

**opera  
north**

# **Opera North Job Pack Facilities & Reception Assistant**





# Opera North's purpose is to create extraordinary experiences every day, using music and opera to entertain, engage, challenge and inspire.

## Our people

Working at Opera North you will be part of a company and group of people committed to fulfilling this purpose. Whatever role you take we will provide you with an induction plan that introduces you to your job and the team you'll be working in, as well as giving you the opportunity to meet colleagues across the company. Our success in delivering against our purpose will be built on the commitment, skills, diversity and well-being of the people who work at Opera North, and we will invest in training to develop our people both professionally and personally, because we believe this strengthens not only our company, but also the wider creative sector.





**Our communities and  
audiences are part of us  
and we are part of them.**





# Our award-winning work tours to theatre stages and concert halls throughout the North and beyond.



## Who we are

Based in Leeds, rooted in the North of England and international in outlook, our award-winning work tours to theatre stages and concert halls throughout the North and beyond, including to London and major international festivals. Alongside touring opera, in Leeds we curate an eclectic artistic programme of gigs, concerts, spoken word and film in the Howard Assembly Room. We aim to make work that is bold, innovative and ambitious, always looking for new ways to share and create with audiences.

## Music for everyone

Opera North believes opera and music is for everyone, and champions diversity in artists, repertoire and audiences. Through our Learning & Engagement team, the Company connects with communities and inspires each generation, aiming to enhance the health and well being of people in the cities, towns and villages where we work through arts participation and performance.

## A new home

In 2021 we moved into our new home, the Howard Opera Centre. It is a world class rehearsal facility for our orchestra, chorus and all the artists we work with, sharing the same building as our new education studio where everyone is welcome to learn about and make music. We have also created a modern flexible working environment for our staff and given our venue, the Howard Assembly Room, a new lease of life with a dedicated entrance and public spaces, together with restaurant and bar in the heart of Leeds.

## Leeds as a capital of culture

Leeds is the only city in England outside of London to have a resident full time opera company, ballet and repertoire theatre as part of a diverse, collaborative and thriving cultural scene. That rich offer has been complemented by a growing tech sector. Surrounded by the stunning Yorkshire countryside including the Dales, Moors and North Sea coastline, Leeds is a fantastic place to live and work.

## Purpose of the role

Representing Opera North in a professional and positive customer focused manor, through providing comprehensive reception services and administration support in a sustainable way. A key role within the Facilities Team supporting efficient running of Opera North Estate.

## Reports to

Facilities Supervisor

## Key accountabilities

- Support day to day operations of the Howard Opera Centre, Howard Assembly Room & Scenic Stores
- Open and close premises as required, following the agreed procedures and training
- Demonstrate a duty of care by ensuring that the reception area is always safe and accessible, showing general building security vigilance and health & safety awareness
- Conduct building compliance checks •Maintain and support with Facilities and Health & Safety compliance documentation as well as other administration related tasks
- Play a key role in Opera North's Sustainability Policy and aspirations to become carbon neutral
- Greet visitors and staff of Opera North and associated companies in a welcoming, efficient and professional manner
- Liaise with multiple departments to support with all visitors, auditions and equipment movements as required
- Take the lead in ensuring building processes and policies are adhered to, such as signing in/out, contractor management, room booking, access requirements, inc. preparing and issuing electronic security cards/identification badges
- Monitor Fire, Intruder and similar alarms taking appropriate action following agreed procedures
- To be a First Aider and Head Fire Marshall for the premises you are working in.





- Liaising with couriers; deliveries and distribution of incoming and outgoing post, re-directing where applicable•An information point for the whole Opera North estate•Report and co-ordinate routine and ad hoc building maintenance issues
- Be fully acquainted and compliant with Opera North's health and Safety policies and procedures. Supporting the Head of Facilities and Health & Safety and Facilities Supervisor in ensuring all who are working or visiting Opera North estate are trained, understand and consistently meet their health & safety responsibilities.
- Duties as appropriate, working with the Facilities Supervisor and Head of Facilities and Health & Safety to ensure safe and efficient running of the Opera North Estate.
- Any other administrative duties to support the overall operation of Opera North.

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## Additional Responsibilities

- Attend performances – whether rehearsals or shows--to ensure a good understanding of the work of the company to inform the efficacy of campaigns.
- Some weekend or evening work as required.
- Any other duties as may reasonably be required within the level and scope of the post.
- Ensuring the highest standards of professional performance are maintained.
- Supporting and wherever possible contributing to equality, diversity and inclusion within the organisation.
- Taking reasonable care of your own health and safety and that of any person who may be affected by your acts or omissions, including following Opera North health and safety procedures and co-operating with the organisation on health and safety issues.
- Participating in arrangements for performance review and appraisal.
- Ensuring that professional skills are regularly updated through participation in learning and development activities.

### **Candidates should be able to demonstrate:**

- Highly developed interpersonal skills, with the ability to interact with internal and external clients at all levels
- Excellent Customer focused outlook Ability to work under pressure, prioritise and work to meet deadlines
- Ability to work on own initiative and as part of a team
- Computer literate. Working knowledge of Microsoft office (Outlook/Word/Excel)
- Willing to learn and adopt new procedures
- Flexible in approach
- Excellent organisational skills
- Reception, H&S Admin experience would be ideal but not essential
- Demonstrable interest in the arts is desirable



## Terms and conditions

**Contract type:** Permanent, Full-time or Part-time available

**Salary:** FTE £22,932

**Hours of work:** min 20 hours per week, between 8am – 9pm Monday to Friday, with some weekend working. Availability and preferred amount of weekly hours to be discussed at interview.

**Holiday entitlement:** 33 days inclusive of 8 statutory holidays, per annum

**Pension:** Opera North will automatically enrol you into the company pension scheme upon appointment and after 3 months' service will contribute equivalent to 5.5% of your basic pay, should you meet the current legislative criteria. You will be required to make a personal contribution of 2.5% of your basic pay. We reserve the right to make future changes to our pension arrangements.

### Equity, diversity and inclusion

We promote equity, diversity and inclusion in our workplace and make recruitment decisions by matching our needs with the skills and experience of the candidate. As we work to address underrepresentation in our workforce, we are particularly keen to hear from applicants from the global majority or those with other protected characteristics.

The successful candidate must have the right to work in the UK or be ready to obtain it.

### General responsibilities of everyone who works for us:

- Represent the company values and purpose to create extraordinary experiences everyday
- Work collaboratively and co-operatively with all team members and take an active part in team meetings and discussions
- Be an ambassador for Opera North and follow our policies and procedures
- Play your part in ensuring that everyone who comes through our door is welcomed and treated with respect

### How to apply

To apply for this role, please send a CV and covering letter via the Hireful website.

If you need any help completing your application including any adjustments to the application process, please contact [appointments@operanorth.co.uk](mailto:appointments@operanorth.co.uk) to make us aware.

**Good luck with your application and we look forward to hearing from you.**



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