



# Chetham's

---

**Recruitment Pack 2025**

General Manager

Stoller Hall (and associated venues)

# Welcome to Chetham's

---

Chetham's is home to three extraordinary places in the heart of Manchester – Chetham's School of Music, Chetham's Library, and Stoller Hall – and we are united by one clear vision, which is to bring people together. We believe in the power of music and creativity to unite people, and we are committed to educating and inspiring the next generation of musicians and thinkers.

---

Our vision:

To enrich lives and provide opportunities for people of all backgrounds to be inspired by heritage, music and learning.

---

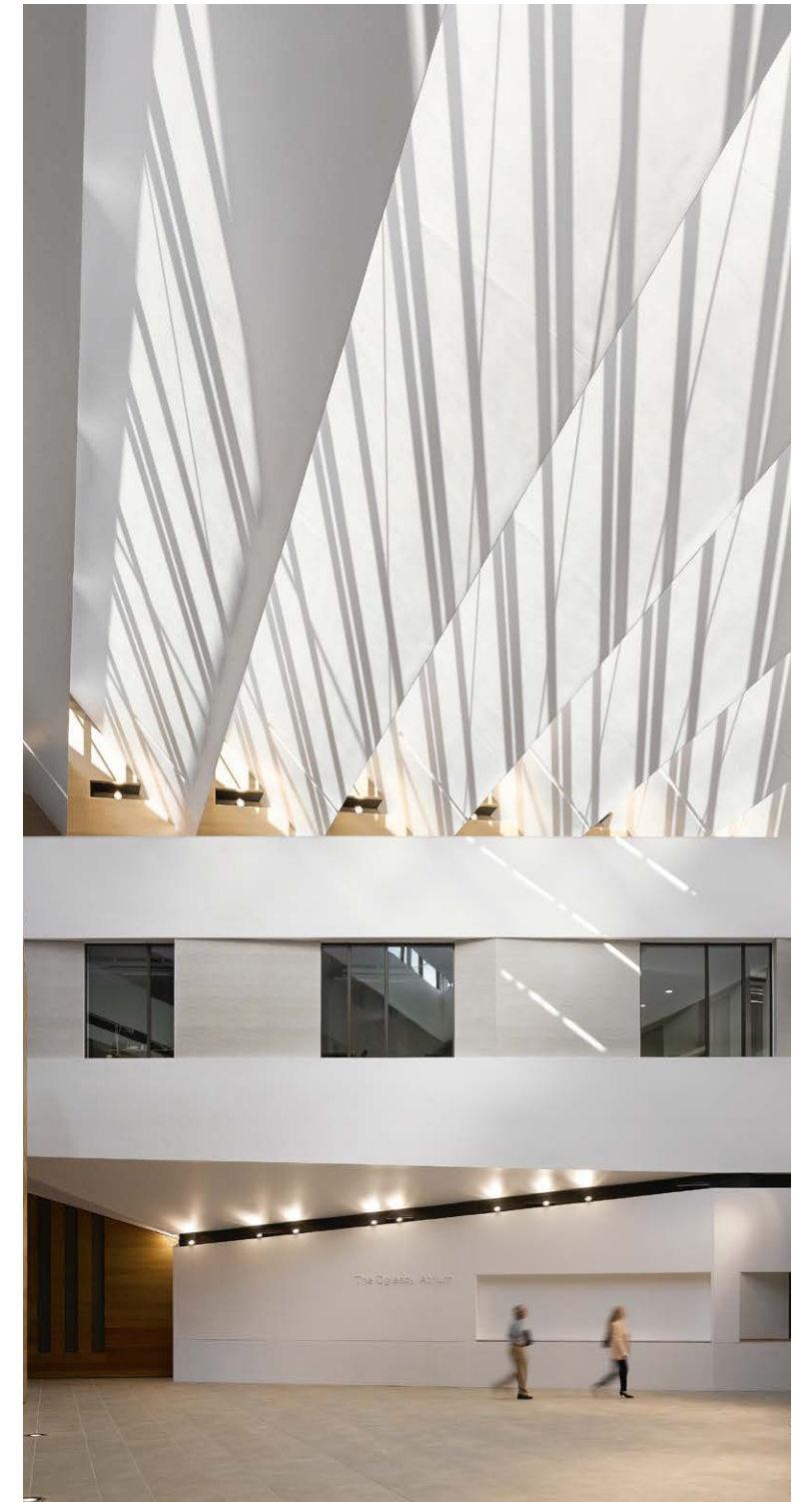
Our aims:

To educate and nurture the brightest young musicians irrespective of background or the ability to pay;

To inspire the musical talent of the future and support live music;

To improve diversity in the classical music industry;

To share the magic of music and learning with everyone.



# About us

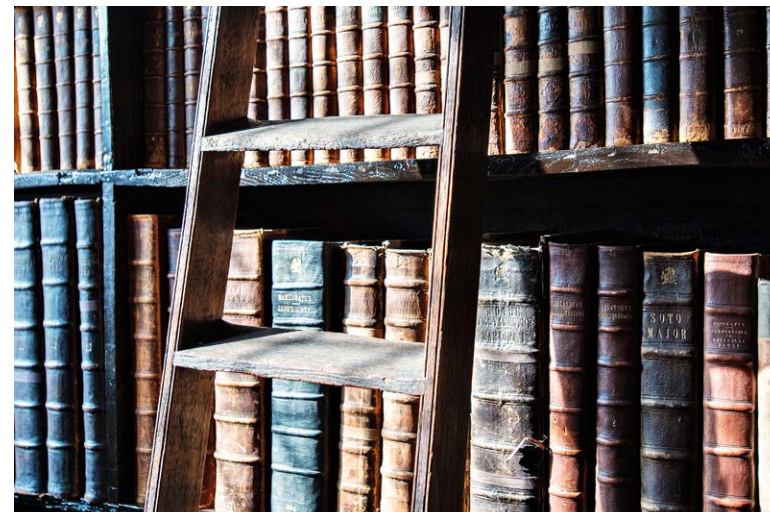
## Chetham's

Imagine a place where people from all over the world come together to celebrate music and creativity. It's where music meets education, classical meets youth culture, old meets new, and people meet each other.

We believe in the power of music and creativity to unite people, and we are committed to educating and inspiring the next generation of musicians and thinkers.

We are driven by our values to make music and education more accessible, to enrich the lives of people in Manchester and beyond, and to improve wellbeing through the magic of music and learning.

More than ever before, we're embracing our roots and opening the doors to our world-class facilities and collections to make a positive, long-lasting impact on local communities.







Chetham's

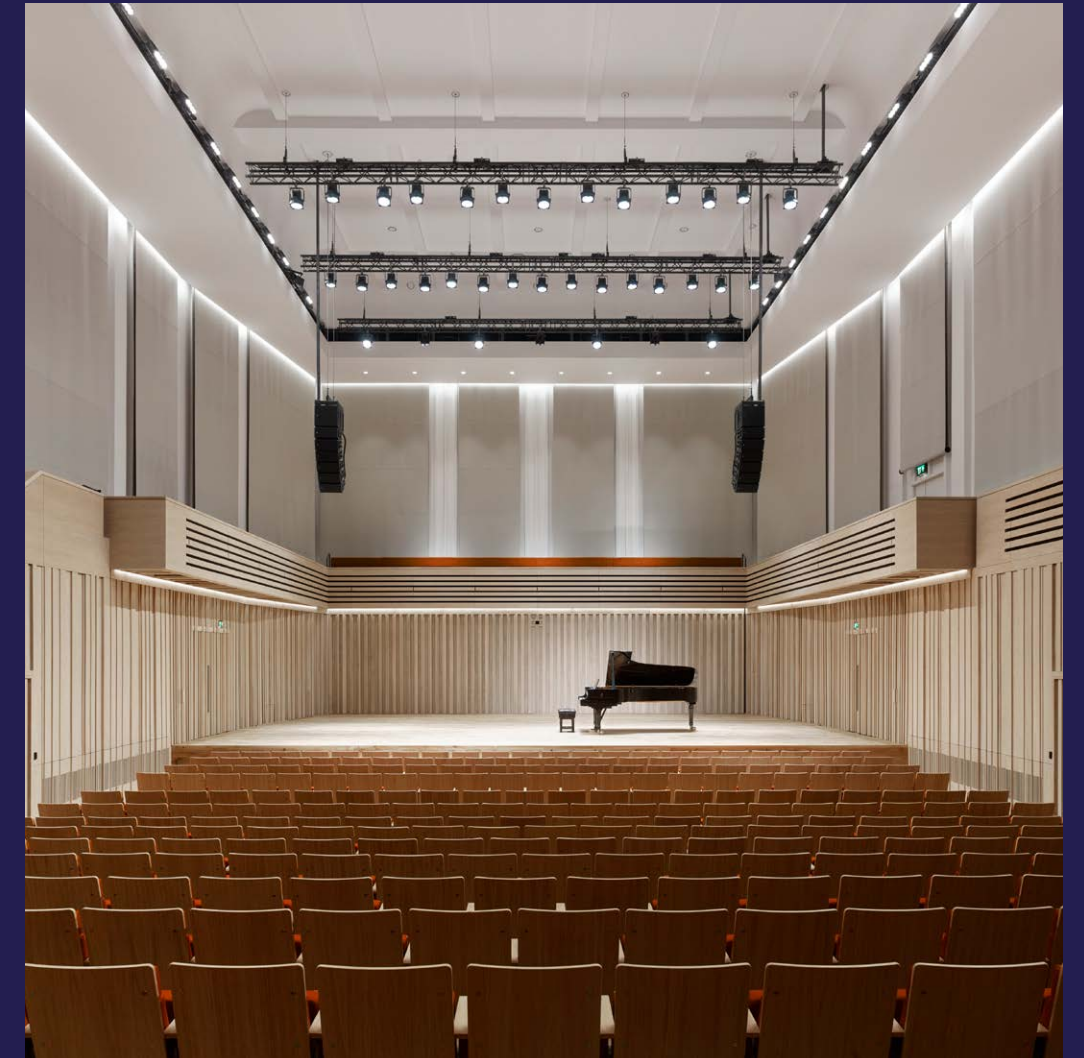
# History

## Stoller Hall

The Stoller Hall opened in April 2017. This £8.7m concert hall, built within Chetham's School of Music, boasts a 482-seat auditorium with a state-of-the-art acoustic perfect for artists and ensembles across many genres. It offers an adventurous programme of classical music, including orchestras, choirs, chamber music and recitals, plus a variety of jazz, folk, pop, comedy and spoken word alongside a range of conferences and events.

The Hall's stunning architecture, which was designed by Stephenson STUDIO, received a national RIBA Award. Acoustics by Arup have set a standard described by Robert Beale from the Arts Desk as, "deliver[ing] the music as if every hearer is in the conductor's shoes."

Chetham's is also home to the smaller Carole Nash Hall, a 140-seat recital hall; The Baronial Hall, a medieval gem that seats 80; and a number of smaller studios that form part of our suite of spaces available for commercial hire.





# Creative Engagement Stoller Hall

Through our close relationships with artists, communities, partners and funders, we can share creativity and inspire arts engagement with new and established audiences.

As part of **Chetham's School of Music**, we make the most of access to exceptional young musicians, professional musicians and composers, providing new ways to develop skills and work together. This includes our **free lunchtime concerts, relaxed concerts, and our family programmes**.

Creative Engagement provides Chetham's students and members of our **Emerging Artists Scheme** with opportunities to develop professional experience, presenting career options and helping them hone their skills as teachers, performers and arts leaders of the future.

The creative engagement team plays a vital role in welcoming new audiences to our venue, delivering and supporting exciting, accessible and inclusive activities.



# General Manager Stoller Hall

## The role

The General Manager of Stoller Hall will oversee all aspects of the venue operations, programming and development to ensure it remains a world-class performance space and an integral part of the community. They will work to create unforgettable live music experiences, balancing the needs of artists, audiences, and the venue while supporting Chetham's School of Music's mission.

## Reporting Structure



# General Manager

## Key Responsibilities

<b>Venue Management</b>	<ul style="list-style-type: none"><li>• Ensure the smooth operation and maintenance of Stoller Hall and associated venues.</li><li>• Manage health, safety, and statutory compliance requirements across all activities.</li><li>• Develop budgets and monitor actuals, liaising with Finance colleagues, ensuring financial sustainability and margin control.</li><li>• Work collaboratively to ensure Chetham's processes and procedures are followed across Stoller Hall and to ensure good communication with all internal stakeholders.</li><li>• Utilise and maintain ARTIFAX (scheduling), Spektrix (box office ticketing system) and Deputy (staff rotas) to streamline operations.</li></ul>	<b>Programming and Events</b>	<ul style="list-style-type: none"><li>• Curate a diverse and commercially successful programme of external hires, balancing classical, folk, jazz, contemporary, spoken word, comedy, family events and even weddings!</li><li>• Work collaboratively with UK promoters, agents and tour bookers to secure high-quality acts.</li><li>• Develop partnerships and collaborations with artists and organisations to elevate the venue's reputation.</li><li>• Support and facilitate student performances and rehearsals as part of Chetham's wider educational mission, including holiday courses and lets.</li></ul>	<b>Strategic Development</b>	<ul style="list-style-type: none"><li>• Develop and implement strategies to maintain Stoller Hall's position in Manchester's cultural scene.</li><li>• Lead efforts to increase venue visibility and attract new audiences locally and nationally.</li><li>• Adapt to changing trends and embrace innovative approaches to programming and operations.</li><li>• Working with the Chetham's development team to maximise opportunities for attracting external funding, identifying and securing funding from a wide range of sources.</li></ul>
-------------------------	--	-------------------------------	--	------------------------------	--

# General Manager

## Key Responsibilities

---

### Leadership and Team Management

- Lead, motivate and manage the venue's team, ensuring clear communication and high morale.
- Promote an inclusive, collaborative work culture, supporting staff development and innovation.
- Work with senior colleagues across the organisation and external stakeholders to achieve shared goals.
- Oversee the recruitment, line management and annual appraisal of staff, and ensure appropriate performance management procedures are in place.
- Lead staff training and professional development planning.
- Represent the Stoller Hall and Chetham's on relevant external bodies e.g. British Association of Concert Halls, Music Venue Trust, Manchester Medieval Quarter Forum.

---

### Marketing, Sales and Customer Experience

- Oversee marketing and sales strategies to drive ticket sales and venue bookings.
- Ensure a customer-centric approach, developing and improving customer services.
- Working with the Commercial Events Manager to expand conferencing and hospitality offerings to maximise income streams.

---

*The job description in this pack is intended to be an outline of the duties and responsibilities for this role. This is not exhaustive, and it is likely to change over time. The role holder may be expected to undertake other duties that are commensurate with this role.*



# General Manager Person Specification

---

## Essential

- At least three years of management-level experience in a concert hall or similar venue.
  - A strong track record of curating, planning and delivering artistic strategy incorporating arts, creative learning, and commercial activities.
  - Experience in championing equal opportunities, environmental sustainability and cultural diversity.
  - Excellent written, verbal and presentational public speaking and communication skills.
  - Proven ability to present diverse and commercially viable programmes.
  - Strong understanding of the UK live music industry, including key promoters, agents, and tour bookers.
  - Demonstrated entrepreneurial flair and business acumen.
- Solid grasp of conferencing and hospitality sectors and their income potential.
  - Strong budgeting, negotiation and leadership skills.
  - Experience of safeguarding policy and practice in arts education or public venues
  - Fluency in common software and event scheduling systems like ARTIFAX.
  - Highly organised, adaptable and able to manage multiple priorities.
  - Enthusiasm for live music across genres and commitment to delivering exceptional quality.
  - Willingness to work evenings, weekends, and unsocial hours as required.

---

## Desirable

- Experience in classical music programming or working within the classical music sector.
- Experience of working with young people, schools, community groups and a varied range of stakeholders.
- Track record in managing change and working with multiple stakeholders.
- Background in a service industry with a focus on delivering high-quality customer experiences.
- A good understanding of charity governance and experience of working with a Board of Trustees.
- Experience in People Management.
- A passion for arts education.

# General Manager

## Stoller Hall

Terms of appointment and condition	The position of General Manager of the Stoller Hall is a key Joint Principals appointment to ensure the proper operational running of the organisation.	How to apply	Please see the job advertisement for details on how to apply for this role.	Child protection and safeguarding children	As a post holder I recognise my responsibility to promote and safeguard the welfare of children and young people for whom I am responsible, or with whom I come into contact. I will adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy and related documents (available at <a href="http://chethams.com">chethams.com</a> ) at all times. If, in the course of carrying out the duties of the post, I become aware of any actual or potential risks to the safety or welfare of students at Chetham's, I have a duty to follow the reporting routes and to report any concerns to the Designated Safeguarding Lead or to the Head.	Our Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognises the contribution it can make to protect and support students.
Contract:	<b>Full-time, permanent</b>	Deadline for applications	<b>Monday 24 February 2025 10am</b>			
Salary:	<b>£50,060-£56,371 per annum</b> (Support Staff band 40-44)	Interview and assessment day	Wednesday 5 and Thursday 6 March 2025			
Schedule:	<b>Usually Monday to Friday</b> (flexible schedule with occasional weekends and evenings, and possible call-out in emergencies)					
Benefits	25 days holiday/leave per annum rising to 30 in five years  Free lunch each day during term time  Flexible schedule					



Good luck with your application,  
we look forward to hearing from you.

---

**Stoller Hall**

Hunts Bank,  
Manchester M3 1DA

---

**Chetham's Library  
Chetham's School of Music**

Long Millgate,  
Manchester M3 1SB

---

**chethams.com**  
Registered charity No. 526702