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Head of Capital Estates Candidate Pack



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Your journey starts here...

An intro from our Chief Executive

I'm Stuart Murphy and welcome to English National Opera.

At ENO there are a few values we live by – we strive to be world class in everything we do – in what we perform on stage, how we treat our customers and how we treat one another inside the company.

The thing that connects us all is that we are here to make world-class opera for anyone.

We sing in English, and our home is the London Coliseum – the largest theatre in the West End of London, designed as a people's palace of entertainment. We take our commitment to offer accessible pricing seriously, with tickets starting at just £10.

We have an extensive learning and participation programme at the heart of our company, and we offer training, coaching, mentoring and professional development not only to our performers and to the next generation of musical talent, but to all of our staff.

We are fair, honest, transparent and put a premium on excellence – so if you love creating, imagining, supporting brilliant musical and theatrical endeavour, there are few places in the world that offer the scope of what we offer here.

On behalf of all of us, I hope that once you have read this candidate information pack, you will be considering applying for this position. We look forward to receiving your application.

Very best wishes,



Stuart Murphy
Chief Executive



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**“Inspiration is an
awakening”**

Giacomo Puccini





English National Opera exists for everyone, creating new experiences with opera that inspires, nurtures creativity and makes a difference. Our vision is for lives changed through opera.

We take a fresh inspiring approach to opera to reflect the diversity of our culture.

We believe that opera is a living art form able to connect to people from all parts of our society. We collaborate with a range of artists and art forms as part of our commitment to the future of the art form. We sing in English, as we believe it enhances the emotional connection between performers and audiences.

We encourage creativity throughout the company and our commitment to the future of opera provides a platform to develop outstanding careers.



We are a world-class national company recognised internationally for the standard of our work. We nurture talent across the entire company including a platform for young singers to start and then develop global careers.

We connect to audiences through inspiring, accessible, world-class opera and stimulating, creative participation programmes.

We create our productions for the widest possible audiences and aim to introduce completely new audiences to the magic of opera whether at the London Coliseum, outside of our theatrical home or internationally.

We make our productions accessible by offering a large proportion of tickets at affordable prices, and through our attendance schemes.



We work with a wide range of visiting companies to generate essential revenue and welcome new audiences to share the experience of our theatre.

English National Opera is founded on the belief that opera of the highest quality should be accessible to anyone.



Head of Capital Estates

The Head of Capital Estates is jointly responsible to the Technical Director for the strategic management and effective delivery of facilities services at the London Coliseum and English National Opera and all of its external properties – Lilian Baylis House, Stonelake Stores, Marden stores, Burrell Street Costume department and Trinity Buoy Wharf Props workshop.

Reports to:

Technical Director

Salary

Circa £50,000 per annum

Holiday Entitlement

25 days plus 8 bank holidays

Location

The London Coliseum and external properties.

Hours

Full Time, permanent

To Apply

Please send your CV and a statement of interest to workwithus@eno.org

The role

Application Deadline

Monday 6th February 2022

Head of Capital Estates

Your responsibilities will include:

Facilities Management

- To strategically plan and manage the local maintenance and development of our properties, including completing regular fabric checks of the properties, M&E audits and cleaning audits
- To manage delivery of all capital facilities projects and activity in order to improve efficiency by reducing operating costs while increasing productivity
- To devise and manage the facilities budget including procurement and to assess, forecast and achieve financial performance targets
- To develop effective relationships with all facilities suppliers and contractors and monitor against contractual KPIs and SLAs ensuring best value.
- Create and maintain robust administrative systems and relevant policies and procedures, including the Business Continuity Plan, to support the effective operations of ENO

Operations

- To lead across ENO ensuring the effective and efficient scheduling, support and delivery of facilities and event operations to maximise utilisation and deliver excellent service standards
- To advise the Technical Director and the ENO senior management team on matters relating to facilities including space and office allocation, health and safety and other relevant areas

Health and Safety

- Prepare operational information and reports on health and safety of the properties, for ENO senior management and the ENO Board.
- To act as the internal expert on building safety, regulatory and legal compliance, working across the organisation to ensure that risks are managed effectively, and the highest standards of safety are met.

Management

- Line management responsibility for members of any local Facilities team at the external sites / venues and any outside contracted companies

Person Specification

Essential

- Demonstrate significant experience in facilities management, including contract management, tendering, business development, continuity planning, and hospitality services
- A proven track record of leading a support services team
- Experience of events and/or venue management
- Excellent people management skills and experience in championing customer service
- Experience of budget management and cost control
- Extensive experience in client liaison with ability to influence but also act with tact and diplomacy
- Excellent interpersonal skills with proven ability to work collaboratively and influence at all levels
- Ability to find pragmatic solutions and adapt to changing situations.
- Demonstrable up-to-date knowledge of current licensing, H&S and access legislation,
- Demonstrable experience of successfully managing and delivering projects to improve efficiency and value for money

Desirable:

- Experience of working in a heritage property and understanding of the practical issues arising when maintaining a Grade 2 listed building
- Strong understanding of the ENO's mission and activities

Qualifications

Essential:

- IOSH Managing Health & Safety (or equivalent)
- Managing Fire Safety
- Educated to GCSE (or equivalent) grade A-C in Maths and English

Desirable:

- Qualified first aider
- Positive attitude and ability to motivate others
- Ability to see the big picture, but with an eye for detail
- Ability to seek improvements and embrace change
- Ability to make quick and effective decisions

Why work at ENO?

When you join us at ENO, we'll provide you with an in-depth induction that will introduce you to your role, your department and give you the opportunity to explore all areas of the company.

"My most enjoyable thing about working at ENO is working with a supportive, fun and energetic team"

"The variety of what we do is amazing, from drinks receptions and garden parties, to opportunities to see performances from Stage Prompt or the Flys - every day is different and exciting!"

"The most enjoyable thing about working in the Development team at ENO is being able to collaborate with everyone in the organisation - Marketing & Comms and Baylis, as well as the teams at the Coliseum so there is a great sense of community within the company"

From our third annual staff survey in May 2021, we found that:

92% of people at ENO feel pride in the work they do and the results achieved

81% of people plan to be working at ENO in three years from now

90% of people know how their work contributes to ENO's future

Whole Company Staff Benefits

At ENO, we believe our staff are our strongest asset, and we offer support beyond your salary. We will also invest not only in your professional development, but also in your wellbeing.

Our current staff benefits include:

Professional Development

- Annual Professional Development Review to support your personal and career ambitions and achievements

ENO and London Coliseum Performances

- Access to complimentary tickets for ENO and selected London Coliseum performances
- Access to a staff rate for ENO performances
- Complimentary tickets to talks, recitals and behind-the-scenes events

Staff Well-Being Activities

- Generous annual leave entitlement
- Access to subsidised activities such as massage and yoga
- Access to an employee assistance programme

Financial Support

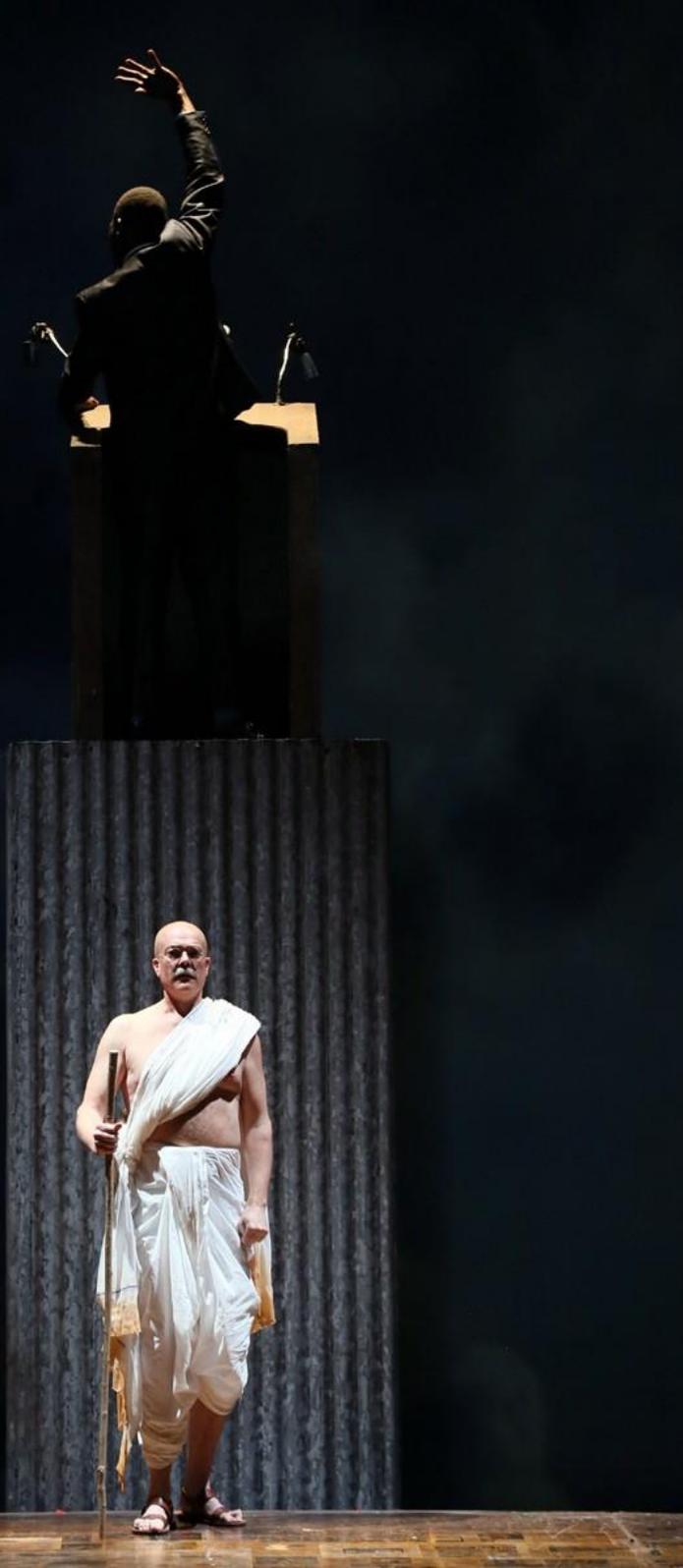
- Employer pension contribution of 3%, with employee contribution of 5%
- Digital payslips accessible through mobile apps
- Staff canteen at the London Coliseum
- Star of The Month Scheme
- Employee discount programme through Perks at Work
- Interest-free travel season ticket loans
- Cycle-to-work scheme
- Eye care vouchers

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**“Imagination
creates reality”**

Richard Wagner





Confidentiality

Confidentiality is so important in this role and our policy is strict. All information concerning staff, patrons and other ENO business, the disclosure of which could be detrimental to the company, must be held in the strictest confidence and may not be divulged to any unauthorised person at any time.

Data Protection

Data Protection and adherence to GDPR is equally important. We therefore require that computer information should only be accessed if this has been authorised and is necessary as part of the postholder's work. You will need to be aware of the GDPR 8 key principals, and the Computer Misuse Act 1990.

Health and Safety

Health and Safety is so important at ENO and we would expect that the postholder will be happy to undertake personal responsibility for safety as will be outlined in the ENO safety policy and the Health and Safety at Work Act 1974.

Equal Opportunities

Equal Opportunities is a given. We will expect the postholder to abide by ENO's policies on Equal Opportunities and Dignity at Work.

Code of Conduct

Code of Conduct is sometimes assumed, but at ENO we will require the postholder to act in accordance with ENO's Code of Conduct whereby everyone shall be treated in a professional and courteous manner with full regard to the avoidance of discrimination, consistent with current equal opportunities employment legislation.

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