



## **Building Services Manager**

### **About Sadler's Wells**

Sadler's Wells is a world-leading arts organisation, dedicated to presenting, producing and touring dance made today in all its forms. Sadler's Wells commissions, presents and produces more dance than any other theatre in the world – from tango to hip hop, ballet to flamenco, Bollywood to cutting-edge contemporary dance. With an innovative, year-round programme of performances and learning activities, this is the place where artists come together to create dance, and where we welcome everyone to experience dance and be inspired.

Over half a million people come to our theatres in London each year, with many more enjoying our touring productions at partner venues across the UK and in cities around the world. Sadler's Wells Theatre has been located in Islington since the 17<sup>th</sup> century. Our modern day theatre comprises a main auditorium (1,500 seats); the Lilian Baylis Studio (180 seats); three rehearsals studios; bars, a café, facilities for private and corporate entertaining and offices for Sadler's Wells' staff.

Our second theatre building and West End home, the Peacock (1,000 seats), is subject to a unique agreement whereby Sadler's Wells and the London School of Economics jointly manage it, with the LSE presenting its lectures to students during the day and Sadler's Wells presenting theatre at night.

### **Future Plans**

Plans are in progress for a new fourth venue to be built in Queen Elizabeth Olympic Park, as part of a new Culture and Education District. Sadler's Wells will occupy the prestigious Stratford Waterfront site, sitting opposite the London Aquatics Centre, overlooking the Stadium, alongside UAL's London College of Fashion and the V&A Museum.

Sadler's Wells' new space will house a 500-seat theatre with a large stage and backstage area, 6 dance rehearsal studios, and facilities for a choreographic centre and a hip hop academy. The Building Services Manager will join the in-house team involved in the planning process as the build develops, with the venue opening in 2022.

## **The Department**

The department is led by the Chief Operating Officer and comprises building services, capital projects, visitor services, catering and events, HR and finance. The department supports the work of the theatre and serves visitors, artists and staff alike.

The Building Services Manager is mainly based at Sadler's Wells Theatre.

## **The Role**

The Building Services Manager is responsible for managing and enhancing building maintenance programmes and for supervising external contractors. They lead a Building Services team of seven, one of whom is based at The Peacock Theatre, and are supported by the Building Services and Technical Coordinator. They work closely with the Director of Technical and Production and reports into them.

## **Key responsibilities**

### **Customer and Artist Services**

- Maintain the systems and fabric of the building to a high standard at all times, providing visitors and staff with safe, well maintained, and comfortable environment.
- Develop a positive, proactive culture within the Building Services team, with an awareness of business needs, customer requirements, and the demands of productions on stage and in other areas of the building.
- Maintain close relationships with the Stage Technical teams, collaborating over systems and practices that affect the productions and in particular the stage area, systems, and equipment.
- Maintain good working relationships and support the work of other Operational departments, including but not limited to Housekeeping, Security, Front of House, Catering and Events.

### **Building Management**

- Maintain Statutory Compliance for all Building Services systems and equipment, minimising downtime and ensuring business critical services are maintained to the highest standards.
- Engage appropriate contractor and servicing contracts in accordance with procurement policies and good working practice.
- Manage the work of contractors onsite following all appropriate policies and procedures.

- Control energy usage and reduce carbon emissions by maintaining and improving records management, including building information and maintenance and inspection records.
- Be committed to all principles of good environmental management, including but not limited to, responsible resource use and energy consumption, increasing the efficiencies of plant, and identifying ongoing technical improvements.
- Manage and maintain the current CMMS System taking the role of administrator, resolving issues and problems through root cause analysis.
- Manage and maintain the BMS System taking the lead user role, performing administrator tasks on the system and producing regular and detailed energy use reports.
- Ensure the assets register is up to date and accurate, identifying future expenditure needs in a structured long term approach.
- Ensure there is a positive Health and Safety culture in the department, demonstrating strong leadership and a dynamic approach to improvements in safe working practice.
- Work with the Director of Technical and Production and the Stage Technical teams to manage issues of compliance and maintenance, with particular support given to Stage Engineering systems.
- Develop and maintain good working relationships with all relevant authorities including building control, insurance inspections, and all statutory, licensing, fire and local authorities.
- Engage with Sadler's Wells emergency procedures, assuming duty roles as required and contributing to ongoing developments in the management of business critical services and activities.

## **Leadership**

- Provide strong leadership to the members of the Building Services team, setting targets and objectives, monitoring work quality and productivity, and proactively and promptly managing any issues arising.
- Identify training needs of staff, develop a structured and measured approach to skills development, and maintain a high level of overall competence within the team.
- Ensure all members of the team contribute to a safe working culture, encouraging a positive and proactive approach to risk management.
- Ensure the team provides essential duty roles, effectively and confidently supporting the needs of Security and building management.

## **Financial**

- Identify and present a forward maintenance programme on an ongoing basis, identifying business critical issues promptly, and including cost analysis in future planning.

- Develop initiatives and present cases that seek to control or reduce cost and resources requirements.
- Regularly review contractor and service agreements, ensuring good service is taken into account alongside costs.
- Manage departmental budgets across the year, identifying and formally raising promptly any issues, and following Sadler's Wells procurement policy.
- Maximise income and minimise expenditure without loss of quality in all areas of responsibility

## **Personal**

- Manage grievance and disciplinary processes in accordance with Sadler's Wells' policies and processes.
- Identify your own training and development needs.
- Attend occasional staff meetings, training sessions and other events which may take place outside normal working hours.
- Assume key duty roles as required onsite, and be available out of hours for emergency contact, in particular regarding building services and plant.

## **Other Duties**

- Carry out any other duties as required
- Carry out all duties and responsibilities in accordance with the health and safety policies and procedures laid down by Management
- At all times to carry out duties and responsibilities with regard to Sadler's Wells' Equal Opportunities and Health and Safety Policies. This may include providing assistance with evacuation procedures or building searches in the event of an emergency at any of Sadler's Wells' premises

*THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THIS POSITION. IT IS NEITHER WHOLLY COMPREHENSIVE NOR RESTRICTIVE AND DOES NOT FORM PART OF THE CONTRACT OF EMPLOYMENT.*

## **What we are looking for**

The successful applicant will demonstrate the following skills, experience, and personal qualities:

### **Essential**

- HNC in mechanical or electrical engineering or equivalent
- Demonstrable technical knowledge of wide ranging building services
- IOSH managing safety certificate
- A proven track record of managing teams to deliver quality results
- Demonstrable experience of using formal procurement policies and tenders to contract services
- Experience of managing a wide range of building contractor services
- Demonstrable experience working with CDM.
- Experience of managing BMS and CMMS systems
- Knowledge of water hygiene and waste processes, HVAC systems
- Ability to work unsociable hours when required
- Excellent computer skills (word, excel etc.)
- A high level of flexibility, a positive attitude and a commitment to work out of office hours as per business requirements

### **Desirable**

- NEBOSH qualification
- Project management experience
- Experience of Building Management in the Theatre environment
- Knowledge of BIM

## **Terms and conditions**

Competitive salary, plus benefits based on 35 hours per week, plus an additional paid meal break each day

Annual leave entitlement is 5 weeks for each Holiday Year. If you complete five years' service with the Trust, your holiday entitlement will increase to 5.6 weeks per annum

If you are an eligible job holder, you will be automatically enrolled into Sadler's Wells Trust Ltd. pension scheme

The company offers interest-free season ticket loans

The company offers a Cycle to Work salary sacrifice scheme

The company has a Death in Service insurance policy covering twice the annual salary

The company encourages attendance of performances at both theatres with a discretionary allocation of tickets to employees (subject to availability)

## **Making an application**

A Job Description and Person Specification are included in this document. Read this carefully and if you are still interested in applying for the position shown above, please complete the online application form.

Further guidance on completing your application form can be found via the link below

[Applying for vacancies at Sadler's Wells](#)

**Please submit the online application form by 11.59pm Wednesday 17 October 2018. Late applications will not be considered.**

**Interviews will take place on Thursday 25 October 2018.**

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October 2018