



# *Working with Us* *General Manager | April 2025*

## **Mission Statement:**

We harness the power of arts and creativity, to inspire a future that is more **inclusive**, more **sustainable**, and more **fair**





# Our Purpose & Impact

**Battersea Arts Centre (BAC)** is an inclusive home for creative freedom, with a commitment to driving individual and social change. Based in the historic Grade-II\* listed, former Town Hall of Battersea, we deliver a range of year-round projects to **empower young people, platform artists, and support local communities.**

In 2024, we celebrated BAC's 50<sup>th</sup> anniversary, and this year, we will play a vital role in Wandsworth's London Borough of Culture campaign, sparking opportunities to reach more audiences and local communities.

## Our 2024 highlights:



### **International Award, The Stage Awards 2024**

celebrating our ambitious and global contemporary performance programme



### **110 young people took part in BAC Next Gen**

empowering them through the transformative power of creative engagement



### **20 Community Hires hosted in our Grand Hall**

welcoming hundreds of underserved local residents for community events



### **10,667 audiences welcomed with Pay What You Can**

widening access to arts and culture by removing a socio-economic barrier

*Dance Academy, Autumn 2024  
Image by London Marathon Foundation*





# Our Theory of Change

Having a deep understanding of our local socio-economic landscape, and the challenges and needs of our community, we employ a **Theory of Change methodology**. This is audience-led and purpose-driven, to devise projects with, and for, our community and young people to drive lasting impact and change. Our methodology is underpinned by our **Inclusive Practice Strategy** which ensures a rigorous approach to **diversity, access and inclusion** in all that we do.

BAC's purpose is anchored in 3 distinct areas: ***creative freedom*** – to champion freedom of speech and bold artistic ideas, ***radical inclusion*** – to make cultural opportunities truly accessible and welcoming, and ***internationalism*** – to become the London hub for global communities. All our projects utilise an **Evaluation Methodology** that **measures individual and social change** across all projects, allowing us to keep our decision-making data-driven, whilst holding ourselves accountable to local neighbours, creative networks, and emerging cultural leaders within our community.



*Next Gen Producers, Spring 2024  
Image by Takenya Holness*



# Our Work: Artists

BAC's public programme welcomes thousands of audiences every spring, autumn, and throughout the festive season. As the winner of The Stage Awards' **International Award**, our programming vision prioritises internationalism, drawing on partnerships with artists and companies globally, while supporting local artists in internationalising their practice.

Through our **Creative Development** programme, we work to support artists at all levels of their career to create extraordinary new work that is deeply rooted in the present moment and responds to the most urgent questions of our time. Our work includes:

**Making Space** – providing time in our rehearsal spaces free of hire charges to develop work

**Commissions** – including **New Dimensions**, a programme delivered in partnership with 4 other UK organisations to cultivate contemporary work of scale to tour nationally and internationally, and **Making Waves**, a new collaborative commissioning programme with 10 national partners

**Open Research** – a curated programmes of talks and sharings, in conversation with thinkers and activists, it is an opportunity for artists to bring audiences into their making process, to collectively unpick a series of enquiries and begin to imagine how these might translate into a future performance

**Festivals and Focus Programme** – such as Bloom Festival and Homegrown Festival, while also collaborating with festivals (LIFT, Dance Umbrella, Shubbak) to co-present works at BAC

*Nowhere by Khalid Abdalla, Autumn 2024*

*Image by Helen Murray*





# Our Work: Artists



## Paradise Lost (lies unopened beside me) | 18 Mar - 5 Apr

10 years on from its first premiere, **Lost Dog** return to BAC with their iconic staging of Milton's epic poem *Paradise Lost*.



## asses.masses | 12 - 13 Apr

Presented as part of London Games Festival, *asses.masses* by **Patrick Blenkarn & Milton Lim** is a custom video game designed to be played from beginning to end by a live audience.



## Burnt Toast | 22 - 23 Apr

From Norwegian experimental theatre-makers **Susie Wang**, *Burnt Toast* combines reality and surreal horror to create an experience that challenges the boundaries of human nature.



## Homegrown Festival | 25 - 26 Apr

A building takeover of events created by the 2025 Next Gen Producers.



## Goner | 6 - 10 May

From choreographer and movement director **Marikiscrycrycry**, *Goner* is a live, suspenseful choreography delving into the depths of psychological horror.



## Koulounisation | 23 - 24 May

In a witty performance lecture, French Algerian artist **Salim Djaferi** invites you on an investigation that explores the essence of colonialism. Co-presented by **BAC** and **Shubbak Festival**.



## Natural Behaviour | 3 - 7 Jun

Outrageous, beautiful, hilarious and profound, *Natural Behaviour* by **Thick & Tight** is a queer look at what it means to be natural or unnatural within ecology and society.



## Language: No Problem | 13 - 14 Jun

Giving voice to spoken Palestinian Arabic as well as Hebrew, Dutch and English, *Language: no problem* investigates the role of language in shaping our understanding of borders and displacement. By artist **Marah Haj Hussein**, co-presented by **BAC** and **Shubbak Festival**.



# Our Work: Young People

As cultural leaders in social change, we believe it is of vital importance to provide free, ready-to-access creative activities to underserved young people, particularly within a wider context of marginalisation of the arts within education settings. Our **Next Gen** programmes are aimed at **young people aged 11-29** from areas of limited access to, and provision of, cultural opportunities.

We believe that engaging with one's creativity can have huge benefits to a young person's confidence and self-belief. We believe that when young people have a space to try something new & 'learn through doing', this can inspire a greater sense of agency over their future. Ultimately, this leads to better career prospects, greater understanding of career pathways, enhanced social mobility, and a positive impact on wellbeing. Our Next Gen programmes include:

**Academies: Beatbox and Dance** – providing free beatboxing and hip-hop/street dance workshops during term time to nurture creative expression

**Next Gen Producers** – our flagship creative professional development programme which nurtures and upskills emerging cultural makers from underrepresented groups

**The Agency** – a creative entrepreneurship programme that enables young people from some of the most underserved areas to create lasting social change in their communities



*Homegrown Festival, Spring 2024  
Image by Chimna Linn*





# Our Work: Community Impact

As a vital civic resource, strongly connected to its local community, BAC plays a key role in promoting community cohesion, civic pride, and fostering a sense of belonging and identity for locals. Following the pandemic, we have sought to provide regular, sustained delivery and impact to our community through our year-round Communities programmes. Opening up our building and engaging with our local community in this way speaks to our Inclusive Practice Strategy and BAC's old dictum from its time as Battersea Town Hall: *'Not for me, not for you, but for us'*. Last summer we released a short film highlighting the extraordinary individuals and groups that form the fabric of BAC's vibrant and diverse community. Watch the short film [HERE](#).

Our Communities programmes include:

**Community Partners and Community Hires** – providing grassroots local organisations with in-kind studio spaces and venue hire to deliver workshops and events for underserved local residents

**Community Christmas Day** – a warm and welcoming Christmas lunch and festive activities for local residents who may be struggling financially or spending the holiday alone

**Community Garden** – offering volunteer workshops in the summer to cultivate a sense of belonging and improve physical health and wellbeing. BAC's Community Garden was created after a devastating fire destroyed our Grand Hall in 2015, with several planters built from repurposed beams that used to hold up the Grand Hall for decades of community gatherings



*Community Garden, 2024*  
Image by Harry Elletson



*Community Christmas Day, 2023*  
Image by BAC

# Working at Battersea Arts Centre

BAC's office is an open-plan shared space on the second floor of our building, Battersea old Town Hall, accessed by two sets of stairs or a lift. BAC is wheelchair accessible throughout. The nearest wheelchair accessible station is Clapham Junction and the route is 0.6 miles, uphill. There is a disabled parking bay on Theatre Street next to the building. There are accessible toilets and a mix of loud and quiet spaces.

BAC is an innovative and diverse organisation and has around 50 members of staff. A culture of development and support is fostered through a combination of line management, in-house coaching, and individual supporter and mentor schemes.

We operate a **Dynamic Working** policy. This means we aim to create an environment that values experience and empowers colleagues to balance their professional and personal lives. It promotes inclusion and considers our whole team, creating a culture that respects the 7 day a week operational venue, with a range of skills, roles and requirements. The office is open every day from 9am and staff are on site at various times depending on their roles. Most meetings take place between 10am and 4pm and many of these will include an option to join online.

In general, those with admin focused roles work during the week and do a mix of days in the office and alternative locations. More operational roles are led by the programme of activity taking place in the building. Flexible working is welcome and agreed between the employee and line manager.

The role will involve some meetings, communicating via phone / video, email and in person, and using a computer for several hours across the day. Evening and weekend work will be required as part of this role, plus travel to external partner meetings and events if required.

Attending performances, events and being part of the creative life of the organisation is part of everyone's role at BAC.



# How to apply

Thank you for your interest in the role of General Manager at Battersea Arts Centre (BAC). You will find information about the role and the person specification in the following pages. Before you fill out an online application form, please read the information included here

Please use the online application form to apply. A link to the form can be found on the [Work With Us](#) page of our website. You will need to upload your CV as part of the online application.

All applications must be submitted by 10am 3 June 2025. Successful shortlisted applicants will be invited to attend an interview in early June. There will be two rounds of interviews, these may be remote or in person, we will confirm upon invite to interview. We can provide a BSL interpreter if required.

We particularly welcome applicants with lived experience of disability and people from groups that are currently under-represented in the arts sector. If you share a commitment to BAC's mission and values, we want to hear from you.

We have provided different methods of capturing your application information (written text, audio and video) as a part of our commitment to ensuring that our application process is accessible. It is your responsibility as a candidate to ensure that your application text, audio or video is in a format that can be accessed by our shortlisters. BAC does not take responsibility for any incorrect or inaccessible links provided in an application, and we may have to reject your application.

If you would like further information, support with access requirements or an informal chat about the post please contact us by email at [recruitment@bac.org.uk](mailto:recruitment@bac.org.uk).

# The Role

**Responsible to:** Managing Director

**Working Closely with:** Head of Finance, Head of People, Head of Event Sales, Creative Director,

**Responsible for:** Head of Technical, Head of Retail, Head of Buildings, Senior Ops Manager, Senior Event Deliver Manager

## General Description

This role will be part of BAC's **Resources Team**.

This is a new role and will play a critical part in delivering operational excellence, driving commercial efficiency, and ensuring an exceptional welcome and experience for all visitors, artists, and staff. BAC is committed to becoming a radically inclusive organisation and the GM will be pivotal in helping the team make that plan a reality. Running the operations teams and working closely with colleagues at every level right across the business, the role will interact with all aspects of BAC and be a big part of its public facing activity. The successful applicant will be joining a friendly, experienced and efficient team, but alongside this, it is a time of significant change at BAC and opportunities to evolve, improve and innovate the operational approaches will be plentiful.

This is a hands-on leadership role, requiring someone who is highly organised, solutions-focused, and passionate about delivering high standards in a busy, public-facing cultural venue

The culture at BAC is a collaborative and open one. We work in an open plan space with no closed private offices and frequently work across teams and roles. We are lucky to have an outdoor terrace adjoined to the office which is particularly nice in the summer months. There's a good culture of people taking lunch breaks away from desks and two equipped kitchen and eating areas where the team tend to spend their down time. We organise regular social events and things can get competitive at our annual sports day and Christmas quiz. Though to be clear, spectating is respected as much as taking part here at BAC!



# Job Banding at BAC

We have a banding system in place for all roles at BAC. Every role is measured against a set of shared characteristics that are plotted on a scale of 1 – 4. The characteristics are defined as follows:

<b>Risk</b>	How much risk the role is associated with, and the extent to which the individual is connected to mitigating and reporting on that risk.
<b>Accountability</b>	The extent to which the role contributes to the decisions, successes, and failures of specific projects and the level of direct expectation of that individual.
<b>Finances</b>	The level of responsibility associated with managing budgets and finances and the requirement on the individual to report, monitor and meet financial targets.
<b>People</b>	The extent to which the role line manages other people and sets expectations and objectives, across both permanent and weekly teams.
<b>Partners</b>	The extent to which the role holds strategic relationships with organisational partners and stakeholders, and/or manages significant contracts associated with the business.
<b>Profile</b>	How prominent the role is both internally and externally including the level of personal association with the BAC brand, and scale of support for the BAC brand involved in the role.

# Job Banding at BAC cont.

This role is the highest scoring banding as follows:

Characteristic	Level	Expectation
<b>Risk</b>	3	Accountable for key health & safety, licensing, and compliance risks
<b>Accountability</b>	3	Responsible for the smooth daily operation of the building and visitor experience
<b>Finances</b>	3	Accountable for managing budgets related to operations and facilities
<b>People</b>	3	Line management of operational and visitor-facing teams
<b>Partners</b>	3	Working with suppliers, contractors, and external venue hire clients
<b>Profile</b>	3	Internally visible as a leader of operations and visitor experience



# The Role

Job Area	Description
<b>Strategic Delivery</b>	<p>This role will lead a refresh of operational delivery, driving through a range of continuous improvement ambitions, pulling the team together in a cohesive and aligned way, and ensuring delivery and management is standardised across each group.</p> <p>A key piece of change management within this will be to bring together the visitor experience and event delivery teams, ensuring they retain their unique skills and resource to service the distinctly different event types they deliver, but aligning systems, processes and reporting to become more centralised and efficient.</p> <p>This role is supported by a group of managers across the Buildings, Events Delivery, Production &amp; Technical and Visitor Experience teams.</p> <p><b>General Management</b></p> <ul style="list-style-type: none"><li>• Oversee the day-to-day operations of BAC, ensuring the smooth running of all public, commercial, and artistic activity.</li><li>• Ensure the building remains safe, welcoming, and well-maintained, working with internal teams and external contractors.</li><li>• Manage front-of-house, event and visitor experience teams to maintain high standards of customer service.</li><li>• Develop and implement effective operational procedures, improving efficiency and communication across teams.</li><li>• Ensure that the venue remains flexible and adaptable for a variety of uses, from public performances to commercial hires.</li><li>• Take day-to-day responsibility for the safety and compliance of the venue.</li><li>• Champion and support the weekly team as a key part of BAC's public facing operation and uphold a high standard of communication to ensure that team feel well integrated into the organisation.</li></ul>

# The Role

Job Area	Description
Strategic Delivery Cont.	<p><b>Visitor Experience, Event Delivery &amp; Customer Service</b></p> <ul style="list-style-type: none"><li>• Champion high standards of customer experience, ensuring all visitors, artists, and clients receive a warm and professional welcome.</li><li>• Lead the Front of House and Events Team, developing holistic training and performance standards to ensure excellence.</li><li>• Oversee the weekly team, ensuring high standards of induction, training and care and building a diverse and skilled team that reflects the public we serve</li><li>• Lead on operational delivery policies and ensure standardisation of delivery and adherence.</li><li>• Implement feedback mechanisms to improve audience and visitor experience, using data insights to drive decisions.</li></ul> <p><b>Buildings, Health &amp; Safety, Compliance &amp; Licensing</b></p> <ul style="list-style-type: none"><li>• Oversee the budgeting and planning for the maintenance and upkeep of the building, ensuring the team are equipped with the right systems, processes and resources to deliver efficient support.</li><li>• Implement the organisation wide use of the Asset register, ensuring the Buildings team are regularly updating and utilising the most appropriate systems for reporting and monitoring the buildings complex usage and heritage infrastructure</li><li>• Oversee the implementation of sustainability initiatives to reduce BAC's environmental impact.</li><li>• Ensure the building is fully accessible and inclusive, enhancing the experience for all visitors and artists.</li><li>• Act as Health &amp; Safety Lead, ensuring BAC remains legally compliant with all H&amp;S regulations.</li><li>• Manage licensing, fire safety, risk assessments, and safeguarding policies, designing and implementing a robust training programme with the Head of People.</li><li>• Oversee the building's safety and security, ensuring a welcoming, inclusive environment for staff, artists, and audiences.</li><li>• Work with external agencies and authorities on safety and compliance matters, including emergency planning.</li></ul>



# The Role

Job Area	Description
<b>Strategic Delivery Cont</b>	<b>Production &amp; Technical</b> <ul style="list-style-type: none"><li>• In partnership with the Producing and Commercial teams, support the Production &amp; Technical Team to deliver best in class support to artists, participants, and clients.</li><li>• Ensure the team are equipped with the systems and processes to deliver a highly efficient service and have the right pool of expertise available to them to deliver a diverse range of events</li><li>• Support the Head of P&amp;T to maintain the asset register and deliver a compliant maintenance programme</li><li>• Support the Head of P&amp;T to ensure the delivery of essential maintenance and the oversight of H&amp;S and compliance</li></ul>
<b>Team and Collaboration</b>	<ul style="list-style-type: none"><li>• Provide leadership to operations teams, fostering a culture of excellence and innovation.</li><li>• Implement clear and efficient communication channels, ensuring relevant and timely information and decision-making flows across core teams and through to the weekly staff and volunteers</li><li>• Contribute to the overarching Resources Team &amp; Continuous Improvement strategy of BAC</li><li>• Champion equity, diversity, and inclusion in all aspects of BAC's commercial and operational work.</li></ul>
<b>Business Delivery</b>	<ul style="list-style-type: none"><li>• Ensure clear reporting of the operational aspects of the organisational risk register, ensuring critical information is responded to and escalated correctly</li><li>• Act as a Safeguarding lead and support key staff to discharge their duties in a safe and compliant way.</li><li>• Support the COO with insurance, licencing and Health &amp; Safety compliance.</li></ul>
<b>General Tasks</b>	<ul style="list-style-type: none"><li>• Maintain a strong presence in the building, leading the delivery teams and setting standards through active role modelling</li><li>• Build strong relationships with the weekly team and focus on generating more cohesive cross team working around the building</li></ul>

# The Role

Job Area	Description
<b>General Tasks Cont.</b>	<ul style="list-style-type: none"><li>• Be an active participant in BAC's wider creative life, attending performances and events, and supporting the venue's public-facing activities.</li><li>• Contribute to staff meetings, cross-team collaborations, and organisational initiatives that support BAC's mission and continuous improvement culture.</li><li>• Maintain professional development, staying informed of trends in hospitality, retail, and event services to bring fresh ideas and improvements.</li><li>• Ensure that BAC's values of inclusivity, sustainability, and generosity are reflected in all aspects of your work and team leadership.</li></ul>

# Person Specification

Criteria	Description
<b>Knowledge:</b> <i>the understanding of a subject or information that a candidate has</i>	<ul style="list-style-type: none"><li>• Strong understanding of venue operations, facilities management, and public-facing cultural spaces.</li><li>• Knowledge of health &amp; safety regulations, compliance, and licensing laws for a public venue.</li><li>• Understanding of publicly subsidised business models, and financial oversight in an operational setting.</li><li>• Best practice for customer service and strategies to drive audience engagement through experience</li><li>• Robust understanding of health and safety, safeguarding and licencing legislation and application.</li></ul>
<b>Experience:</b> <i>the practical application of the knowledge that a candidate has acquired through working or living</i>	<ul style="list-style-type: none"><li>• Managing operations within a cultural venue, theatre, or visitor attraction.</li><li>• Overseeing and managing contracts, particularly maintenance, utilities and facilities</li><li>• Leading teams in facilities, front-of-house, and visitor experience roles.</li><li>• Managing health &amp; safety, licensing, insurance and compliance processes in a high-footfall environment.</li><li>• Budget management with demonstrable successes in cost control and efficiency improvements.</li><li>• Overseeing safeguarding and responding to complex safeguarding needs.</li><li>• Designing and delivering cost-saving measures within an operational context.</li><li>• Setting clear standards across teams and managing timely and clear communications.</li></ul>
<b>Skills:</b> <i>the specific abilities that a candidate has acquired through practice or training</i>	<ul style="list-style-type: none"><li>• Strong leadership and team management abilities, with a collaborative approach.</li><li>• Excellent problem-solving skills, able to think quickly and adapt to unexpected challenges.</li><li>• Highly organised and detail-focused, able to manage multiple priorities simultaneously.</li><li>• Confident in using data and insights to inform decision-making and improve operations.</li><li>• Strong interpersonal and communication skills, able to engage with diverse stakeholders.</li><li>• Proven ability to motivate large teams and set standards across a team of managers.</li></ul>



# Terms & Conditions

<b>Salary</b>	£50,000 gross per annum
<b>Hours</b>	35 hours per week, excluding a daily one-hour lunch break
<b>Role</b>	5 days a week Monday-Friday; usual office hours are 10am-6pm. Flexible working where possible. Occasional evening and weekend work required. Attend performances and events.
<b>Overtime</b>	No overtime payments; TOIL system, to be taken within two weeks of accrual
<b>Annual Leave</b>	4 weeks per year, pro rata (5 weeks following one full year of service)
<b>Probation Period</b>	6 months, with a 3 month review
<b>Notice Period</b>	3 months
<b>Contract Period</b>	Permanent
<b>Workplace Pension Scheme</b>	BAC's pension scheme is provided by NEST
<b>Staff Benefits</b>	Complimentary tickets for performances at BAC (subject to availability and staff ticket policy) Employment Assistance Programme by Health Assured Cycle to Work Scheme Discount in the BAC cafe (subject to discount policy) 5 Development Days pro rata





# Thank you for considering this role at Battersea Arts Centre

We are hugely grateful for your interest in BAC, and we hope the above has given you more insight into the role, its significance and the wider impact of BACs work. Taking up a leadership role of this nature at BAC means creating a lasting legacy on the lives and wellbeing of our staff, artists, young people and community.

For further queries:  
[recruitment@bac.org.uk](mailto:recruitment@bac.org.uk)