

# opera north

## Facilities Supervisor



# Our purpose

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

# Our people

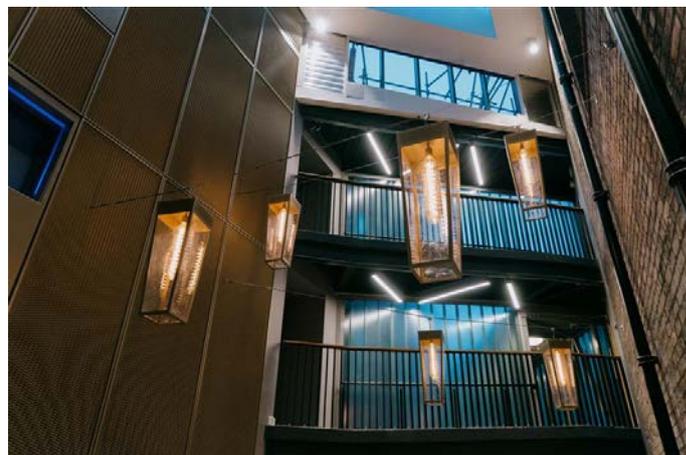
Working at Opera North you will be part of a company and group of people committed to fulfilling this purpose. Whatever role you take we will provide you with an induction plan that introduces you to your job and the team you'll be working in, as well as giving you the opportunity to meet colleagues 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. In recognition of our work with refugee groups, Opera North holds the status of Theatre of Sanctuary.

## 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.

## Main purpose of the job

Through leading the team, managing contractors and co-ordinating with colleagues provide a professional, positive and customer focused building operation across the Opera North Estate in a safe, timely and sustainable way. An essential role to ensure efficient running of the Howard Opera Centre, Howard Assembly Room and Scenic Stores.

## Position in organisation

- Reporting to the Head of Facilities and Health & Safety
- Responsible for: Facilities and Reception Assistants

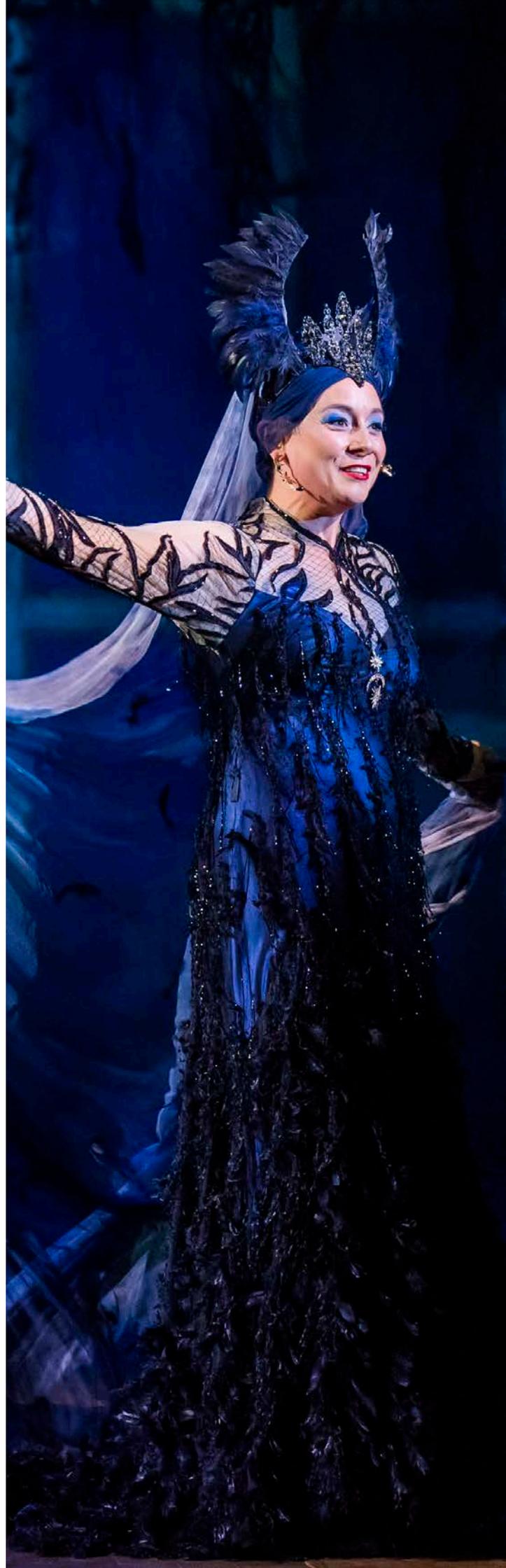
## Duties and key responsibilities

- Manage day to day operations across the Opera North Estate
- Ensure that our buildings are always safe and accessible, showing strong building security vigilance and attention to detail
- Drive a positive and proactive Health & Safety culture amongst the team and with colleagues across the organisation, through introducing best practices, following up/monitoring concerns and being a point of contact for support.
- Review/Monitor/Conduct building compliance which are completed by both team members and external contractors. Implementing solutions from any concerns escalated.
- Lead the Facilities & Reception Assistant Team, located across two locations. Including ensuring rotas are in place to meet building requirements and ensure service level is maintained. Hold team meetings, 1 to 1's and conduct training to facilities team and wider organisational colleagues as required.
- Have a proactive approach in Opera North's Sustainability Policy and aspirations to become carbon neutral with elements within the facilities department remit



## Additional responsibilities

- Have main keyholder responsibilities, including being contactable outside of business hours in case of emergency.
- Responsible for and maintain Site Files and other associated Facilities administration,
- Contractor Management – including site induction and co-ordinating works, both preplanned and reactive.
- Review and implement departmental risk assessments and safe ways of working
- Responsible for routine Operational Contractors, such as cleaning, security, post, storage, utilities, waste management, pest control, maintenance and the Facilities department operational health & safety.
- To attend meetings and committees and represent the department as required.
- Work with the Head of Facilities and Health & Safety to ensure contractors meet specified Service Level Agreements and Opera North achieves value for money, identifying budget savings where possible without compromising quality.
- Support the Head of Facilities and Health & Safety to create documents relating to all aspects of facilities management and health & safety ensuring that Opera North is compliant and support efficiency improvements.
- Any other duties as appropriate, working with the Head of Facilities and Health & Safety to ensure safe and efficient running of the Opera North Estate



# Person specification

## Essential

Highly developed interpersonal skills, with the ability to interact with internal and external clients at all levels

Excellent customer focused outlook,

Strong levels of health & safety awareness

Ability to plan, priorities and implement workload

Ability to work under pressure, on own initiative and as part of a team,

Computer literate. Working knowledge of Microsoft office (Outlook/Word/Excel), BMS and access systems.

Willing to learn and adopt new procedures

Flexible in approach

Excellent organisational skills

Proven ability to lead a small team

Experience in facilities is preferable

Reception experience and a demonstrable interest in the arts are desirable

# Terms and conditions

**Contract type:** Full-time, permanent

**Salary:** £27,450

**Hours of work:** 35 hours per week, Monday to Friday primarily between 8am -4pm (Some later evenings and weekends will be required to be required to meet business needs)

**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 via the Hireful website.

If you need any help completing your application including any adjustments to the application process, and if you are applying under the Disability Confident Committed scheme 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.**