JOB DESCRIPTION

OPERATIONS MANAGER



Image Credit: The Other Richard

SELINA THOMPSON LTD

Deadline: 10am Monday 12th January 2026

ACCESSIBLE RECRUITMENT

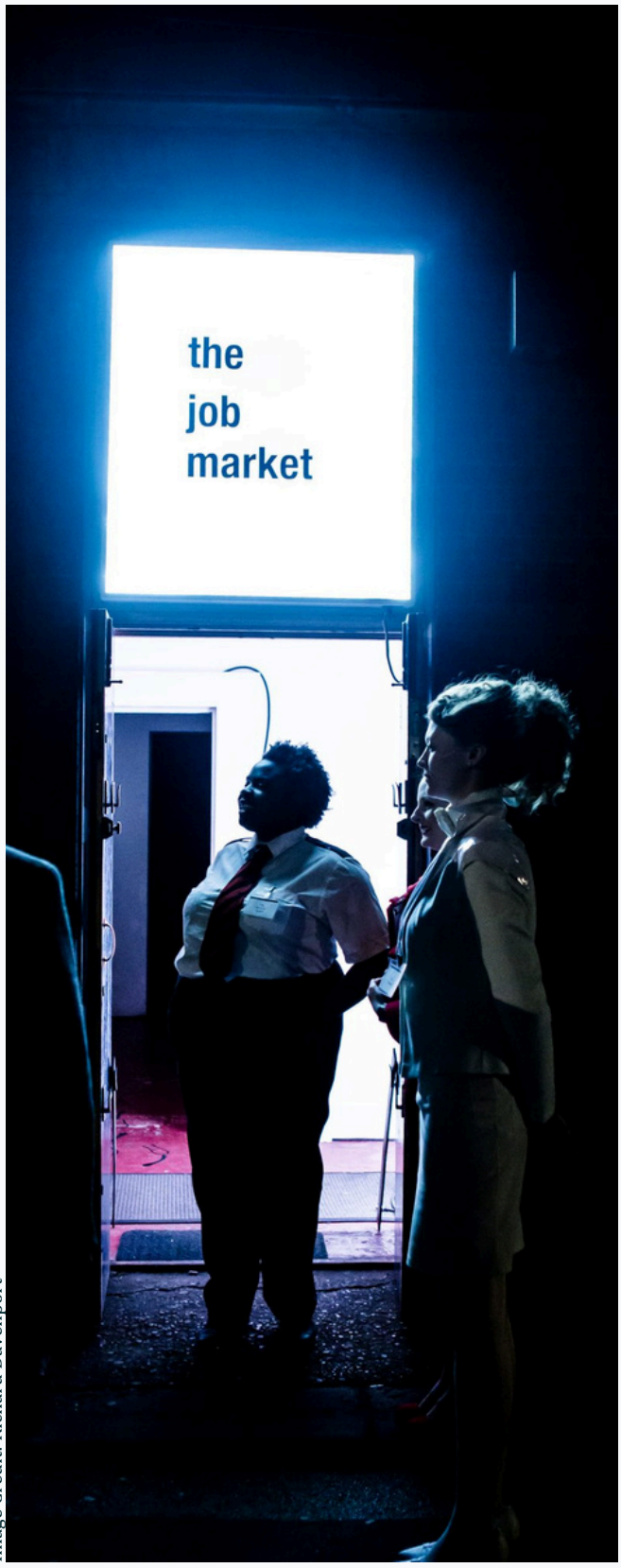


Image Credit: Richard Davenport

Selina Thompson Ltd (STL) is a Disability-led company and we are keen to make our application processes as broadly accessible as possible. Practically this means we are happy to provide this information in alternative formats and answer any questions you might have.

We encourage and welcome the submission of information that will enable us to support you through the application process (e.g. access riders, requests for adjustments to any part of the process). We accept applications in writing, by audio recording or video format. We are also happy to have informal pre-application conversations with anyone interested in the role if you would like to understand more about the working culture at STL or to answer any general enquiry questions around the role.

During the interview process we will ask you about any access needs you may have and will meet any out-of-pocket expenses incurred.

We know it is not possible to create an exhaustive list of the various accessibility barriers candidates may face, but our aim is to always be warm and welcoming enough for you to get in touch with any questions you might have. To do this, request information in alternative formats, or to arrange an informal chat please contact Executive Producer Pippa Frith: pippa@selinathompson.co.uk

We are a Black and Disability led organisation, and we particularly welcome applications from candidates from the Global Majority, the QTIPOC community, with lived experience of a disability, and from working class backgrounds, who are currently under-represented in our industry.

INTRODUCTION FROM OUR ARTISTIC DIRECTOR & CEO



Image Credit: The Other Richard / Richard Davenport

Selina Thompson
Artistic Director & CEO

Hi!

We're looking for an Operations Manager and if you're reading this introductory note, there's a really good chance that that could be you! Nice to meet you, bab.

It's a wildly exciting time to join STL, and I mean that. I always say it(!), but I think it's because we're genuinely an exciting place to work! One of our key values is a focus on the art, and right now, that feels embodied, leaving everything feeling verdant and full of possibility.

We're in the middle of delivering new scripts, VR prototypes, Live Art, and reworking last year's Twine ready for a national tour. We're putting together our first podcast, travelling the world building our Canopy as we explore the international and intergenerational impacts of adoption, and doing all of this whilst trying to challenge the ableist and exclusionary ways in which our sector can work.

Everyday at work feels bursting with possibility and potential, but also rooted in care, and a genuine desire to make the world a better place with the work that we do. It's a heady mix.

And that's why we need a grounded, focused and efficient Ops Manager. Someone who is going to be driven by our mission, vision and values to keep the ship steady as we make all this work. Somebody, who, like us, will centre rigour, equity and dignity in how we do things, and who wants to be a central part of making work that 'thinks big, with ambition, heart and a keen sense of solidarity'.

So if you love a spreadsheet, a series of well-oiled systems and processes that run like clockwork, and embedding justice in every aspect of how a company is run - drop us an application. We can't wait to hear from you.

Big love,
Selina x

THE PURPOSE OF THE ROLE

The Operations Manager is a key part of the functioning of the company, ensuring we keep the lights on and that the day to day running of the company is smooth and in line with our values.

The Operations Manager is responsible for:

- The overall financial management of the company, working closely with the external accountant, Artistic Director / CEO and Executive Producer to ensure the company is solvent, legal and in a secure financial position at all times
- Maintaining lines of communication with funders, ensuring reporting is done in an accurate and timely manner
- To act as a main point of the contact with the board, supporting them in their role as trustees
- Ensuring HR and recruitment activities are robust and ethically aligned to our company values
- Managing the overall internal workings of the company to ensure its smooth functioning, as well as managing the office and administrative needs of the organisation

Employment Terms

Terms and Salary	£36,000 per annum for 32 hours per week
Usual Location	Office at Assay Studios in Birmingham's Jewellery Quarter
Annual Leave Entitlement	28 days per year plus bank holidays
Line Manager	Executive Producer
Probation Period	6 months
Terms of Employment	Permanent Contract
Notice Period	2 months



Image Credit: Bettina Adela Photography

JOB DESCRIPTION

BUDGETS AND FINANCE

- Provide regular and accurate information for the accountants to prepare quarterly management accounts and annual accounts, working closely with them to ensure information can be presented at board meetings
- Using Xero, and with the support of the Finance & Admin Assistant, maintain the company's books and financial systems: processing sales and purchase invoices, paying suppliers and contractors, running payroll and reconciling all bank accounts, accurately and on time
- Manage the company bank accounts and all related processes
- Process and sign off for Access to Work claims for company members as required
- Monthly monitoring of cashflow ensuring any concerns are reported to the EP and AD
- With the AD and EP, set and monitor the overall company budget, working closely with team members responsible for delegated budgets. Make decisions about expenditure and forecast to pre-empt potential issues

REPORTING TO FUNDERS

- With the support of the team, lead data collection and input as needed for Illuminate, Julie's Bicycle and the ACE annual report
- Lead the quarterly NPO reporting including updated Activity Plan, Investment Principles and financial documents in ACE templates, in order to release payments
- In collaboration with the Board and wider team, ensure that the strategic plan agreed with Arts Council England is being progressed
- Support the EP to prepare reports to funders, including collating financial and other relevant data

JOB DESCRIPTION

GOVERNANCE

- Act as a main point of contact with the Board
- With the wider team, prepare papers for board meetings and circulate, including coordinating the agenda with the Chair, AD / CEO and EP, preparing management accounts and financial narrative
- Present papers and information at board meetings as required
- With the AD /CEO and EP manage the recruitment and induction of new Board members to ensure they understand their responsibilities and how they can best contribute to the aims of the organisation
- Ensure all Board meetings are minuted and these minutes are circulated promptly with actions highlighted
- With the wider team, write and review policies and ensure they are up to date, values-led and in line with best practice; present these to the Board for approval

RECRUITMENT & HR

- Support the Artistic Director, Chair and wider team where needed in planning the recruitment of new staff
- Manage the recruitment processes internally; scheduling times to review applications and hold interviews, responding to all candidates with relevant information and feedback, holding conversations with potential candidates to provide further information
- With support from relevant members of the team, develop job descriptions and compile job packs with all relevant information about the organisation, role, details of how to get in touch, and how to apply
- Advertise roles across a variety of relevant sites and platforms; research and manage profiles with suitable sites; maintain relationships with industry contacts to help promote opportunities

JOB DESCRIPTION

RECRUITMENT & HR

- Write contracts for new PAYE and freelance staff, go through these with new staff and provide explanations of key terms and points
- Keep up to date induction processes, and induct all new staff
- Manage any contract amendments or updates, keeping paperwork up to date
- Respond to reference requests for current or former staff, and write reference letters where appropriate
- Line manage the Finance and Administration Assistant and other project-specific roles as relevant; regular one-to-ones, setting tasks and monitoring progress, advice and pastoral support, annual appraisals, exit interviews
- Track holidays, sick days etc for core staff

COMPANY MANAGEMENT

- Act as key point of contact for external enquiries, including managing the Info email account, passing on enquiries to relevant team members
- Respond to requests for meetings, interviews, teaching, work experience
- Keep annual schedule and company Google calendar up to date
- Ensure systems are working, e.g. weekly team meetings, Dropbox and Google Drive is up to date and coherently organised
- Ensure that the Company's people, places of work and activities have consistent and appropriate insurance cover

JOB DESCRIPTION

COMPANY MANAGEMENT

- Make any updates to Companies House, e.g. adding/removing board members as well as submitting company accounts and relevant paperwork to companies house in a timely and accurate manner
- Administering the renewal of any subscriptions/memberships, e.g. ITC
- Oversee the Finance and Admin Assistant to book travel and accommodation as required
- Act as main point of contact with Assay Studios (our office) and Safestore
- Work with freelance consultants to oversee the company's transition to a charity, with the support of the wider team and Board
- Manage IT systems and services including but not limited to: Google Workspace, Wordpress, Dropbox, Mailchimp, Vimeo etc
- With the wider team, contribute to the company's social media

We anticipate the job description may shift and change, in response to our learning and your feedback. This list is by no means exhaustive and some additional tasks may be required of you as and when they arise.

PERSON SPECIFICATION

BUDGETS AND FINANCE

Essential

- Attention to detail and experience in budgeting and finances, including quarterly management accounts and working with external accountants, with a thorough and methodical approach
- Good aptitude and confidence for developing (multi) annual budgets, working in collaboration to produce robust and realistic financial plans
- Flexibility and understanding of the changing nature of arts projects and activities, with an openness to collaborating to allow for adaptability

Desired

- Experience using Xero
- Experience of running payroll in full
- Experience in processing Access to Work claims

REPORTING TO FUNDERS

Essential

- Experience of developing reports for funders, with the ability to interpret and frame information differently as required
- An understanding of how Arts Council England works and knowledge of their investment principals

Desired

- Experience of National Portfolio Organisation reporting to Arts Council England
- Experience of developing narrative reports for funders

PERSON SPECIFICATION

GOVERNANCE

Essential

- A solid and confident understanding of the roles boards play in organisations and the mechanisms required to ensure they are working successfully within the company ecology, aligned to the company ethos and values
- Experience of developing policies, and an enthusiasm for the rigour and considered thinking required to do this in a meaningful way

Desired

- Experience of working directly with a board
- Experience of sitting on a board
- Experience of board development

RECRUITMENT & HR

Essential

- A commitment to the company's values around care, access and well being and an enthusiasm in using these in all areas of the work
- A solid understanding of the mechanics of recruitment processes with the ability to administrate and drive these in an ethical and accessible manner

Desired

- Experience of working with external HR consultants
- Experience of developing job descriptions and leading recruitment processes

PERSON SPECIFICATION

RECRUITMENT & HR

↘ Essential

- Experience in writing PAYE, freelancer and partner contracts, ensuring these are legal and up-to-date on an ongoing basis, with a focus on doing this in an ethical and accessible way
- Experience of line management (this might be freelancers if not PAYE staff)

COMPANY MANAGEMENT

↘ Essential

- Confidence acting as first point of contact and in being a positive ambassador for the organisation
- Meticulous when planning schedules with an eye for detail
- Experience of leading internal systems (e.g. online filing, email systems, Google Workspace etc...)
- Experience of reporting and filing required for Companies House

↘ Desired

- Understanding and experience of securing charity status
- Experience with Wordpress

PERSON SPECIFICATION

GENERAL

- Show a firm commitment to Equality, Diversity and Inclusion
- Have an active commitment to anti-racism
- Have an understanding of or a desire to learn about ensuring environments are accessible, with a commitment to disability justice
- Show an understanding of and commitment to liberation politics

HOW TO APPLY

Please send the following to pippa@selinathompson.co.uk by 10am on Mon 12th January 2026:

1 YOUR CV

Or if you'd prefer and it saves you time your LinkedIn page or a link to an online CV elsewhere

2 A SHORT COVER LETTER

Or 4 minute audio recording or video (no more than two sides of A4) summarising:

- why you'd like this job
- why you think you're right for it
- what experiences and knowledge you'd bring to the role (please use the specification to help you ensure you are detailing your relevant skills)

3 A COMPLETED MONITORING FORM

The monitoring form will not be seen by anyone selecting or interviewing candidates. The only compulsory question on this form is your date of birth, as you need to be 18 or over to do this job. However, if you complete other sections it helps us to ensure we're reaching as wide a range of people as possible. You do not need to provide details of any disability or health condition at this time, only what we need to know to adapt the application process.



Image Credit: The Other Richard

Please check that your application includes this essential information:

- your full name
- your current address
- phone number and email address
- any adjustments you need to make the application process accessible to you

A note from us

We know deadlines can be stressful and we won't disregard your application if it is a few minutes late, but please be considerate to other candidates by not submitting applications hours or even days late.

We promise to:

1. Have informal pre-application conversations with any potential candidate who requests them wherever practically possible (these are likely to be online)
2. Provide information in alternative formats on request
3. Confirm we have received your application by email
4. Communicate if you have or have not been shortlisted for an interview
5. Send shortlisted candidates information about the format of the interview, including interview questions, and a task to prepare for if required
6. Schedule interviews for **Monday 19th January** in person at our studio in Birmingham's Jewellery Quarter, or online via Zoom. If you cannot make this date please let us know as soon as possible and we will endeavour to find a new date together
7. Contact all interviewees by **Monday 26th January** to let them know the outcomes
8. Offer feedback to interviewees on their request by email or phone



Image Credit: Manuel Harlan

WE LOOK FORWARD TO HEARING FROM YOU!