

KEY INFORMATION

Role Title	General Manager
Reports to	Venue Director
Responsible for	Customer Experience Team, Theatre Administration, Box Office, Event Sales
Hours	Full-time, 40hpw but as necessary for performance of duties
Contract	Permanent
Annual Leave	33 days per annum inclusive of public holidays
Salary	Dependent on experience
Location	Southend Theatres (Cliffs Pavilion and Palace Theatre)

INTRODUCTION

The General Manager is the operational lead at Southend Theatres, reporting to the Venue Director and acts as their deputy.

ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O'Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE. We currently operate 21 venues; including 14 in the UK regions; the Trafalgar Theatre in London's West End and the Theatre Royal in Sydney. We're growing fast, we're confident in what we do, and we're ambitious about the future. There's never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence and Respect**.

ABOUT SOUTHEND THEATRES

Southend Theatres comprises the Cliffs Pavilion, the Palace Theatre and the Dixon Studio in Essex and is managed by an experienced team of over 250.

Southend Theatres is one of the most successful theatre, event and hospitality operations in the UK, delivering over 750 events every year, with venue capacities ranging from 100 seats to 2,200 seating/standing.

ABOUT THIS ROLE

The General Manager is vital to the on-going commercial and operational success of Southend Theatres.

The postholder will lead the operation of both venues and will act as an effective deputy to the Venue Director. With a strong commercial and operational focus.

Leading and managing the day-to-day operations of Southend Theatres, the General Manager will work closely with the Venue Director, heads of department and other senior leaders to achieve targets, optimise resources and to ensure the provision of excellent service for our customers, visiting producers, event organisers and hirers.

The General Manager will be responsible for operational oversight, HR and team management, stakeholder relationships and some aspects of financial management, governance and compliance.

The General Manager will be the licence holder and designated premises supervisor (DPS) for both venues.

This Job Description is not an exhaustive description of your duties. The postholder will be required to adopt a flexible approach to their role and responsibilities. From time to time, they may be required to undertake such alternative or additional duties as may be commensurate with their skills, experience, and capabilities.

ABOUT YOU

You'll be a dynamic, experienced and motivated team leader who possesses a strong combination of leadership skills, business acumen and a passion for what you do. Trustworthy, professional and capable of influencing others you'll have significant relevant experience ideally in the theatre, music, live-entertainment, events or hospitality sectors. Self-motivated, energetic, engaging and personable you'll be adept at fostering a collaborative and productive work environment - getting the best out of people at work and encouraging excellence in others.

With a 'can-do' approach you'll be resilient, able to communicate clearly and effectively and great at forming positive working relationships with others.

JOB ROLE

KEY RESPONSIBILITIES

- Alongside the Venue Director, provide leadership and direction across Southend Theatres, championing new initiatives and embedding Trafalgar Entertainment's systems, processes, and procedures
- Streamline operational processes and implement best practice to improve efficiency, effectiveness and profitability across all teams
- Ensure the venue is maximising income generating opportunities through all customer-facing operations, including bars, catering (restaurant and events) and retail (confectionery, merchandise).
- Working with the Venue Director and other HODs to plan and manage the overall venue budget in line with targets, taking an entrepreneurial approach to driving profitability and controlling costs

- Alongside the Venue Director, monitor financial performance, input into and analyse financial reports and make recommendations to enhance revenues and profitability and to control expenditure
- Oversee payroll, accounts payable and accounts receivable processes within the venue and develop a strong understanding of other budgetary and financial mechanisms
- Lead regular team meetings and ensure that matters are appropriately noted, identified, actioned and resolved and escalate when required. Use meetings as a key tool for communication, collaboration and motivation
- With others, recruit, train and manage a high-performing team, fostering a positive, collaborative and inclusive work environment at all times; and dealing with issues when they arise
- In conjunction with the Venue Director and others, set performance objectives, conduct regular performance evaluations and provide constructive feedback to team members
- Encourage professional development and growth opportunities for team members working in conjunction with the central HR team and others with a view to providing progression opportunities for talented employees within the business
- Take the lead on delivering an industry-leading Visiting Company and Artists welcome
- Alongside the Venue Director, serve as a liaison point between the venues and external stakeholders, including Local Authority partners, external producers, hirers and event organisers, sponsors and the local community
- Alongside the Venue Director, represent the theatre in local forums, at industry events, conferences and meetings
- To work closely with the central operations team
- Alongside the Venue Director and the Buildings and Technical Manager, ensure the venues remain compliant with legal, regulatory and contractual obligations as required within frameworks set by Trafalgar Entertainment
- Act as the licence holder and designated premises supervisor (DPS) for both venues
- To support the development and implementation of organisational policies and procedures

PERFORMANCE MEASURES (KPIs to be agreed)

- Venues' profitability
- Successful deployment of cohesive, cross-venue operations team
- Staff resource planning improvements
- Budget control
- Producer/Hirer feedback
- Customer Feedback

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.

April 2026