

DIRECTOR OF FINANCE & OPERATIONS

Theatr Clwyd

Job Description

Responsible for:

Financial Controller | Head of Experience | CRM & Systems Manager | IT & Facilities Manager

Reports to:

Executive Director

Family:

Company Support

Job Purpose

The Director of Finance & Operations leads the financial strategy and operational effectiveness of Theatr Clwyd and its group entities, ensuring the organisation has the resources, systems and infrastructure to deliver its artistic and community ambitions sustainably.

Reporting to the Executive Director, the postholder is a member of the senior leadership team and leads finance, visitor experience, IT and systems, and facilities through the managers responsible for these functions.

The role provides clear financial advice to the Executive Director, senior leaders and trustees; strengthens governance and risk management; and leads continuous improvement in financial performance, accessibility, visitor experience and operational resilience.

Key responsibilitiesGeneral

- A key, active and supportive member of the senior leadership team.
- A key voice in ensuring a balanced, financially responsible programme.
- To lead with positivity and empathy, ensuring a happy, motivated Company.
- Oversee maintenance planning and delivery for all Theatr Clwyd sites with the IT and Facilities Manager
- To support the work of the Executive and Artistic Directors
- To promote and support the Mission, Vision and values of Theatr Clwyd in all aspects of work.
- A commitment to our Craidd programme, ensuring proactive anti-ableism in all areas of our work and improved access for Deaf, Disabled and Neurodivergent (DDN) people across our activities.

Strategic

- With the Executive Director, to lead the development and implementation of the financial strategy for the business to ensure financial stability for the future.
- To be an active member of the Senior Team, meaningfully contributing to the implementation of the artistic vision and taking a significant role in the development and delivery of long-term strategy.

- To be creative in the identification, evaluation, implementation and review of new ways of working (structure, systems, processes and methods) to increase efficiency and efficacy within the delivery of our work.

Financial

- To set & monitor financial targets for all Theatr Clwyd companies, in agreement with the Executive Director.
- To have overall control of the company's accounting function.
- To review, develop and maintain a robust system of internal control for effective financial management.
- To drive the development of the annual budget plan, supporting the Executive Director in the formulation of annual budgets and in the prudent management of those budgets.
- To manage robust Cash-flow forecasting, liquidity and reserves planning
- To manage Restricted funding and grant conditions from funders
- The preparation and presentation of monthly, quarterly, and annual financial plans/reports to the Board, Finance & Audit Committee and Senior Management Team. This includes group and entity-level reporting, including consolidated reporting where applicable.
- Ensuring the regulatory requirements of all statutory and regulatory bodies are met.
- Perform Company Secretary duties for both Theatr Clwyd charities.
- Manage relationships with external service providers, including, but not limited to, bankers, insurers, auditors, HMRC etc.
- Oversee the work of the finance department in support of the Financial Controller

Experience & Operations

- To use data and audience insight to assess the user experience, and work with wider Company to improve experience based on data.
- To ensure that the audience journey is clear, concise, friendly and enjoyable.
- To enable Theatr Clwyd to drive earned income across all areas, using a data lead approach.
- Oversee, and with the Head of Experience, develop ancillary trading activity.
- To work with the Head of Development and Commercial Events to develop and maximise event opportunities and bookings
- To support the partnership work with Bryn Williams at Theatr Clwyd on all Food & Beverage delivery, ensuring it is an integrated experience for visitors and audiences.
- To ensure that all aspects of front of house provide a welcoming environment to audiences and communities.
- To manage the wellbeing and safety of audiences and enable the Head of Experience to maintain excellent customer service at all times.
- To help to create an atmosphere of creativity in the building that encourages artists, audiences and communities to create, experience and participate in Theatr Clwyd's artistic programme.

Systems, Monitoring and Reporting

- To work closely with other senior colleagues to make sure that the systems used within our work are used in the most efficient way across the organisation.
- To develop and maintain systems that allow us to track organisational performance, audience trends, and allow us to report to stakeholders, as well as react swiftly to information gained from data.
- To be the Senior Management Team lead for IT
- To support the CRM & Systems Manager in maintaining the highest quality of systems use across the company.
- Ensure the theatre has a reliable and resilient IT and telecoms infrastructure that is fit for purpose, economical and meets its needs, including appropriate support mechanisms and back-up/risk management.

Buildings & Facilities

- To be the Senior Management lead of facilities and buildings within our estate
- To enable the IT & Facilities Manager to invest in and maintain our physical environment to the highest of standards
- To identify and oversee any capital investment and delivery required within the Theatr Clwyd estate
- To liaise with any landlords of our buildings to ensure investment and Service Level Agreements are in place and used effectively.

External

- To support the Executive Director in maintaining a close and effective working partnership with external stakeholders and freelancers including:
 - Capital Contractors, Production Creatives, Catering Partners, Licensing Authorities, Emergency Services, Flintshire County Council, Arts Council of Wales' and Welsh Government.
- To take a key role in driving relationships with other local businesses.

Health and Safety

- With the Executive Director and Director of Producing and Programming to have overall responsibility for Theatr Clwyd's Health and Safety obligations
- To ensure that Theatr Clwyd is fully Deaf Disabled and Neurodivergent (DDN) compliant and continually strive to improve its access arrangements.
- To ensure that all statutory guidance for fire, security, Health and Safety and emergency policies and procedures are complied with.
- To maintain the highest standards against the new Protection of Premises legislation.

Theatre Making

- To support the growth and status of professional theatre making programmes.
- To enable the correct level of resources to deliver world class theatre making programmes.
- To support the Artistic Director and Director of Producing & Programming in delivering and producing in-house shows across the UK and internationally.

Communities & Music

- Ensure the work within communities has an equal status to the work produced and presented on stage.
- Support the Director of Music to develop and raise the profile of Theatr Clwyd Music, increasing participation through a sustainable and robust financial model.

Company Support

- Set objectives and targets for Company members within your line management, monitor performance and carry out regular team meetings and individual 1:1s.
- To oversee the recruitment for areas of responsibility
- To ensure that Company wellbeing is continually given high profile across our work.
- Support Theatr Clwyd's efforts in Company diversity and sustainability, and promote these initiatives both internally and externally.
- Continually strive for full Company integration and value of people's work across disciplines. To encourage risk-taking, hard work and creative thinking and promote a positive and supportive culture.
- Provide overall oversight and accountability for the company's payroll services, ensuring payroll is delivered accurately, efficiently and on time, in collaboration with the People team and other relevant stakeholders.

Fundraising

- To support development in achieving capital and revenue fundraising.
- To review major funding bids to ensure that the financial information and cost assumptions stand scrutiny.
- To act as a key point of senior contact to business sponsors and funders in support of our development work.

Other

- To attend productions, events and other Theatr Clwyd activities.
- To represent and positively promote the organisation at all levels.
- Overall responsibility for the security of the theatre.
- Act as a designated key holder for the theatre.
- To be the licence holder for Theatr Clwyd
- To promote and improve environmental sustainability in all elements of the role.
- To perform any other duties as reasonably requested by the Executive and Artistic Directors.

Person Specification

Essential

- A professional accounting qualification
- Significant experience as a senior finance leader in the charitable sector
- Have significant experience in venue operations management within a complex public facing organisation with demonstrated effectiveness towards customer service
- Experience of working with, and reporting to, Board members and trustees
- Demonstrate a high level of skill in organisation and planning
- Proven experience delivering commercial targets.
- Up to date knowledge on licensing and health and safety legislation.
- Strong administration skills.
- Proven ability to communicate effectively and confidently with diverse groups of people.
- An understanding of and commitment to diversity and inclusion.
- Demonstrate a commitment to artistic excellence.

Desirable

- Personal License Holder
- Knowledge of VAT and cultural exemption
- Knowledge of Theatre Tax Relief
- Knowledge of DDN requirements and working with audiences/visitors access requirements
- Health and safety qualification.
- First Aid trained.
- Experience of working in the theatre, arts or cultural sectors
- Good knowledge of promotional techniques, sales techniques and marketing.
- Recognised licensing qualification.
- Advanced Excel and IT skills.
- Demonstrate a passion for working within the performing arts sector.
- Full driving licence.
- Conversational and written Welsh.