

## Job Summary

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### FACILITES MANAGER

<b>Responsible to:</b>	Head of Theatre Operations
<b>Salary:</b>	£33,000 per annum
<b>Hours:</b>	Full time – minimum 35 hours per week over 5 days across Monday to Saturday although up to 48 hours may be worked dependent upon the needs of the theatre. This role will include early morning, evening and weekend work. Overtime is payable where Sunday working is required.
<b>Term:</b>	Permanent
<b>Benefits include:</b>	Contributory Pension Scheme; Season Ticket Loan Scheme; Training and Development Opportunities
<b>Holiday:</b>	25 days per annum plus Bank Holidays, rising by one day for each full financial year worked to a maximum of 30.
<b>Notice Period:</b>	3 months

#### Key objectives:

- To ensure the Young Vic provides an anti-racist environment for both staff and visitors, through inclusive building management practices.
- To keep the Young Vic building safe, running smoothly and looking its best.
- To work with the production department to maintain the building both internally and externally, fixing problems as they arise.
- To ensure the Young Vic building and phone systems are maintained and suggest improvements and upgrades.
- To work with all Young Vic departments to ensure the smooth-running of events.
- To ensure full compliance throughout the building with all licensing and health & safety regulations.
- To be a key holder of the venue.
- To act as a Duty Manager as required.

## Job Description

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### FACILITIES MANAGER

#### Roles and Responsibilities:

##### Front of House

- Ensure that all auditorium and public circulation spaces are properly maintained, cleaned and are inviting to enter, and that seating configurations are correct, theatre spaces are properly numbered, signed and well-maintained at all times.
- Coordinate the requirements of other Young Vic departments and the set up and organisation of all planned events within the building.
- Work to achieve the best possible environment for our audiences and visitors, at all times. This includes all aspects of front of house and back of house maintenance, visual displays and plant operations.

##### Building Maintenance

- Arrange service calls and regular maintenance visits from all Young Vic building management contractors including lift, fire and intruder alarm systems, heating, ventilation, cooling, and plumbing.
- Ensure all storage areas, cupboards and corridors are kept clean, tidy and organised and arrange for regular clear outs of old, broken or unwanted equipment.
- Ensure that all toilet facilities are checked daily and that everything is in full working order and well presented. Liaise with the cleaning contractor to make sure supplies of sanitary goods and cleaning materials are always available.
- Be responsible for all the building's plant and Building Management Systems (excluding the performance based technical systems).
- Establish regular weekly checks of all areas of the building, recording findings and planning remedial works
- Work with the cleaning contractor on the preparation of monthly service audits and lead in the implementation of agreed improvement strategies.
- Organise recycling and refuse collection
- Whenever possible, maintain and repair facilities such as plumbing, electrics, painting walls and doors and repairs to the building personally to avoid significant contractor costs.
- Ensure that the Green Room is always well stocked, clean and tidy.
- Liaise with The Cut Bar regarding building operations, planned works and the impact on both the Young Vic and Cut Bar operational schedules.
- Be responsible for assessing, planning and both the overseeing of contractual works for all maintenance and repairs throughout the building and performance spaces.
- Ensure all signage throughout the building is clear, adheres to company guidelines and is well maintained.
- Be responsible for the preparation and submission of proposals for projects to upgrade, renew or replace building fixtures, equipment or plant as part of the yearly Capital Expenditure works programme and to secure appropriate quotes

for such works, overseeing the scheduling and completion of any approved works.

## **IT**

- Work with the Young Vic IT and phone system contractors to resolve day-to-day on site issues, offer suggestions for innovation and development and to coordinate and oversee implementation of such works.
- Liaise with and manage maintenance visits from office equipment suppliers (e.g. photocopier and franking machine).
- Be responsible for setting up and troubleshooting internal issues on all in-house computer equipment

## **Health and Safety**

- Assist the Head of Theatre Operations to ensure that we are fully compliant in all areas of health and safety and that we fulfil all our licensing requirements.
- Have up to date First Aid training and ensure that first aid supplies are adequate and the Accident Book is up to date and used as required, with all documents appropriately recorded and reported to the Health and Safety Panel.
- Be fully aware and responsible for all aspects of evacuation, including evacuation procedures, and to ensure that all relevant Young Vic staff receive full training and updates as required in fire safety regulations and procedures.
- Be responsible for the organisation and booking of all relevant health and safety training requirements throughout the company and to ensure records are kept fully up to date at all times.
- Be responsible for the annual review of the Health and Safety Policy, Health and Safety Audit and Fire Risk Assessment and to record all recommendations and improvements required and to coordinate action to carry out such improvements whenever necessary, reporting on progress to the Health and Safety Panel.
- Be responsible for all quarterly and annual Health and Safety inspections, ensuring that appropriate contractors are engaged to carry out this work and to report on actions taken to the Health and Safety Panel.
- Prepare and regularly review in association with the Head of Theatre Operations, Technical Director and Front of House Manager, all relevant building and FOH risk assessments and ensure accurate records are kept.
- Check that furniture, equipment and plant throughout the building is fit for purpose and to take all actions required to bring these aspects up to the regulation requirements whenever necessary.
- Maintain records of all theatre management activities and maintenance needs.
- Manage the organisations relationship with the local Police and Counter Terrorism Officers and to organise company-wide training as appropriate and communicate emergency services policies and procedures to relevant Young Vic staff.
- Ensure the Young Vic's premises management adheres to all relevant standards as set down by the organisation and/or legislation
- Be a key holder for the Young Vic.
- Act as first call-out for out of hours emergency and intruder alarm activations.

## **Sustainability**

- Take the lead on all aspects of energy monitoring, recording, reporting and improvements throughout the building.

- Be responsible for and the Young Vic liaison with Julies Bicycle regarding the Spotlight programme, Accelerator programme, annual ACE submissions and Creative Green reporting.
- Investigate and develop actions to improve existing equipment and increase efficacy and performance of all Young Vic plant and equipment with regard to sustainability and enhanced green objectives.
- Liaise with the Head of Theatre Operations and Operations Director to assist in the annual review and renewal of the Young Vic's Environmental Policy and Action Plan

## **General**

- Coordinate weekly operational meetings for relevant Young Vic staff and to lead these meetings when appropriate.
- Attend weekly departmental and Update Meetings
- Work with the Company Administrator to ensure new starters have appropriate desk and IT provisions when they first arrive
- Uphold and embody the Young Vic's company policies, including but not limited to our Equality, Diversity and Inclusion policy, Dignity at Work policy and Health and Safety policy.
- Create an environment where all staff, artists and visitors are respected and to ensure anti-racism and inclusion is rooted in the day-to-day work of the theatre, its core vision and objectives.
- Be an active and supportive member of the Young Vic staff team.
- Provide the highest level of customer and audience care and service at all times.
- Any other reasonable duties that arise to fulfil the objectives of the Young Vic.

## Person Specification

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### FACILITES MANAGER

#### Essential Skills

- Experience of handling operational issues in a public venue
- Good written and verbal communication skills
- Excellent organisational and administrative skills
- Demonstrable knowledge and experience of Health & Safety legislation policies and practice
- Practical skills in building management and experience in managing premises
- Good mechanical aptitude with the ability to setup equipment and carry out simple repairs
- Understanding of EIRC fixed wiring and emergency lighting test reports
- Experience managing BMS software
- Excellent customer care skills
- Ability to negotiate and influence internal and external stakeholders
- Good time-management skills and ability to multi-task
- Excellent IT skills including knowledge of computer packages including Microsoft Windows, Word, Excel and PowerPoint, along with Apple products and operating systems
- Demonstrable knowledge of IT set-up and support
- Ability to work well within a small dedicated team
- An understanding of the Equality Act, especially in relation to accessibility
- Creative thinking and initiative
- Problem solving and strategic thinking
- Flexibility

#### Desirable Skills

- Front of House Duty Management experience
- First aid trained
- IOSH Trained
- Budgetary management experience