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Head of Sound 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 Sound

Reporting to the Technical Director, the Head of Sound is responsible for the overall running of the Sound Department. The Sound Department forms part of the Technical Department. The primary aim of the Sound Department is to provide the best quality sound, video, digital video projection and communications (comms) services to the Music Director and Director of each show, and to all organisations and departments under the umbrella title 'ENO'. This includes 'ENO Baylis', Events, the Press Office, Music Library (surtitles) and Access (deaf-aid). The Sound Department also offers these services to visiting companies and assists broadcast and recording companies as required.

Reports to:

Technical Director

Salary

£53,780.09 per annum

Holiday Entitlement

25 days (not including bank holiday)

Location

London Coliseum

Hours

43 per week

To Apply

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

Application Deadline

12:00 noon Wednesday 8th February
2023



Head of Sound

Your responsibilities will include

- Managing the day to day running and long term planning of the Sound Department
- Project managing the planning, design, documentation, rigging, hiring, transportation, installation, maintenance and smooth running of sound, video, digital projection and comms requirements for every ENO production, event or project
- Supervising shows to ensure operation excellence is maintained
- Attend rehearsals/shows/events, as necessary, to monitor technical standards
- Managing the documentation of the Sound Department's installations and equipment. Ensure accurate record keeping for productions, events, projects, scheduling, staff hours worked and attendance
- Holding responsibility for security in the preparation, operation, storage and maintenance of sound, video, digital projection and comms equipment
- Running a maintenance program, researching and recommending new installations, equipment and upgrades, as appropriate, for all ENO sound, video, digital projection and comms systems, within budgetary constraints, for continual improvement of performance quality
- Being responsible for the licensing of all radio frequencies on ENO sites and for external ENO events, tours etc

Staffing

- Line management responsibility for the engagement, management and termination of staff employed on full time, contract or temporary basis. Dealing empathetically with staff welfare Management of day-to-day running of staff and staffing levels; scheduling staff, where necessary, in accordance with current BECTU agreements and allocating shows/projects to staff in accordance with their skills

- Management of induction, coaching, training, development and appraisal of staff, as part of ENO's annual appraisal system, in order to encourage skill development and cross-over skills amongst the team
- To implement ENO procedures regarding Health and Safety, security, discipline, sickness, lateness, holiday, dignity at work policy etc. providing operational feedback to Technical Management, as necessary

Finance

- Management of departmental services within budget in consultation with Technical Management and Accounts; supervision of all buying and hiring of equipment
- Attendance at meetings, as necessary, in order to liaise with other HODs, technical management, site managers, maintenance engineers, supervisors, visiting sound technicians, engineers, designers and members of various creative and production teams

Health & Safety

- Ensuring the provision of a safe working environment, adhering to the Company's Health & Safety policy at all times.
- Ensuring that managers and staff fully understand their health & safety responsibilities and are adequately trained and fully competent to put them into practice.
- Maintaining a structured risk assessment programme in the Production Department, in particular in relation to Show Risk Assessment Procedure.
- Developing and implementing formal safe working practices identified by risk assessment.
- Participating in the discussion and production of documents relating to health & safety.
- Implementing health and safety procedures and safe working practices including risk assessments, departmental procedures regarding safe use of equipment and personal protective equipment (PPE), and workplace inspections



Head of Sound

Health and Safety (cont.)

- Inform Technical Management and the Health and Safety Department of any shortcomings or failings in H&S systems and procedures
- Take immediate action following any incident/accident, report and carry out remedial action, as required
- Ensure that accidents/near misses and potentially hazardous situations are reported

Person Specification

- An excellent track record in sound management for a major establishment that works a repertory system of productions
- Good project management and administrative skills in order to deliver to deadlines within budget
- Good team leadership skills to ensure team members are motivated, competent and supported through training and coaching in order to achieve consistently high standards of performance
- Good interpersonal skills showing a positive, supportive and professional attitude towards colleagues, the Creative Team and artists, with the ability to behave diplomatically
- Proven contract negotiation and networking skills - the ability to create positive relationships with internal and external customers
- Demonstrate fairness and consistency in the application of Health and Safety legislation, Equal Opportunities principles, ENO and Departmental policies, procedures and standards
- Experience of managing recording facilities for multiple clients

- The ability to deliver the highest quality sound, video, digital video projection and comms requirements from creative concept to realisation
- Excellent sound, video, digital projection and comms skills, with a thorough understanding of current systems and the implications of new product developments
- Live sound mixing experience with both digital and analogue mixing consoles
- A good working knowledge of Mac-based Logic audio-editing software and other software-based audio
- Video/projection experience and a working knowledge of digital and analogue video mixing consoles and Final Cut Pro video-editing software
- A good working knowledge of Microsoft Excel and Word
- An ability to follow a music score
- A willingness to undertake training, learn and develop both existing and new skills relevant to the post and to fully participate in ENO's annual appraisal programme

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

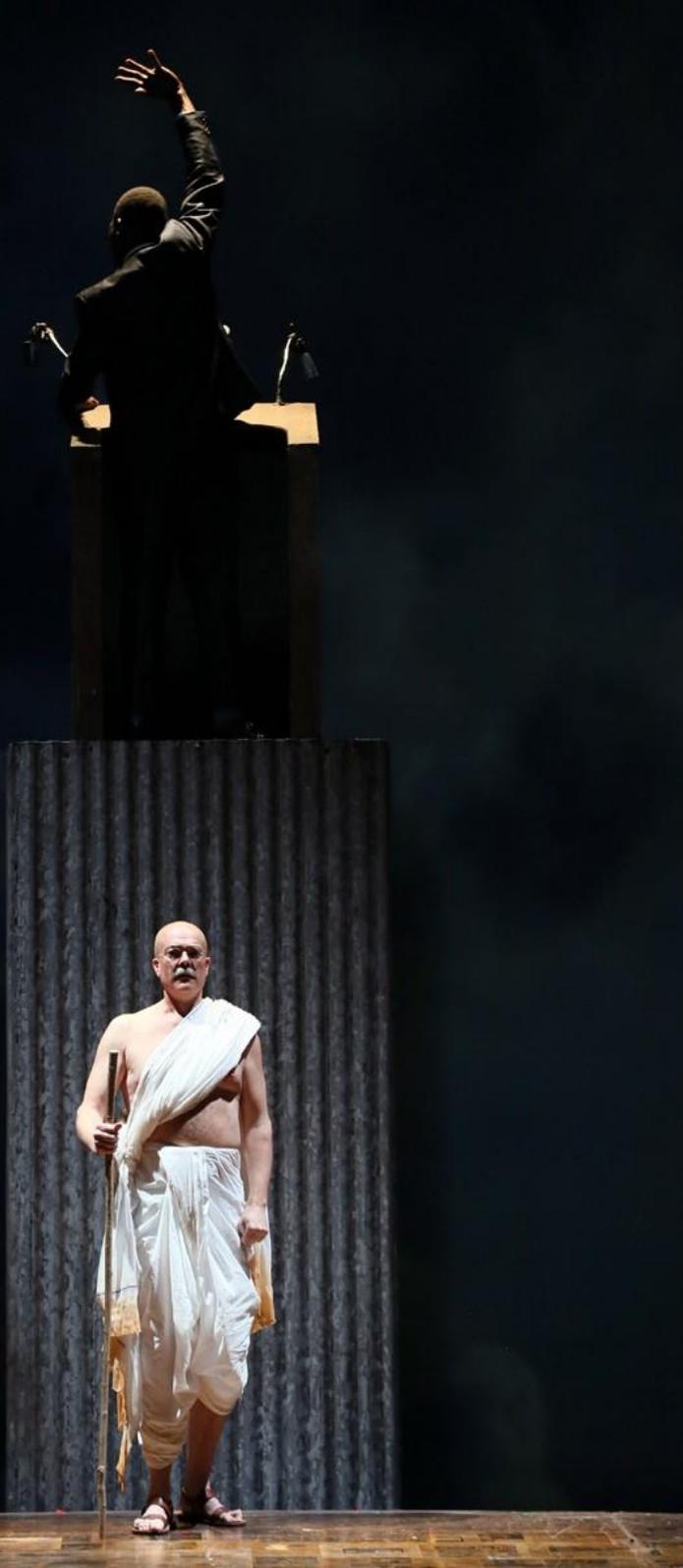
- Employer pension contribution of 3%, with employee contribution of 5%
- Digital payslips accessible through mobile apps
- Staff canteen at the London Coliseum
- Star of The Month Scheme
- Employee discount programme through Perks at Work
- Interest-free travel season ticket loans
- Cycle-to-work scheme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