



**UNIVERSITY OF LINCOLN  
JOB DESCRIPTION**

<b>JOB TITLE</b>	Barbican General Manager				
<b>DEPARTMENT</b>	Barbican Creative Hub				
<b>LOCATION</b>	Barbican Creative Hub				
<b>JOB NUMBER</b>	CASH060	<b>GRADE</b>	7	<b>DATE</b>	March 2025
<b>REPORTS TO</b>	Barbican Director				

**CONTEXT**

The Barbican Creative Hub is an exciting and transformative addition to Lincolnshire’s cultural and creative landscape, set to launch in Spring 2025. Housed in an iconic Grade II listed building in the heart of Lincoln, the Hub will serve as a new home and catalyst for innovation and growth for the Creative Industries.

Spanning four floors, the Hub will offer a dynamic and vibrant mix of activity spaces for both members and the public—including research and development facilities, talks and events, pop-up exhibitions, a bespoke public café bar, studios, meeting rooms, and co-working spaces—all designed to support the region’s growing creative sector. A dedicated Creatives in Residence programme will provide generous support packages and affordable studios, nurturing artistic excellence.

The Hub will be operated by an agile, approachable and passionate on-site team, led by the Barbican Director, and managed by the University of Lincoln as part of its Centre for Culture and Creativity.

This is a pivotal moment to join the University of Lincoln and the Centre for Culture and Creativity. We are committed to transforming lives and communities through teaching, research, and civic engagement. Renowned for our pioneering approach to industry collaboration, we have developed unique partnerships at regional, national, and international levels – earning prestigious national awards over the past decade. As a significant anchor institution for the cultural and creative sectors, the Barbican Creative Hub represents a transformational asset that will drive ambition and innovation well into the future.

### **JOB PURPOSE**

The General Manager is responsible for the efficient and effective day-to-day operations of the Barbican Creative Hub, ensuring the smooth running of the building, programming, and business activities in alignment with the Hub's strategic objectives. This includes overseeing operations, facilities management, front-of-house services, and revenue generation activities, ensuring a high-quality customer experience across all spaces.

The role involves leading the Membership Programme, managing desk and workspace bookings, and driving income through event space sales. The General Manager will collaborate with the Barbican Director and Marketing Manager to promote the Hub, develop growth strategies, and ensure financial sustainability through strategic planning and budget management.

With responsibility for operational compliance, health & safety, and environmental sustainability, the General Manager will ensure the Hub meets industry standards and fosters a collaborative, creative, and inclusive environment. They will lead a team, provide staff development opportunities, and maintain strong relationships with internal and external stakeholders to drive engagement and revenue.

The General Manager plays a critical role in supporting the Director in achieving the Hub's long-term goals and maintaining its position as a dynamic, sustainable creative space.

## KEY RESPONSIBILITIES

### Programming and Operations

- Oversee the administration and scheduling of programming across all spaces, ensuring alignment with the Hub's strategic objectives and Business Plan.
- Collaborate with the Director to manage in-house activities.
- Oversee the Membership Programme, ensuring effective member engagement, retention, and growth, as well as managing desk and workspace bookings.
- Ensure the day-to-day general management of the building, including maintenance, IT, telephony, safety, security, and compliance.
- Manage the operational aspects of the Barbican, including office systems, internal communications, and overall work environment.
- Supervise Front of House operations, maintaining high standards of customer care and service.
- Ensure efficient administration and client management for desk and meeting room bookings, optimising occupancy and user experience.
- Act as Operational and Duty Manager for events, if required.
- Handle senior-level queries and resolve issues raised by users.

### Health and Safety

- Monitor compliance with all health and safety regulations and proactively ensure all staff have completed necessary training.
- Oversee risk assessments and safety plans for events.

### Business and Financial Management

- Lead on income generation through meeting room and event space sales, developing strategies to maximize commercial potential and ensure revenue targets are met.
- Work with the Director and Marketing Manager to promote and sell spaces, including proactive outreach to potential clients and partners.
- Collaborate with the Hub management team to develop, deliver and report on the Business Plan and KPIs.
- Support the Director in budget preparation and financial reporting, including cash flow forecasting and project budgets.
- Monitor and report on income and expenditure, identifying trends and proposing improvements.
- Ensure compliance with financial procedures, managing purchase orders, invoices, and expenditure.

### Leadership and Management

- Line manage Barbican Facilities & Tech Coordinator and other staff as required, ensuring agreed targets and standards are achieved.

- Manage personnel administration, including recruitment, induction and performance management.
- Promote a collaborative working environment and ensure the Hub operates as a positive and fair employer.
- Ensure relevant professional development opportunities for staff and uphold safeguarding standards.

**Liaison and Networking**

- Develop and maintain business relationships with key internal and external stakeholders to support Hub objectives and drive engagement and revenue.
- Represent the Hub at relevant external meetings and events, building support and promoting its activities.

**Equality, Diversity and Inclusivity**

- Lead the Hub’s Environmental Sustainability Policy and Action Plan.
- Ensure the Hub operates in line with the Equalities, Diversity, and Inclusion Policy, promoting an inclusive environment and addressing any issues that arise.

**Communications**

- Ensure effective communication with colleagues and the Senior Management Team.
- Support the Director and Marketing Manager with external relations, including communications campaigns and reporting to funders.

**In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.**

**ADDITIONAL INFORMATION**

<b>Key working relationships/networks</b>	
<b>Internal /University of Lincoln</b>	<b>External</b>
<ul style="list-style-type: none"> <li>• Barbican Director</li> <li>• College Director of Operations</li> <li>• Administrator and casuals</li> <li>• Communications, Development and Marketing department staff</li> <li>• College of Arts marketing team</li> <li>• Hub Advisory Group</li> <li>• Financial services</li> <li>• Human Resources</li> </ul>	<ul style="list-style-type: none"> <li>• Potential funders</li> <li>• Governance Board</li> <li>• Creative / visiting companies</li> <li>• Freelance contractors</li> <li>• Volunteers</li> <li>• City and County Council Authorities</li> <li>• Hub Users, tenants, creative residences</li> </ul>



**UNIVERSITY OF LINCOLN  
PERSON SPECIFICATION**

<b>JOB TITLE</b>	Barbican General Manager	<b>JOB NUMBER</b>	CASH060
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<b>Selection Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>Where Evidenced Application (A) Interview (I) Presentation (P) References (R)</b>
<b>Qualifications:</b>		
Degree in relevant subject, or equivalent experience	<b>E</b>	<b>A</b>
<b>Experience:</b>		
Management experience in Creative Industries or a Cultural Facility setting	<b>D</b>	<b>A/I</b>
Extensive experience in building operations including compliance, health & safety, and facilities management.	<b>E</b>	<b>A/I</b>
Experience managing and developing teams, including delegating tasks and leading staff.	<b>E</b>	<b>A/I</b>
Proven ability to build and maintain relationships with multiple stakeholders, both internal and external.	<b>E</b>	<b>A/I</b>
Strong track record in general and / or project management, including planning and scheduling live and online events.	<b>E</b>	<b>A/I</b>
Experience in financial planning, including budgeting, monitoring expenditure, and reporting.	<b>E</b>	<b>A/I</b>
<b>Skills and Knowledge:</b>		
Excellent communication skills, including report writing, presentations, and stakeholder engagement.	<b>E</b>	<b>A/I</b>
Strong organisational, problem-solving and project management skills.	<b>E</b>	<b>A/I</b>
Understanding of financial management, including budgeting and contracts.	<b>E</b>	<b>A/I</b>
Effective leadership and people management skills, with experience in performance management.	<b>E</b>	<b>A/I</b>
Knowledge of health and safety legislation and environmental sustainability in facility management	<b>E</b>	<b>A/I</b>
Understanding of working within a Higher Education and / or large organisation, including their priorities and operational approaches	<b>D</b>	<b>A/I</b>
Experience of leading the development and delivery of equality, diversity and inclusion initiatives.	<b>D</b>	<b>A/I</b>
<b>Competencies and Personal Attributes:</b>		
Proactive, self-motivated, and results-oriented with a problem-solving mindset.	<b>E</b>	<b>A/I</b>
Ability to balance the need for attention to detail with wider goals and priorities	<b>E</b>	<b>A/I</b>
Flexible, adaptable and able to work effectively in a varied & fast-paced environment.	<b>E</b>	<b>A/I</b>

A strong team player, with the ability to work independently when required.	<b>E</b>	<b>A/I</b>
Commitment to personal and professional development	<b>E</b>	<b>A/I</b>
<b>Business Requirements:</b>		
Willingness to work occasional evening and weekends, as required.	<b>E</b>	<b>I</b>

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

<b>Author</b>	TC	<b>PBP</b>	SP
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