health & Safety, Data Protection, HR policies, Safeguarding and Environmental policies; and create new policies where required.
- Act as Deputy Safeguarding Officer, providing support to the Designated Safeguarding Officer in ensuring that appropriate arrangements for keeping children and young people safe are in place.

### Financial

- Manage Coney's day-to-day financial systems, including making bank payments and managing invoices receivable, supported by the Marketing & Admin Officer.
- Reconcile Coney's bank accounts and input all financial activity into Quickbooks (including income & expenditure, credit cards, expenses, invoices payable, payments received) against the correct budget lines.



- Run payroll (including sending payslips and other pay documents, scheduling salary payments and reporting to HMRC) and ensure pensions, PAYE taxes and National Insurance are calculated and paid on time.
- Create and submit quarterly VAT returns using Quickbooks.
- Plan and manage the HQ budget for resources, technical support, maintenance and supplies.
- Act as a cardholder and signatory on Coney's bank accounts and oversee Coney's banking provision.
- Provide support to the Directors to create annual Company budgets, prepare quarterly Management Accounts for reporting, and monitor cash flow movement.
- Support the accountant and the Directors to produce Year End accounts and other financial reports as required.

### **Stakeholder Management & Fundraising**

- Work alongside the JCEOs to maintain high level contact and dialogue with Coney's key stakeholders.
- Manage Coney's Friends scheme and support effective communication with funders.
- Alongside the rest of the core team, identify opportunities for fundraising, commercial projects and consultancy, building relationships and contributing to funding proposals as required.

### **Marketing & Communications**

- Support the Marketing & Admin Officer and Executive Programme Director / JCEO to prepare and execute a marketing and communications plan – strategically positioning Coney's work across communities and sectors.
- Support the Marketing & Admin Officer to ensure regular communication with Coney networks (newsletters, social media and other relationships) and produce effective communication and ticketing systems for events and projects as required.
- Provide support towards larger-scale marketing campaigns such as the redevelopment of brand assets, website development and project marketing, as required.
- Oversee the maintenance of Coney's website and database, ensuring the quality and efficiency of the system and training other staff in its use.

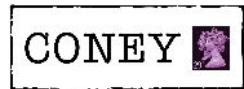
## Person Specification

### Essential

- Highly organised with excellent administrative skills, attention to detail and the ability to multitask in a fast-paced environment.
- Experience of managing financial processes and systems, as outlined in the Job Description.
- Experience of managing office systems, creating and overseeing processes and policies.
- Strong interpersonal skills and experience working on HR matters.
- Ability to line manage other staff and placements, and work both independently and collaboratively.
- Excellent written and verbal communication skills.
- Competence in standard office software, and ability to learn and administer other technical platforms, including Google Workspace and Wordpress.
- A commitment to diversity, inclusion and access, and an appreciation for Coney's principles of adventure, curiosity and loveliness.

### Desirable

- Knowledge of one or more of the following: theatre and live performance, interactive work, online platforms and digital technologies, asset-based community practice, activism, work with young people.
- A working knowledge of employment law and statutory requirements for a charitable company.
- Experience of identifying relevant funders and preparing successful fundraising bids to trust and foundations.
- Experience of managing marketing or communications strategies, and / or core marketing functions (i.e. managing social media channels).
- Experience of working in a small team (under 10 staff).
- Experience of working in a charitable organisation.
- First-hand experience of Coney's work.



## How to apply

### Applications:

To apply, please:

- Download and complete the [application form here](#). You will be asked to write a short supporting statement describing your suitability for the position, and to provide two references (who will only be contacted after an offer of employment has been made).
- Send the completed application form, along with [your CV](#), to [knock@coneyhq.org](mailto:knock@coneyhq.org) with the subject, 'General Manager application'.
- Complete our [Equal Opportunities monitoring form here](#). Forms will be processed separately from your application and there is an option for 'prefer not to say' for any questions you do not wish to answer.

The deadline for applications is **Sunday 23 June 2024**, 23:59 GMT. We aim to communicate with all applicants by Thursday 27 June 2024.

If you would like to have a confidential conversation about the role, or if you require any additional support, including a request to apply in a different format - e.g. by video - please contact our current General Manager, Kit Denison ([kit@coneyhq.org](mailto:kit@coneyhq.org)).

Coney strives to be an Equal Opportunities employer. We actively encourage applications from all backgrounds and communities, and especially welcome applicants from backgrounds currently underrepresented in our sector. Lived and volunteer experience can be substituted for the essential or desired experience listed in Person Specification, if you can demonstrate how the skills you have developed are transferable.

This post, due to its duties and responsibilities, will be subject to a DBS check.

### Interviews:

First round interviews will be held online on **Monday 1 July 2024**. Second round interviews, if required, will be held on Thursday 4 July 2024.

There's space in the application form to inform us if you already know this date won't be feasible for you to attend an interview. You will be given details in advance, including the areas that will be covered in the interview.