



CANDIDATE BRIEFING DOCUMENT

BORD GÁIS ENERGY THEATRE, DUBLIN

GENERAL MANAGER



JANUARY 2019

1. Background

The Bord Gáis Energy Theatre (originally the Grand Canal Theatre) is a performing arts venue, located in the Docklands of Dublin. It is Ireland's largest fixed-seat theatre (2,111 seats) and opened in 2010.

The concept of the Bord Gáis Energy Theatre arose back in 1992. Mike Adamson CEO of Live Nation Ireland and 3Arena was constantly being asked by the producers of Ballet, Opera, Drama and Musicals about staging their productions in Dublin. During this time, a restricted amount of large scale theatre productions were being staged at 3Arena such as Cats, Bolshoi Ballet, Kirov Ballet, Miss Saigon, Les Miserables, Phantom of the Opera, Glyndebourne Opera and Mamma Mia. It soon became obvious that the demand for theatre productions surpassed the weeks available in any given year at 3Arena.

In 2001, the concept of the Bord Gáis Energy Theatre became a reality during discussions with Peter Coyne (CEO) and Grainne Hollywood (Property Director) of the Dublin Docklands Development Authority (DDDA). Peter and Grainne wanted an iconic building at Grand Canal Square in the Docklands. The DDDA were seeking ideas for this location and Live Nation presented the concept of a 2,000 seating capacity theatre to include a classic three tier theatre auditorium. The DDDA had found what they were looking for and the vision was complete and the story of the Bord Gáis Energy Theatre truly began. The DDDA & Live Nation appointed world renowned architect Daniel Libeskind, theatre architects RHWL and Developer Chartered Land to design and build this landmark building.

The Bord Gáis Energy Theatre commenced building in January 2007 and the curtain rose for its inaugural performance on March 18th 2010 with The Russian State Ballet featuring stars from the Bolshoi performing Swan Lake. In 2014 the Bord Gáis Energy Theatre was purchased by Crownway Investments – a private equity company owned by John and Bernie Gallagher and is managed by Live Nation..

The Theatre entertains around half a million theatre goers every year, with a diverse programme which includes ballets, musicals, family shows, drama, concerts, comedy, orchestral and opera. It hosts between 330-350 events per year (including afternoon and evening shows), with 70% of events described as West-End musicals, and 20% described as West-End theatre.

The Theatre offers a variety of retail outlets and four public licensed bars, together with a further two licenced bars and fine dining restaurant, exclusively for private members of The Circle Club.

The Bord Gáis Energy Theatre comprises a team of c.110 staff (30 f/t and 80 p/t), and has an annual revenue of c.€8m (tickets, food and beverage, venue hire and naming rights).

For further information see: www.bordgaisenergytheatre.ie

2. The Role

Reporting to the CEO Live Nation Ireland, the role of the General Manager of Bord Gáis Energy Theatre is to:

- Lead the day to day smooth running of the theatre.
- Manage, motivate and develop staff to ensure clarity of direction and business priorities are being achieved.
- Oversee the successful delivery of the artistic programme.
- Lead the business development activity, achieving targets and high standards of customer service.

3. Key responsibilities

- Manage, motivate and develop key staff to ensure clarity of direction, business priorities, continuous improvement in customer service and sales standards are all achieved. Hold regular review meetings with Heads of Department.
- Oversee the Deputy General Manager in various aspects of the day-to-day running of the theatre, providing relevant training and development opportunities where necessary.
- Offer support, guidance and assistance to individual departments, showing an understanding of each aspect of the business.
- Ensure the theatre is fully resourced and able to meet its objectives, implementing staff training and development programmes in line with Company guidelines.
- Ensure a consistent and prudent approach to the management of all HR issues and matters. Manage performance, discipline and grievances in compliance with statutory obligations.
- Ensure the theatre building and facilities are managed and maintained to a high standard.
- Ensure the Company's Health & Safety policy is fully adhered to across the theatre, recommending improvements to the policy as appropriate and in consultation with the Heads of Department. Ensure regular maintenance inspections of the theatre.
- Prepare, forecast and take responsibility for the day-to-day management of all budgets.
- Oversee accurate and timely completion and sign-off of all administrative and financial returns for the theatre.
- Identify, develop and deliver income generating activities, producing business plans in support of these.
- Support the Head of Programming, Live Nation in achieving quality programming, and in identifying and actioning product and sales opportunities.

- Maintain regular contact with producers and promoters, ensuring the smooth delivery of each show and that each show reaches its full potential.
- Ensure excellent communications and relationships are maintained with visiting artists and companies, and provide best practice in customer service.
- With the marketing team, ensure effective marketing programmes are in place to maximise show sales, reviewing progress regularly.
- Fully support Customer Service initiatives across all areas of the theatre.
- Oversee the bar and catering offering, ensuring maximum profitability.
- Ensure all operational and licensing regulations are met for the theatre.
- Work closely with all suppliers, ensuring effective contract negotiation and undertaking annual reviews to ensure the effective management of supplier and service level agreements.
- Build and maintain positive working relationships with key Local Authority stakeholders in accordance with the management contract, ensuring regular contact.
- Build and enhance the profile of the theatre in the local community, including business and general public networks.
- When required, carry out duty management of shows.
- Undertake additional duties, as and when required.

4. Person Specification

The key experience, skills and qualities sought are:

Experience

- Significant experience working in venue management.
- Strong track record of developing people and successfully managing their performance.
- Proven experience in identifying strategies to improve and develop an organisation.
- Proven experience in successful change management.
- Experience in business planning and delivering against targets.
- Experience in setting, managing and monitoring significant budgets.
- Track record in developing and managing effective relationships at a senior level, both internally and externally.
- Experience of managing a large, complex operation (desirable).

Skills and qualities

- Excellent communication and presentation skills.
- Strong interpersonal skills, with the ability to establish trust-based relationships.
- Strategic thinker.

- Effective problem solver.
- Financially astute, with well-developed planning and analytical skills.
- Strong commercial acumen.
- Drive and ability to secure the best outcome in negotiations.
- Well-developed networking and advocacy skills.
- IT literate

5. Summary of Terms

Contract	Open-ended
Salary	Competitive, dependent on experience
Bonus scheme	Discretionary, dependent on performance
Pension	7.5% employer contribution with matched employee contribution
Healthcare	Provided
Notice period	3 months
Probationary period	6 months
Holidays	23 days per year plus statutory national holidays.
Relocation	The successful candidate will be expected to live within commuting distance of Dublin. Costs involved in relocating will be negotiable.