



JOB DESCRIPTION & PERSON SPECIFICATION: Deputy General Manager

Responsible to: General Manager

Responsible for: HR and Office Administrator, Executive Assistants

Key relationships: Co-Executive Producers, Senior Producers, Producers, Head of Production, Production Managers, Heads & Deputies of Show Running Teams and Finance Department

Salary: £37,000 - £40,000 per annum, dependent on experience

Contract: Full time, Fixed-Term contract (1 year with the possibility of extension)

Deadline for applications: 10am on Wednesday 8th May 2024

How to apply: Complete the application form [here](#) including your CV and cover letter.

If you have any questions or are experiencing any difficulties with the application process, please contact workwithus@punchdrunk.com.

OUR HISTORY

Founded in 2000 by Felix Barrett MBE, Punchdrunk is widely recognised as the “pioneer of the ‘immersive theatre’ phenomenon” (The Telegraph). The company is best known for their mask shows, a form of theatre in which roaming audiences experience epic storytelling inside singular, sensory worlds. These productions have been cited amongst the 40 creative moments that changed culture (Creative Review) and currently play across three continents: *Sleep No More*, New York has been running since 2011; *Sleep No More*, Shanghai (2016 - present) is the longest-running international show in China; and *The Burnt City*, London has welcomed over 200,000 audiences since it opened in March 2022. In March 2024, Punchdrunk announced their latest project, *Viola's Room*, opening in London in May 2024.

Alongside these landmark theatrical productions, Punchdrunk has taken its ground-breaking approach to live experiences and created cross-cultural collaborations in music, tech, fashion and TV - from projects with Rihanna to Jack White, Louis Vuitton to Alexander McQueen, and from Samsung to Brad Pitt's Plan B Studios. The company was listed amongst the 50 most influential artists of the last 50 years (Sky Arts, 2022) alongside David Bowie, Sir Steve McQueen and Vivienne Westwood.

Previous projects include: *The Third Day* (BAFTA-nominated TV series starring Jude Law and Naomie Harris with HBO and Sky Studios), *Believe Your Eyes* (with Samsung, 58th Venice Biennale, 837, ArtBasel and Cannes 2016), *ANTIdiary* (with Rihanna and Roc Nation), *The Drowned Man: A Hollywood Fable* (with the National Theatre), *The Crash of the Elysium* (Manchester International Festival), *The Duchess of Malfi* (with ENO), *Sleep No More* (with the American Repertory Theatre), *It Felt Like A Kiss* (with Adam Curtis and Damon Albarn, Manchester International Festival), *Tunnel 228* (in collaboration with The Old Vic), *The Masque of the Red Death* (with Battersea Arts Centre), and *Faust* (in collaboration with the National Theatre).

THE ROLE

Punchdrunk is seeking a Deputy General Manager to serve as a key member of the management team, providing operational leadership and support across all aspects of the organisation's productions. Reporting directly to the General Manager, you will play a pivotal role in ensuring the successful execution of projects, managing day-to-day operations, and driving strategic initiatives to advance Punchdrunk's mission and vision.

The Deputy General Manager provides support to all departments, ensuring there are robust systems and processes in place. Strategic areas of focus for this role include HR, contracting, financial management, recruitment, company policies, resourcing and operations. At the heart of their work, the Deputy General Manager will be people-focused with a passion for creativity grounded in a solid understanding of theatrical work and the wider theatre industry.

JOB DESCRIPTION | RESPONSIBILITIES INCLUDE:

Legal, Contracting and KPI's

- With oversight from the General Manager, proactively lead on the strategy and implementation of the recruitment for upcoming projects, ensuring the GM team can be thinking several steps ahead in the process
- Alongside the General Manager, lead on drafting and managing contracts templates and wider contractual processes for staff as required, including employees and freelancers, thinking critically and proactively, ensuring contracts are in line with theatrical custom and practice while also meeting the wider business needs
- Work closely with the General Manager and Office and HR Administrator to ensure the effective administration of contractual processes
- Manage contracting process for other key stakeholders and contractors as required.
- With the support of the General Manager, lead on managing and maintaining all insurance policies for *the project*, to include working with external insurance brokers, keeping track of renewals and facilitating any claims processes.
- Work closely with Senior Producers, General Manager and the Talent Development Manager to ensure the business KPIs are appropriately reviewed and met; to include informing strategies around Talent Development and Stakeholder management.

Financial

- In collaboration with the Finance team, manage and sign-off weekly payroll with oversight from the General Manager.
- Supporting in the overall management of the accounts as directed by the General Manager and Senior Producers.
- Work with Producers, General Manager and Finance team to support Heads of Departments and other key staff to ensure they are operating within budgets, supporting with budget tracking and financial management and reporting as designated.
- Identify opportunities for cost savings and revenue generation to maximise financial sustainability.
- Support the General Manager, Producers and Finance team on other financial and budgetary matters as required.

Line Management and Pastoral Care

- Support the General Manager in maintaining wider Company policies and processes in relation to HR, Health & Safety, operations and organisational culture.
- Ensure HR records are regularly updated and maintained.

- Direct line management of two Executive assistants and one HR and Office Administrator
- Undertake any further line management responsibilities that are mutually agreed in consultation with the Producers and General Management.
- Support other departmental heads and other key members of staff as designated by the General Manager and Senior Producers.
- Be committed to promoting a happy and inclusive working environment and implement strategies to foster a positive and supportive culture across all departments.

Human Resources

- With support from the General Manager and Producers, lead on the wellbeing and HR strategy for the company.
- Supporting, upholding and regularly reviewing company policies.
- Lead on HR investigations, meetings and processes when required.
- Providing support and advice to Heads of Department with regards to pastoral support and personnel issues for the staff.
- In conjunction with the General Manager develop and implement the training strategy for all projects.
- Strategise, schedule and conduct inductions for new members of staff.
- Oversee the recruitment process for relevant departments, working closely with the General Manager, Producers and Head of Production to manage the process.

Safeguarding and Health & Safety

- To work with the General Manager to refine and implement the Company's Safeguarding Policy.
- Be willing to undertake Level 3 Designated Safeguarding Officer Training.
- Work with our Health & Safety Consultant, General Manager, Head of Production and Building Manager to ensure that company-wide Health & Safety policies are implemented and adhered to.
- Have a strong understanding of how Safeguarding and Health & Safety policies intersect with wider company policies, processes and legal obligations.

General

- Collaborate closely with the General Manager to develop and implement operational strategies that support Punchdrunk's artistic vision and business objectives.
- Oversee the day-to-day operations of the organisation, including production logistics, venue management, and administrative processes.
- Provide leadership and guidance to department heads and production teams, fostering a culture of collaboration, innovation, and excellence.
- In collaboration with the Producers and General Manager, play an essential role in supporting the ongoing successful operation of all projects.
- Be able to speak knowledgeably about the organisation's principal aims and objectives.
- Communicate regularly and effectively with colleagues and Senior Management about activities and to seek support from appropriate staff at the earliest opportunity, should problems arise.
- Support and promote the aims and objectives of Punchdrunk and the project both internally and externally.
- Support the General Manager and Producers in managing relationships with sponsors and other key partners and stakeholders.
- Regularly take part in show watches and maintain strong knowledge of the creative and operation of all projects.

- Undertake any other duties and training as may be reasonably required.
- Deputise for the General Manager, as required.

PERSON SPECIFICATION

Essential

- A minimum of five years relevant management experience in theatre or live performance.
- Practical knowledge of union agreements (Equity/UK Theatre, ITC) as well as artistic and creative contractual agreements.
- A solid background in HR and experience in managing HR systems, policies and processes and a passion for implementing best practice.
- Strong understanding of company and project finance for large-scale live projects.
- A diplomatic and motivated self-starter with high levels of diplomacy, professionalism and discretion with a positive and solution-based approach.
- Ability to work independently, collaboratively and flexibly.
- Excellent organisational skills and attention to detail.
- Passionate about providing a high level of pastoral care, helping implement a positive and inclusive working culture into the company.
- BIIAB Personal Licence holder.

Desirable

- Experience with Health and Safety and its practical application in live events.
- Experience of managing talent development and progression across large teams.
- Experience working in listed buildings.
- Safeguarding Training.
- First Aid qualification.

EMPLOYMENT TERMS

- Fixed-term contract / Full time (1 year with the possibility of extension.)
- Pension contribution, following completion of probation period.
- 20 days holiday per annum + UK bank holidays
- Regular Monday to Friday working days, though due to the nature of this role some evening or weekend work will be required.
- 3 month probation.
- Place of Work: Punchdrunk offices in Woolwich
- £37,000 - £40,000 per annum

NOTES TO APPLICANTS

This is a guide to the nature of the work required. It is not wholly comprehensive and may be reviewed with the post holder and the line manager from time to time.

If you are called for an interview you will be required to sign Punchdrunk Non-Disclosure Agreement in advance of the meeting.

All applicants must be eligible to work within the UK.

HOW TO APPLY

To apply, please complete the application form [here](#), providing your CV and a brief statement (maximum 2 A4 sides) describing your suitability for the position and *specifically* how your experience matches the person specification.

If you have any questions or are experiencing any difficulties with the application process, please contact us at workwithus@punchdrunk.com.

Applicants should provide contact details for two references, and we will seek your permission before making direct contact with any referees. Please note that it is likely we will seek to take up 1 reference for candidates progressing to a second interview, prior to making an offer.

As an Equal Opportunities Employer, Punchdrunk welcomes applications from all sectors of the community, regardless of gender, age, race, sexuality or disability and makes appointments based solely on ability to fulfil the duties of the post. Candidates who are shortlisted for an interview will be given the opportunity to specify any access needs so that appropriate arrangements can be made.

We particularly welcome applications from applicants living in the Royal Borough of Greenwich.

RECRUITMENT TIMELINE

Deadline for applications: 10am on Wednesday 8th May.

Interviews: First round interviews will be from Friday 3rd May.

Second round interviews will be from Monday 20th May

Contract commences: Mid June