

**LEEDS
PLAY
HOUSE**



Photography by **Anthony Robling**

WE'RE RECRUITING

**Building Operations and Facilities Assistant Manager
Recruitment Information Pack**

If you require a different format of this Recruitment Pack, please contact the HR & Learning team on 0113 213 7232 or recruitment@leedsplayhouse.org.uk



Photography by Anthony Robling

Who are we?

At Leeds Playhouse we are a creative hub for the city and beyond, a place where people and communities come together to tell and share stories; to experience world class theatre that is pioneering and relevant and to develop strong relationships.

Creative community engagement and artistic development are every bit as important to us as our internationally acclaimed work on stage, and people are at the heart of everything we do.

Our packed and varied theatre programme sees audiences of over 200,000 people per year across our three theatre spaces, on tour and online. Alongside this our sector-leading Playhouse Connect team works with around 12,000 people aged 0 – 95 every year, using theatre to open up possibilities, and our Artistic Development programme Furnace nurtures and supports hundreds of locally rooted artists across all career stages.



Photography by **Nick Singleton**

Committed to making theatre available to everyone, the Playhouse is a pioneer of accessibility, being the first theatre in the country to initiate Relaxed and Dementia Friendly performances and become a Theatre of Sanctuary for refugees and people seeking asylum. A key aim of our award-winning £16m redevelopment of our building was to make our theatre much more accessible.

And whilst we're incredibly serious about what we do, we provide a relatively informal, plus warm and friendly environment.



“The Playhouse’s connection with Leeds, a city so rich in creativity and diversity, is inspiring. Its ethos of inclusivity and community means it is home to such incredible and vibrant storytelling. It’s a collaborative and innovative space and community to be part of.”

Rozina Breen, Chair of the Leeds Playhouse Board and Editor-in-Chief & CEO of The Bureau of Investigative Journalism

This short film will help you understand what we’re all about:
youtu.be/AT98G3fWhvQ

Or check out our Twitter account @LeedsPlayhouse and mission and vision at
leedsplayhouse.org.uk/about-us/who-we-are/



Photography by David Lindsay

Who we're looking for

We're seeking someone who share our values:

- Embracing our city
- Intensely human
- Ferociously energetic

They will be proactive, with a great attention to detail that loves interacting with people from a wide cross section of society. Great service and great quality output will be the cornerstone of your daily working life, setting the bar high, whilst helping the team to achieve a consistent result.

You will have previous experience in building operations and/or facilities management, as well as experience of managing and/or supervising staff. You will have good knowledge and understanding of maintenance, which would ideally include having a trade. You will be a team player that supports their team and encourages a culture of support, honesty, and improvement.

Applying for this post

To apply for this post please complete the online application form and diversity monitoring form which can be found on the vacancies page, under the job role you are applying for. Data from your diversity monitoring form will not be shared with the recruitment panel.

If you would like to request any adjustments to enable you to apply for this post or to fully participate in an interview, please contact recruitment@leedsplayhouse.org.uk.

Guidance

Please read the job description carefully before starting your application to ensure that you meet all of the essential criteria and are able to provide evidence in your application to support these areas. Only relevant information will be considered when shortlisting candidates.

Your application will be retained securely for 3 months before being destroyed if you are unsuccessful, and for up to 12 months if you are successful.

Access

We are members of the **Disability Confident** scheme. Subject to practicalities in the event of a large number of applications, we will interview all candidates who identify as disabled and who demonstrate that they meet all the essential criteria that they are given an opportunity to evidence on the application form.

Please clearly state on your application if you are disabled, and if you need any adjustments to participate in the recruitment process. Remember that the panel will not see information on your Inclusion and diversity monitoring form. You are not asked to provide the panel with details of any disability at this stage of recruitment – just what we may need to change to help you fully participate in this process.

Role Summary

The **Building Operations and Facilities Assistant Manager** is a role that helps to bring together our Security, Maintenance, Housekeeping and Facilities departments together as one team. The role is responsible to the Building Operations and Facilities Manager and will work across all three of our buildings.

Strong and consistent leadership is a key part of this role, ensuring that all staff feel supported, respected, and valued.

You will assist in managing a variety of planned and reactive maintenance programmes and contribute to the safety and well-being of all staff and visitors by ensuring the safe and working operation of all the building's fabric and plant in the Leeds Playhouse buildings.

You will be an integral part of the Security Team, ensuring all building users are safe and that protocols are being followed correctly.

With support from the Housekeeping Supervisor, you will ensure that all spaces are clean and well presented to ensure that all the buildings look their best to help maximise the customer experience.

The post will assist in managing the Facilities Operative and the scheduling of room set ups and activities taking place the building, and to aid in the smooth running of internal and external events.

Main duties and responsibilities

The main duties and responsibilities of the role are:

Staff leadership and management:

- Managing the Housekeeping Supervisor (who manages the Housekeepers), and the Building Maintenance Operative.
- Ensure that there is sufficient SIA qualified security cover at all times by managing staffing shifts, and arranging and supervising agency cover when required, within set budgets.
- As required, deputise for the Building Operations and Facilities Manager in managing Security Operatives, and for the Housekeeping Supervisor in managing Housekeepers.

Operational:

- Work alongside the theatre's Front of House and Technical teams to help in supporting the delivery of performances in spaces outside of the main auditoria, acting as the main point of contact for the buildings and facilities team for such events.
- Assist the Building Operations and Facilities Manager with planning and ensuring delivery of any capital building projects by outside contractors.
- Act as the main point of contact with our tenants in regard to maintenance, security, and fire protection.
- Ensure the proper use, care, maintenance and security of premises, stock and equipment, including property and equipment leased or hired to the department, as directed by the Building Operations and Facilities Manager.

Maintenance:

- To be an integral part of the Maintenance team, and to be a hands-on with maintenance issues and to provide any cover for sickness, holidays and extra support when required; engage and supervise contractors as required where skills are not available in-house, and within set budgets.
- Oversee the keeping of up-to-date comprehensive records of all maintenance works carried out in each of the Playhouse properties covering planned and unplanned work logging details of any follow-up work as required. Provide support and assistance to users in understanding the need for these records, and providing guidance and support to other people in keeping these records up to date.
- Help to provide an out of-hours callout service during evenings and weekends when on a rota to do so in the event of any emergencies which require your assistance.
- Ensuring the safe, reliable, and effective operation of the Building Management System (BMS) and all building plant equipment, to include electrical, heating/ventilation, air conditioning, plumbing installations at all Playhouse sites.

Environmental Policy:

- Assist the Building Operations and Facilities Manager to develop and implement the Playhouse's Environmental Policy.
- Identify and raise (or action) ways to reduce our environmental impact of our various building activities and capital works.
- Take an active role in the Green Steering group.
- Work closely with the Production department, and Food and Beverage Team to ensure a comprehensive waste management system is in place, ensuring costs are minimised and that waste is treated in the best possible way regarding the environment.

Security and Fire Protection:

- Ensure you have a detailed knowledge and understanding of the buildings' security systems and procedures, including the CCTV and intruder alarms; ensure that regular tests are logged and training takes place as and when needed/required.
- Ensure you have a detailed knowledge and understanding of the buildings' fire alarms and sprinkler systems, and to help supervise their good working order, and ensure that regular tests are logged and training takes place as and when needed/required.
- To act as SIA security and Fire Warden as and when needed.
- Lead on developing and maintaining the relationships with our parking enforcement, alarm maintenance and monitoring contractors.
- To help ensure that the buildings have suitable intruder and fire alarm response in place for out of hours.

Legislation and Policies:

- Liaise with and supervise as necessary all maintenance contractors working on site and ensure they are complying with the company's Health & Safety Policy and procedures.
- Help to oversee the health & safety arrangements including ensuring through monitoring, reporting, and advising, that:
 - COSHH is complied with for all aspects of the company's operations and facilities areas and activities.
 - Equipment is in good working order.
 - Procedures are followed, including the Permit-to-Work system.
 - Relevant documentation is kept up to date.
- To help maintain the asbestos register - training will be provided if needed.
- To assist in keeping comprehensive and up-to-date records of all regular testing and certification, such as PAT and fixed wiring testing.
- To help control and measure water hygiene standards to comply with current legislation and to manage the relationship with our water hygiene supplier.
- To help ensure all accidents are documented and report any significant accidents to your manager, H&S executive, and Head of Finance as appropriate.

Any other duties

The duties and responsibilities set out are not exclusive or exhaustive. The post-holder may be required to undertake other reasonable duties and responsibilities within the organisation which are appropriate with the level of the role without changing the general character of the post.

The post-holder may also be asked to carry out duties that would not normally be associated with the post on a temporary basis where there is a strong organisational requirement for that to happen. The post-holder would be given appropriate training and equipment to carry out any duties of this kind.

Key relationships

The role of Building Operations and Facilities Assistant Manager will be managed by the Building Operations and Facilities Manager.

You will be responsible for managing the Housekeeping Supervisor and the Buildings Maintenance Operative.

KEY INTERNAL RELATIONSHIPS

- Building Operations and Facilities Manager
- Operations Team (Housekeeping, Security, Maintenance and Facilities)
- Food and Beverage Manager and Food and Beverage Assistant Manager
- Theatre Manager and Assistant Theatre Manager
- Duty Managers
- Conferencing and Events Sales Manager
- Front of House Theatre staff
- Box Office staff

KEY EXTERNAL RELATIONSHIPS

- Regular Maintenance Contractors
- Ad-hoc Visiting Contractors
- Suppliers
- Alarm Maintenance and Monitoring Companies
- Capital Development Contractors
- Tenants
- Parking Enforcement Company

Person specification

ESSENTIALS:

- You are experienced in work related to building facilities and their management. You have an eye for detail and a genuine interest in building operations problem solving. You have experience of writing and/or carrying out programmes of planned maintenance.
- You have experience of successfully managing and/or supervising staff.
- You have experience of contributing as a member of a team, and of working autonomously. You are flexible and adaptable, can work on own initiative, and appropriately prioritise your own and other's work.
- You have a confident, hands on and can-do attitude. You have the ability to communicate clearly and concisely.
- You have successful experience of successfully influencing people across an organisation to follow policies, for example a health and safety policies.
- You have excellent organisational skills and attention to detail. You are able to keep accurate records online, including use of Microsoft packages such as Outlook, Word and Excel.
- You have experience of supervising work of contractors, ensuring work is completed to a high standard and managing time and cost parameters.
- Able to undertake the physical demands of the job, in regard to heavy lifting.
- Demonstrable commitment to equality and diversity.
- You must have, or be willing and able to complete, the following training at appropriate levels:
 - Fire Safety qualification
 - First Aid certification
 - SIA qualification
 - Legionella (Water Hygiene) training

DESIRABLE:

- Ability to use computerised building control systems; training can be provided.
- Interest in environmental issues and their solutions.
- You have a level 2 Health and Safety qualification or proven and demonstrable working knowledge of Health and Safety practices.
- Enthusiastic about the venues.

Terms & Conditions

Period of work

This is a full time, permanent contract, subject to successful completion of a probationary period.

Pay

£26,760 per year.

You may be called out to attend the building outside your normal working hours. In those circumstances we will pay you for at least 2 hours' work plus a £25 call out fee.

You will be paid double-time if we require you to work between 12AM – 8AM and on Bank Holidays.

Hours

35 hours of paid per week worked over five days a week between Monday and Saturday inclusive. You will be required to take an unpaid break of at least 30 minutes on any day when you work six hours or more (we may direct you to take that break at a specific time, and may require you take a break of up to one hour).

Evening and weekend work will be required. Flexibility in hours will be required, for example to attend call outs to site and occasional Sundays.

We would be open to discussing working patterns with a successful candidate.

Holidays

20 days per year plus public holidays if you are full time, rising to 25 days per year after 5 full years' service. The holiday year runs from 1 September to 31 August each year.

Probation period

12 weeks

Notice period

8 weeks

Notice period

- Receipt of 2 satisfactory references
- Proof of eligibility to work in the UK

Location of work

Main place of work will be **Leeds Playhouse, Playhouse Square, Quarry Hill, LS2 7UP**, however this role also encompasses the Playhouse's other sites; **Playhouse 2, St Peter's Buildings, 6 St Peter's Street, LS9 8AH** and **St Patrick's Church Rider Street, LS9 7DW**.

Offers

Any job offer we make is subject to:

- Receipt of 2 satisfactory references
- Proof of eligibility to work in the UK
- Completion of a satisfactory enhanced Disclosure and Barring Service (DBS) check

Other benefits

- Contributory staff pension

Non-contractual benefits

- Free-to-use employee assistance service, and independent financial advice service
- Staff ticket discount
- Staff discount in Playhouse food and drink outlets

Key statements

EQUAL OPPORTUNITIES

Leeds Playhouse is committed to promoting equality and opportunity in its employment practices. In particular, the company aims to ensure that no potential or actual employee receives more or less favourable treatment on the grounds of race, colour, ethnic or national origins, marital or civil partner status, sex, sexual orientation, gender reassignment, age, or religious beliefs. Disabled candidates will not be treated less favourably on the grounds of their disability.

SAFEGUARDING

The Playhouse is committed to safeguarding, and operates an environment where all staff are expected to report any concerns about vulnerable people, or about the behaviour or practice of colleagues and other people they come into contact with.

Find more

Please contact **Lee Bainbridge, Building Operations and Facilities Manager** initially by email to lee.bainbridge@leedsplayhouse.org.uk