



Recruitment Pack Programme Manager

August 2022
Reference: HEPM



Letter from the Executive Team

Welcome to Hackney Empire.

We are delighted that you have taken this step to find out more about applying for the role of Programme Manager [Maternity Cover] at Hackney Empire.

Since being appointed as the Executive Team at Hackney Empire in 2018, we have had a truly extraordinary four years. Our incredible team has worked with tireless and inspiring energy to re-establish Hackney Empire as a recognised landmark, both for our audiences and the sector at large. We are very proud of the enormous progress we have made, not only as a sustainable and ambitious organisation, but also, and perhaps more importantly, as a hub for a community of creatives, artists, participants and audiences.

As custodians to one of our country's most beautiful, diverse and important stages, we remain committed to excellence, access and representation; with the development of artists, audiences and young people at the very centre of everything we do. We lead in creating crucial change wherever possible and will seek to collaborate with others to ensure that the transformative effects of Arts & Culture can be experienced by all.

Our Programme Manager will be an inspirational leader, a sharp strategist and a strong communicator. They will have a passionate understanding of the breadth of national and international arts & culture in all its forms, and an understanding of the importance of our variety programme for our abundant and diverse stakeholders. The Programme Manager will keep us at the forefront of decision-makers minds and lead the development and delivery of a programme that must be appealing, resonant and relevant to our audiences at all times. The appointed person will have experience of creating new creative relationships and managing existing networks, to present one of the most eclectic, electric and diverse artistic programmes in the country.

Please take the time to read this document and find out more about the role and Hackney Empire. We do hope that you are inspired to become part of our journey and look forward to receiving your application.



Yamin Choudury, Artistic Director



Jo Hemmant, Executive Director



Pete Doherty & Carl Barat, 2019

The Organisation

“Hackney Empire is a legendary venue which plays a key role in the cultural, civic and economic life of its community. With an enviable track record in engaging young people from traditionally the most isolated and at-risk communities, Hackney Empire has expertise that we anticipate will be much needed in the days to come. We are all going to need Arts & Culture to inspire and reconnect us on the other side of this, and we’re especially going to need places like Hackney Empire – which are embedded in their communities and able to bring people together.”

Mayor Philip Glanville, Hackney Council

Hackney Empire is a renowned, Grade II* listed, Edwardian music hall; now a modern variety theatre and community centre. We present an artistic programme that is extraordinary, challenging and profound. For over a century we have shared and celebrated variety in all its forms; artistically, culturally, and socially. Providing a platform for the boundless depth of local, national and international Arts & Culture in all its forms, we collaborate with partners from across the UK to create a high-quality, innovative and distinct Arts & Culture offer.

The theatre was fully restored in 2003 and is referred to as “a jewel in the crown of London’s historic East End” and “one of the most beautiful theatres in the country”. The auditorium can accommodate upwards of 1,200 seated audience, and over 1,600 standing, making it one of

the Capital's largest and most significant venues. And never before has it been as resilient, as sustainable, as outward facing and as dynamic as it is now.

Here at Hackney Empire, we believe that everybody should have the opportunity to experience the singularly transformative power of Arts & Culture, and we do everything we can to create fundamental access for all. We want isolated communities to be engaged and their ideas to be recognised and responded to.

Hackney Empire has a reputation as a cultural beacon and safe space for communities that, in many cases, do not engage with a wider Arts & Culture sector. We annually welcome over 200,000 audiences that entirely reflect the incredible complexity, diversity and vibrancy of London.

For decades Hackney Empire has been regarded as a vital and exceptional platform for lesser represented creatives and artists, and has a proud legacy of supporting marginalised voices. This continues to be core to the organisation's manifesto: extraordinary Arts & Culture can be created by all people, anywhere.

We are a dedicated developmental, participatory and education space for thousands of young people every year and our young people's work is recognised as one of the most significant, transformative and powerful programmes in the Capital.

Vision, Mission & Values

Transformative – Representative – Accessible – Radical – Inspiring

Vision

We believe that everybody should have the opportunity to experience the singularly transformative power of great Arts & Culture, and we will do everything we can to create vital access for all.

Mission

Hackney Empire will present a programme that is extraordinary, challenging and profound, celebrating the richness of local, national and international Arts & Culture. We will nurture and platform the unheard and the unknown, to encourage and share excellence in all its forms.

Values

- Extraordinary Arts & Culture can be created by **all people, anywhere**.
- The **transformative** impact of **Arts & Culture**, in all its forms, **should be accessible** by all. We have the opportunity to affect how we view others, our environment, our society and ourselves.
- We want ignored and overlooked voices to be heard, isolated communities to be engaged and **ideas to be recognised and responded to**.
- **Young people** from all backgrounds **will always have a home** at Hackney Empire and our **community** will always be at the heart of how we think and how we work.
- **We want to entertain and provoke**. We want to face difficult truths, confront prejudice, embrace new ideas, and share stories.
- **We want to work with others** to create high-quality, innovative and powerful programme.



From top to bottom: Dave Chappelle 2019, Rudimental 2018, Violet (Music Theatre Wales) 2022

The Role

Hackney Empire:	Programme Manager
Reports to:	Director's Office
Line manager:	Artistic Director
Responsibility for:	Programme Assistant
Salary:	£32,000 - £36,000 pro rata p.a. (depending on experience)
Contract:	Maternity cover: 6-month contract minimum term - potential to extend. Flexible working pattern negotiable

Purpose of Role

The Programme Manager is responsible for the day-to-day management, administration and delivery of the received programme; in accordance with budgetary and organisational expectations and in close association with the Artistic and Executive Directors.

As part of the Senior Management team the Programme Manager will take a strategic leadership role in the long-term planning of the programme; considering our audience's needs and safeguarding the variety heritage of the organisation. Curating excellence from across all genres and fields, including (musical) theatre, comedy, music, opera, family, touring work amongst others, while maximising commercial opportunities for the venue, including filming, photoshoot and broadcast/podcast opportunities.

Job Description

Main Responsibilities

- Responsible for the day-to-day management, administration and delivery of the artistic programme, including external and internal, productions, hires, and commercial hire opportunities as appropriate
- The primary point of contact for visiting companies / promoters / producers etc. from initial contact through to end-of-production financial settlement; providing excellent consumer service, and managing logistics, expectations and requirements – in a way that develops and sustains creative relationships
- Line management of the Programme Assistant
- Manage *Artifax* (the theatre diary) to oversee the scheduling of simultaneous activities and events in all spaces: The Main-Auditorium, Empire 2 (studio space 1) and Harold Pinter Room (studio space 2) for productions and hires (filming, photo-shoots, broad/podcasts, rehearsals, workshops, corporate functions, conferences, meetings, reces etc.), and including maintenance, turn-arounds and days off etc. keeping the Artistic Director and Senior Management team(s) fully informed for their overview

- Lead on negotiating deal terms and preparing contracts for all utilisation (including issuing side letters for any amendments or additions to agreements), in accordance with Hackney Empire rates and policies, and with approval from the Executive team
- Prepare the necessary information and generate show-sheets using *Artifax* in order to administrate, manage and put events on-sale, online and in the printed brochure
- Provide administrative and logistical assistance and advice to visiting parties; such as providing advice on ticket prices and seating plans, calculating gross potential and advising on ticket allocations etc.
- Coordinate production deposits/invoices, and preparing production estimates (including establishing staffing levels) to ensure all costs are administrated in advance of productions/events
- Calculate and arrange advance payments for visiting companies in accordance with box office income and estimated charges (rental and recharges), and provide figures to the Executive Office
- Providing information for, checking and approving financial settlements and generating final sales reports in advance of sign off by the Executive team
- Investigate and resolve any complaints or disputes where necessary
- Disseminate production information throughout the company so all departments have full show information in advance of the production, and act as the central point of contact for all internal departments, working closely with Box Office, Marketing, Technical and Front of House Departments to ensure appropriate information is available for events to be produced and presented to required standards
- Develop and sustain strong relationships with all visiting companies / Producers / Promoters and internal departments within the building in order to balance the interests of all parties, and practicalities
- Collate information for PRS and FEU submissions and deduct the necessary fees from the settlement
- Assist in achieving brochure and print deadlines, by ensuring that show information can be provided to the marketing department and that all shows are contracted and on-sale
- Promote hiring availability, and establish relationships with production companies and Location Managers etc
- Respond to hire enquiries and conduct initial recces as necessary
- Assist in the coordination of in-house events where necessary
- Chair programming meetings as applicable
- Prepare reports (including for Board meetings) as requested
- All of the above to be carried out with due regard to Hackney Empire's equal opportunities, diversity and sustainability policies

Person Specification

Essential: Experience, skills & knowledge

- Extensive knowledge and a successful track record in programming and planning in the arts
- A minimum of 3 years' experience
- Proven experience of negotiating and preparing production and event agreements
- Exceptional organisational skills; someone who is innovative, meticulous and methodical
- Excellent communication skills
- Extensive experience of negotiating a variety of financial deal bases including national, international and local producers and promoters
- Extensive experience of producing show costings and forecasts, and of reconciling events for settlement
- Experience of using venue management software *Artifax*, and maximising its utilisation
- Experience of agreeing technical requirements and their cost implications
- Experience of dealing with relevant industry taxation, royalties, PRS and FEU
- Demonstrable understanding of the breadth of the UK arts & culture sector
- High competence in using Microsoft Office, particularly Excel and demonstrable high-level numeracy skills, attention to detail and accuracy
- The ability to work at speed, on their own initiative and as part of a team
- The ability to coordinate and manage a fast-moving, wide-ranging programme for a busy organisation
- The ability to be flexible and proactive, reacting and responding to situations as they arise

Desirable

- Coordinating and planning the work of a team, and being culpable where necessary
- Experience of line-management
- A network of new potential contacts and links
- Experience of transferring key and complex information accurately to Technical, Marketing and Front of House teams
- The ability to remain resilient whilst working through adverse or conflicting demands
- The ability to respond and adapt to changing circumstances and to manage and solve problems in a climate of competing priorities
- Someone who understands customer / client needs and is able to provide solutions; someone who understands and values the interests of a wide range of stakeholders
- Knowledge and experience of union agreements, particularly UK Theatre Association and BECTU

How to Apply

Candidates should apply for this role by sending a CV and a Cover Letter (no more than 2 sides of A4) to recruitment@hackneyempire.co.uk.

Please also fill in an equal opportunities monitoring form online, quoting the project code **HEPM**. The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Disabled and D/deaf people are currently under-represented at Hackney Empire, we will offer an interview to anyone who identifies as D/deaf or disabled if they are able to meet the Person Specification.

The closing time and date for applications is **5pm on Wed 31 Aug 2022**. Interviews will take place **week beginning Mon 12 Sep 2022**. Please let us know if you have any access requirements – there is step-free access throughout the building.



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