



Manchester Craft & Design (MCAD) General Manager Job Description

Salary	£32,000 (Pro Rata)
Hours	21 hours per week (including Saturdays on a six-week rota basis)
Responsible to Responsible for	Strategic Director (to be appointed) Operations Manager, Marketing & Digital Officer & (Volunteer Coordinator – contingent on funding)
Employer	Manchester Craft & Design (MCAD)
Term	Permanent
Location	Manchester Craft and Design Centre, site-based

Manchester Craft & Design Centre is pleased to announce that we are recruiting for the newly created role of General Manager. This key leadership role will drive the next phase of the Centre's evolution, staying true to its core values and character while being open to fresh ideas and new ways of working.

To apply, please submit your CV and a covering letter (no longer than two sides of A4) explaining your interest in the role and how you meet the requirements. If you require an alternative format for accessibility, such as a video application, please let us know.

The **deadline for applications is 12pm on 6 May 2025**. Shortlisted candidates will be invited to interview on 15 May 2025. Late applications will unfortunately not be considered. If you have not heard from us by this date, please assume your application was unsuccessful.

Please send your CV and Covering Letter to Jason Carr, on:
CONTACTUS@CRAFTANDDESIGN.COM

About Manchester Craft & Design Centre

Manchester Craft & Design Centre is a vibrant creative hub in the heart of Manchester's Northern Quarter, home to a community of independent makers and a space for exhibitions, events, and workshops. We welcome visitors from across the city and beyond, offering a unique experience that connects people with Craft and Design.

We are a dedicated, supportive and passionate team looking to work with someone who can bring their own passion and dedication to this role.

To learn more about Manchester Craft & Design Centre, have a look at our website:

<https://www.craftanddesign.com/about-us/>

And MCAD's Vision and Values statement:

<https://www.craftanddesign.com/wp-content/uploads/2021/10/MCAD-Vision-and-Values.pdf>

Role Overview

The newly created role of General Manager is a key leadership role that will manage and promote Manchester Craft & Design Centre (MCAD) as a vibrant destination known for our commitment to inclusivity and sustainability.

The role will be accountable for maintaining positive relationships with studio holders on site, delivering against operational targets, stewarding excellent professional relations with diverse stakeholders, and working collaboratively to deliver successful commercial outcomes, reporting to the Enterprise Board and Strategic Director.

Key Responsibilities

Studio & Cafe Management

Deliver business reviews, relationship management, co-ordination of team response to enquiries, ensure regular effective meetings and communications. Responsibility for license agreements, including recruitment.

Management – Direct line management responsibility for the Operations Manager, Marketing & Digital Officer and (Volunteer Coordinator to be appointed based on funding).

- **Operations**

Working collaboratively with the Operations Manager, you will drive the Centre's maintenance plan, with a strong commitment to environmental sustainability. Develop strong relationships with key operational stakeholders and ensure a high standard of presentation for MCAD. You will act as an ambassador for MCAD in the Northern Quarter and Manchester City Centre.

Lead on measures to support MCAD's response to anti-social behaviour including staff training and building improvements.

Take responsibility for the day to day running of Manchester Craft & Design Centre in the Operations Manager's absence.

- **Income**

Working with the Finance Manager and Director regarding income and operational expenditure targets (profit & loss management) and ensure debt management is carried out effectively.

Foster a culture of innovation within the team, encouraging members to contribute new ideas and solutions to drive income generation.

Leading on current income generation, including workshop space, venue hire, pop-up opportunities and other activities.

Report regularly to the Enterprise Board on performance against Business Plan priorities.

Budget management and Strategic planning

- **Marketing & Digital**

Oversee marketing and digital activity, ensuring this promotes and supports activities at the Centre

- **Volunteers**

Oversee the volunteer programme, ensuring a good level of volunteers is maintained, and supported by the volunteer coordinator.

Deputise for the Strategic Director as required.

Person Specification

We are looking for candidates to drive the next phase of the Centre's evolution, staying true to its core values and character whilst being willing to challenge accepted norms.

You will have:

Substantial experience working as Venue/General/Operations Manager of a comparable organisation (ie retail, cultural venue or similar environment) including Health & Safety and property management.

You will also have a demonstrable track record of:

- Generating successful and sustainable commercial opportunities.

- Remaining adaptable and focused whilst working in a dynamic, highly flexible environment
- Effective decision-making, addressing complex and/or difficult issues that may involve stakeholders with conflicting interests
- Excellent communication skills, which are adaptable to a variety of stakeholders
- Conflict resolution, with an equitable and consistent approach
- Staff management with proven ability to lead, motivate and undertake creative problem solving
- Budget management, strategic planning to meet income and expenditure targets, and confident in financial reporting
- Success in establishing or participating in local networks and communities as an ambassador for your organisation/ role

And:

Good understanding of charitable organisations that operate a trading arm including reporting to a Board and preparing papers

Commitment to equality, diversity and inclusion including proficiency in employer responsibilities under Equal Opportunities Act