

22 July 2020

Proposal to restructure Snape Maltings Trading Ltd

Staff who work in the shops and cafes at Snape Maltings have been informed that the business will be reshaped and restructured, and that they will be involved in a consultation process in August.

Snape Maltings Trading Ltd (SMTL) is the commercial subsidiary of the newly-merged charity Britten Pears Arts, which is based at Snape Maltings and at the Red House in Aldeburgh. All profits from the shops and cafes go towards funding Britten Pears Arts, one of the UK's leading cultural organisations.

Snape Maltings is one of East Anglia's leading visitor destinations, and the award-winning independent shops and cafes attract around 500,000 people each year. Whilst high street retailers have been greatly challenged in recent times, the Snape Maltings shops have bucked most trends because of the distinctive product ranges, busy programme of events and the glorious natural environment.

However, the pandemic and evolving customer behaviours have necessitated changes to the way the site is organised.

The majority of jobs at SMTL will be retained, but around 20 - 30 roles may be at risk as the layout and customer experience is adapted to become more efficient and better suited to modern needs and trends. Overall SMTL's shops will occupy less space, but the customer experience will be improved with an easier flow and better navigation.

The shops and cafes were closed throughout the lockdown period, and re-opened in early July. Though the business suffered significant financial losses during the closure, the shops and café, which has a panoramic view of the estuary, have performed well since re-opening in a new configuration.

Harry Young, Managing Director of Snape Maltings Trading Ltd

“Customers are back enjoying Snape Maltings again and have responded positively to the new layout, which is more efficient, open plan and makes more of our abundant outdoor space. We are optimistic about the future of the shops, which generate funds for one of the UK's most important arts charities. But we must take great care to become as resilient as possible given the challenges that lie ahead. The majority of roles will remain, but we are deeply sorry that the total number of jobs may have to be reduced as we restructure the business to protect it for the future.”

Snape Maltings Trading Ltd expects the consultation to conclude by early September.

Notes

Snape Maltings Trading Ltd is the trading subsidiary of Britten Pears Arts (registered charity 261383), which was created when Snape Maltings and the Britten-Pears Foundation merged on 1st April 2020. SMTL's restructure is entirely unrelated to the merger.

The Lettering Arts Centre, the Snape Antiques Centre, and the Plough and Sail pub are independent businesses based at Snape Maltings and are unaffected by this process.