**Job Description**

Job Title: **Head of Facilities**

Reports to: Director of Finance & Business Services

Department: Facilities

Salary: £47k-£50k pa, depending on experience

**The Organisation**

Capital Theatres (CT) operates three of Edinburgh’s most exciting and successful performing arts venues. The Festival Theatre (1915 seats) and King’s Theatre (1125 seats), both of which are listed buildings, and the Studio Theatre (155 seats), an artist development, rehearsal and performance space which is an extension to the Festival Theatre.

[What we do - Capital Theatres](https://www.capitaltheatres.com/who-we-are/what-we-do/)

[Our venues - Capital Theatres](https://www.capitaltheatres.com/our-venues/)

**The Job**

This job requires a hands-on manager to deliver an excellent experience for in excess of 400,000 customers, and more than 100 visiting companies each year, including national and international performers, 6 festivals and our annual pantomime. It is a proactive role which, operationally, will manage the maintenance, cleaning and stage door reception teams. In addition, it will involve monitoring and reporting on the building and equipment condition and will work with the Executive Team delivering environmental and capital improvement projects.

**Key Result Areas**

* Providing a clean, comfortable, warm and safe environment for customers, staff and visitors
* Champion a responsive service to customers, visiting companies and colleagues
* Managing a planned preventative maintenance regime, including specialist contractors
* Manage housekeeping and reception teams to ensure a warm, welcoming, safe and secure environment
* Environmental improvements and monitoring for our venues
* Planning and optimising resources
* Implementing accurate and consistent processes and controls
* Empowering leading and inspiring the team
* Delivering capital improvement projects
* Act as Health and Safety Officer, coordinating the Health and Safety Committee and information flow across the organisation

**Main Responsibilities**

**Delivering a responsive service**

* Implement and manage a framework of agreed standards and procedures
* Anticipate workload and operational demands in a complex operating environment
* Meet or exceed our customers’ expectations of a 5\* service.
* Champion an enthusiastic response to problem solving.
* Maintain a regular review of performance delivery and make appropriate recommendations for continuous improvement
* Put in place and manage a “helpdesk” system to log, respond to and record faults
* Being the principle point of contact to resolve issues, including being part of the duty call out list

**Managing a planned preventative maintenance regime (PPM), including specialist contractors**

* Ensure that PPM is effectively planned and programmed into a busy schedule of other activity
* Manage specialist supplier contracts and/or call outs (including Building Management System, Heating Ventilation and Air Conditioning, life safety systems, electrical and mechanical services)
* Ensure that the buildings are maintained to the highest possible standards and that the infrastructure and fabric are robustly protected and cared for
* Ensure that regular building inspections and routine checks are made to satisfy relevant legislation and licence conditions
* Record relevant information in the building log to ensure we can demonstrate good compliance
* Generate an appropriate library of Operations & Maintenance information
* Review supply contracts from time to time to ensure best value

**Stage Door and Cleaning services**

* Responsible for back of house welcome at stage door reception, through management of the stage door supervisor and team, for visiting artists and business visitors. This includes telephone switchboard, post, deliveries, found property and such like soft services
* Having an eye for detail, manage the head cleaner and housekeeping team to ensure that the buildings are well presented throughout the day, including evening performances
* Ensure that the building is ready in good time before we open the doors for business, and secured at the end of business

**Processes and controls**

* Actively lead on promoting high standards of health, safety and welfare to ensure that the team are equipped to comply with relevant legislation and regulations, including Health and Safety, Environmental Health, and Licensing
* Ensure that the team are equipped to enforce financial and control procedures and that they monitor and report on compliance
* Work collaboratively with colleagues to deliver the Business Plan in line with its Philosophy and Values
* Ensure that the team understand all company policies and procedures
* Identify and propose potential improvements to policies and procedures as appropriate
* Induct contractors and others on site as appropriate and ensure that proper records are kept relating to health, safety and security in compliance with Health & Safety , Data Protection and other relevant legislation
* Be part of the organisation’s response team for business continuity and crisis management

**Empowering, leading and inspiring the team**

* Lead by good example setting individual development targets to ensure that the team are well motivated, well trained and are involved in contributing to the organisation’s aims laid out in the Business Plan
* Encourage people to use their initiative to lead and to take ownership over delivering the organisation’s objectives
* Encourage participation, collaboration and teamwork to make sure colleagues are at the heart of the organisation’s approach to decision making

**Minimising environmental impact**

* Lead on implementation of the Theatre Green Book across CT including regular statutory reporting in conjunction with our development team
* Work closely with colleagues in supporting and championing CT’s journey to carbon net zero
* Ensure that we continue to reduce our carbon footprint, and meet our commitments to energy and waste reduction and to guidelines such as zero waste
* Make suggestions for capital improvements or changes in how we operate to reduce our environmental impact
* Record appropriate data on utilities use to measure our environmental performance
* Consider supply contracts on the basis of suppliers’ commitment to the environment

**Managing capital projects**

* Work closely with the Executive in delivering the capital expenditure plan
* Ensure that project costs are secured in a competitive environment so that we can deliver best value
* Work with colleagues to ensure that work is programmed effectively within a busy schedule of other work
* Plan for works to meet best practice guidelines and relevant legislation (particularly but not exclusively Construction and Design Management Regulations)
* Work with Director of Finance & Business Services to ensure contractors’ Risk Assessment and Method Statements (RAMS) are robust, to ensure that they are adhered to during works and to take appropriate action if remedial actions are required
* Induct contractors on site

**Producing and implementing departmental operational plans to successfully deliver the Business Plan**

* Outline and prioritise services to be provided and identify budget and staff requirements
* Measure and monitor performance against Key Performance Indicators
* Actively manage the operational plans within the department
* Regularly review the department’s performance to inform the team’s development requirements

**Health and Safety Officer**

* Act as the CT Health and Safety Officer
* Coordinate Health and Safety Committee meetings
* Assist the Director of Finance & Business Services in monitoring and reviewing health and safety performance
* Work with Director of Finance & Business Services in reviewing H&S Policy from time to time, monitor progress on H&S matters and preparing a regular performance report to the Board
* Carry out monthly monitoring of managers’ H&S responsibilities, providing support as required
* Deliver H&S induction training to all workers and source other H&S specialist training to deal with any identified needs
* Deliver Health & Safety training as appropriate, ensuring relevant training information is available to HR team to update H&S training records
* Maintain a viable risk assessment register and ensure that information is up to date and shared in good time
* Monitor the Annual Health & Safety Audit and ensure departmental actions are completed
* Support investigations into accidents and incidents to promote a learning culture and to prevent accidents happening
* Ensure that CT meets or exceeds good H&S practice

**How to apply**

Please send a cv and cover letter addressing how your experience and skills match the role and responsibilities to [recruitment@capitaltheatres.com](mailto:recruitment@capitaltheatres.com). The cover letter should be no longer than two sides of A4.

Applicants should also fill out the included Additional Information form and Equal Opportunities form which can be found on the following pages.

**Additional Information**

|  |
| --- |
| **Criminal convictions**.  Please give details of any criminal convictions, except any considered to be spent under the Rehabilitation of Offenders Act. If none, please write none |
|  |
| **Eligibility to work**.  Are you legally entitled to work in the UK? If no, please give details. |
| yes / no |
| **Where did you hear about this vacancy?**  Please give name of publication or address of website, #twitter, etc., or word of mouth |
|  |
| **Data Protection**  The information that you have supplied in this application will be used to process this job application. We will keep the information confidential and not divulge it to third parties, except where required by law. In signing this declaration, you are agreeing that we may use and process this information for the purpose of this application or future employment.  For successful candidates, personal data will be retained and held during employment and for a period dictated by legislation after you leave. Information from unsuccessful candidates will be kept for a period of 6 months so that we may, if appropriate, advise you of any suitable future vacancies. After this period your records will be securely destroyed. |

**Declaration**

I hereby confirm that, to the best of my knowledge, the information given here is correct. I understand that false or misleading information could lead to the withdrawal of any offer or, in extreme cases after appointment, to dismissal.

|  |  |
| --- | --- |
| Name  (*PRINT initials and surname only)* |  |
| Signature  (for electronic submission - typing your name here will be taken as confirmation) |  |
| Date |  |

Once you have completed this form please send it to [recruitment@capitaltheatres.com](mailto:recruitment@capitaltheatres.com) Now complete our Equal Opportunities Monitoring form.

**Equal Opportunities Monitoring Form**

Capital Theatres is committed to providing equal opportunities to all members of staff and job applicants and will not discriminate either directly or indirectly on the grounds of age, disability, sex, gender reassignment, pregnancy, maternity, race (including colour, nationality and ethnic or national origin), sexual orientation, religion or belief, or because someone is married or in a civil partnership.

To ensure that this recruitment complies with our policy please complete all shaded areas of the application form using black ink, written clearly or typed. All information gathered will be treated in the strictest confidence. **This monitoring form does not form part of your application and will therefore be detached from it on receipt and stored separately.**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Full name |  | | | | | | | |
| Position applied for |  | | | | | | | |
| Are you already employed by Capital Theatres √ | | | | Yes | |  | No |  |
| Gender √ | Male |  | Female |  | Prefer not to say | | |  |
| Do you identify as  transgender/transsexual √ | Yes |  | No |  | Prefer not to say | | |  |
| Your date of birth | | |  | | | | | |

Your age – please tick one ü

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 16-18 |  | 21-30 |  | 41-50 |  | 61-70 |  |
| 18-20 |  | 31-40 |  | 51-60 |  | 70+ |  |

Disability

|  |  |
| --- | --- |
| Do you consider yourself to have a disability? If yes please describe. | yes/no |
| Do you require any adjustments to be made to assist you at interview? If yes please describe | yes/no |

Your ethnic origin – please tick one ü

WHITE BLACK ASIAN OTHER

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Scottish |  | Scottish |  | Scottish |  | Mixed |  |
| English |  | English |  | English |  | Other |  |
| Welsh |  | Welsh |  | Welsh |  |  |  |
| Irish |  | Irish |  | Irish |  |  |  |
| Other |  | African |  | Bangladeshi |  |  |  |
|  |  | Caribbean |  | Chinese |  |  |  |
|  |  |  |  | Indian |  |  |  |
|  |  |  |  | Pakistani |  | Rather not say |  |

Other ethnic origin - please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Religion or belief

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Buddhist |  | Jewish |  | Roman Catholic |  | Church of Scot |  |
| Muslim |  | Hindu |  | Sikh |  | Other Christian |  |
| Other |  | None |  | Rather not say |  |  |  |

Sexual Orientation

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Bisexual |  | Heterosexual |  | Gay | |  | Lesbian | |  | |
| Rather not say |  |  |  | |  | |  |  | |  |

For the purposes of compliance with the Data Protection Act I hereby confirm that by completing this form I give my consent to the Trust processing the data supplied for the purposes of equal opportunities monitoring.

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| --- | --- | --- | --- |
| Signed |  | Date |  |

*for electronic submissions - typing your name here will constitute agreement*