



The Comedy of Errors 2021

HEAD OF BUILDINGS AND FACILITIES

As the Citizens Theatre approaches the completion of a multi-year redevelopment, we are looking to appoint an experienced Head of Buildings and Facilities who will take the lead in ensuring our building operates efficiently and safely.

This is an exciting opportunity to play a key role in the reopening of one of Scotland's leading producing theatres as part of a dynamic team. In joining us before the main contractor has completed their works, you will have the chance to help us finalise new systems and develop new ways of working as we learn how to operate our building and make the most of our fantastic new facilities. You will also be expected to resolve the common challenges that come from the commissioning and snagging processes associated with new buildings.

This is a new role for the company and will be pivotal to the successful delivery of the reopening of the Citizens Theatre. Reporting to the Technical Director, you will be responsible for the services and processes that support building operations and compliance, alongside the Head of Production who will lead on production operations in the main auditorium, the studios, and technical spaces.

The ideal candidate should have at least 2 years' experience as a Facilities Manager in a premium asset building. Experience of working in a new build property and a good understanding of sustainability issues is desirable. Relevant knowledge and experience of Health and Safety practices and legislation is required, with a recognised Health and Safety qualification such as IOSH/NEBOSH or equivalent.

The Citizens Theatre is Glasgow's major producing theatre and one of the leading theatre companies in the UK. It has built an international reputation for producing innovative shows on stage, alongside a highly regarded participatory and community engagement programme. Led by Artistic Director, Dominic Hill, we present bold new interpretations of classic texts that are relevant to contemporary audiences.

Our home in the Gorbals is currently undergoing a major redevelopment. You can [read more about the Redevelopment here](#).

Whilst our building has been closed, we have continued to present our productions at Tramway, in community venues around Glasgow and with co-producing partners across Scotland. Our extensive participatory programme has also continued to engage individuals and groups across the city.

If you would like to have an informal chat about the role prior to applying, please contact Graham Sutherland, Technical Director to arrange this: graham@citz.co.uk

How To Apply

Please send an up-to-date CV, together with a covering letter/statement (of no more than two sides of A4) identifying the relevant skills and experience that you would bring to the role with specific reference to the Job Description and Person Specification. Your CV should include two referees.

Please also complete a copy of our Equal Opportunities monitoring questionnaire, which can be found online here: <https://www.surveymonkey.co.uk/r/CitzEqualOps>

Please email your completed application to:
Graham Sutherland, Technical Director - graham@citz.co.uk

Deadline for applications: 12 noon, Monday 20 May 2024

Interviews: Friday 24 May, however we are happy to be flexible around your other commitments if that date is not suitable for you

The information included in this recruitment pack includes:

- Job Description and Person Specification
- Background information on the Citizens Theatre



Oresteia: This Restless House 2017

Head of Buildings and Facilities Job Description

Title: Head of Buildings and Facilities

Reports to: Technical Director

Responsible for:

Buildings Supervisor

Stage Door

Maintenance Cleaners/Contract Cleaners

Buildings and Facilities Contractors

Salary: £38,000-£40,000 per annum

Contract: Full-time, Permanent (subject to successful completion of probationary period)

Holidays: 20 days p.a. plus statutory public holidays

Hours: 39 hours per week on average. The post-holder may have to work additional hours and on the occasional weekend or bank/public holiday. Time off in-lieu will be given for additional hours worked.

Place of work: You will be based at the Citizens Theatre, 119 Gorbals Street, Glasgow, G5 9DS once the redevelopment has been completed. Until that time, you will be working either from: home; one of our temporary locations (located in the City Centre) for hot-desking, meetings, rehearsals, workshops and technical preparation; or at the construction site at the Citizens Theatre.

Probationary Period: Three months

Notice Period: Four weeks during the probationary period, thereafter three months.

Pension Scheme: The post-holder will be an eligible jobholder for auto enrolment. After a period of three months from start date, Citizens Theatre offers an employer's contribution of 3%. Employer and

employee contributions will increase in line with the Pension Regulator's Guidelines for auto enrolment compliance.

Overview of Post

You will lead on the management of all aspects of the Citizens Theatre's buildings and facilities. Under the Technical Director, you will be responsible for the services and processes that support building operations and compliance alongside the Head of Production who will lead on production operations in the main auditorium, the studios, and technical spaces.

You will ensure that the theatre building fabric, infrastructure and plant are well maintained and that the building operates efficiently, safely, and compliantly at all times. You will manage building systems and environmental conditions to satisfy the needs of the occupants and create a safe, welcoming environment for all building users.

You will be involved in both the strategic planning and day-to-day operations of the building; responsible for the management and coordination of contractors; procurement and contract management; ensuring compliance with health & safety regulations, insurance and licencing requirements, and legislation; fire and security; utilities, IT and communications infrastructure; environmental sustainability; and assisting in the preparation and management of annual budgets for buildings, staffing and maintenance.

Key Responsibilities

Buildings and Facilities Management

- Management and supervision of all building systems including the Building Management System, energy generation, electrical, heating, ventilation, water, alarms, security, emergency, access, lifts, waste management and other environmental systems.
- Ensure high standards of building maintenance, repair and presentation so that the building is a fit-for-purpose welcoming environment. This includes ensuring all systems are statutorily compliant, fully operational, free from hazard, and support the full range of Citizens Theatre activities.
- Implement effective facility and security management procedures and collaborate with internal departments to prepare, implement and maintain effective procedures across the building.
- Manage and develop positive relationships with contractors and suppliers, ensuring service level agreements are maintained and that they operate safely and in line with organisation procedures and standards.
- Keep abreast of, and ensure that, the Citizens Theatre meets its obligations for licencing, insurance, legislation and statutory inspections.

Environmental Sustainability

- Play a leading role in enabling the Citizens Theatre to achieve its targets for environmental sustainability, including our overall carbon net zero target.
- Contribute to the development of the Citizens Theatre's environmental strategies and policies as well as implementing operational practices in line with best practice in the industry and as required by funders and government guidance.
- Monitor and record data for sustainability reporting and planning, including the areas of waste, water, energy, and travel. Prepare data or reports as required by the Technical Director for review and reporting purposes.

Health & Safety

- Ensure that all building and facilities health & safety policies, plans, procedures, rules and regulations are adhered to and are regularly reviewed, updated and communicated to ensure a safe and healthy working environment.
- Act as a key member of the Health and Safety Committee, as well as a member of the in-house team of Fire Wardens and First Aiders who take on key responsibilities during emergencies or fire and evacuation.
- Keep up to date with all aspects of relevant health, safety and welfare at work legislation and ensure the Citizens Theatre's ongoing compliance.

Security

- Ensure the implementation of effective facility and security management procedures across the building. Ensure regular inspections and maintenance of security systems and building fabric including intruder alarms, CCTV, doors, windows and locks.
- Act as one of the key holders for the building and ensure that an out of hours emergency call out service is delivered as required.

Administrative and Financial Management

- Line management of buildings and facilities employees in accordance with company guidelines, as well as ensuring they are well supported, trained and developed as staff members.
- Effective management of building maintenance budgets and provide accurate forecasts for future maintenance and capital replacement spend, providing the Technical Director and Head of Finance with data that will enable the development of robust budgeting for maintenance of facilities.
- Ensure that Citizens Theatre procurement and contracting policies and procedures are adhered to and that they deliver the best value for money.
- Contribute to the development and implementation of Disaster Recovery and Business Interruption plans alongside other departments.

Other

- Regularly attend productions, participation and engagement activities and other events, representing the Citizens Theatre and acting as an ambassador as required.
- Support the work of other departments as reasonably required.
- To embody the vision and values of the Citizens Theatre, contributing to a culture of collaboration, and ensuring it is a welcoming and safe experience for all staff and visitors.
- Any other reasonable duties, consistent with the nature of this role, as requested by the Technical Director or Senior Leadership Team.

Person Specification

The ideal candidate for this role should have at least 2 years' experience as a Facilities Manager in a premium asset building. Experience of working in a new build property and a good understanding of sustainability issues is desirable. Relevant knowledge and experience of Health and Safety practices and legislation is required, with a recognised Health and Safety qualification such as IOSH/NEBOSH or equivalent.

You should have excellent interpersonal and relationship-building skills; have experience in procurement and contract management; be able to multi-task and prioritise workload; have clear and concise communication skills; work well within a team environment and have proficient IT skills.

Qualifications

- Minimum HND level or equivalent in facilities management, building management, construction or building services engineering.
- A recognised health and safety award e.g. IOSH/NEBOSH

Essential skills and experience

- Proven track record of managing a public building, ideally a large and/or multi-purpose building.
- Knowledge/experience of building management systems.
- Knowledge/experience of energy management and improving environmental sustainability.
- Experience of contracting and managing suppliers and external contractors.
- Experience of managing budgets.
- Experience of managing a small team.
- Sound knowledge of current Health and Safety and Licensing legislation and Practice.
- Good knowledge and experience of dealing with building maintenance issues.
- Good communication skills, oral and written, and the ability to communicate and interpret technical information for non-specialists.
- Ability to contribute to an open, supportive and creative working environment.
- Proven ability to prioritise effectively and balance long-term and immediate objectives.
- Ability to appraise systems and processes, developing and implementing changes where necessary to increase resilience, effectiveness and efficiency.
- Competency in Microsoft Office packages.
- Can-do attitude and willingness to take a hands-on approach to problem-solving

Desirable skills and experience

- Trained in First Aid
- Knowledge of Equal Opportunities and DDA legislation and practice
- Experience of working with local authorities
- Membership of the IWFM and/or IOSH/NEBOSH
- Experienced in use of complex Building Management Systems (BMS)
- Experience of commissioning or maintaining a new building
- Knowledge or experience of other trades. e.g. carpentry, electrical, services engineer etc
- Knowledge of ICT and network management
- Commitment to continuing professional and personal development and to developing best practice.
- Keen and active interest in the arts and theatre in general, and the work of the Citizens Theatre in particular.



Cyrano De Bergerac At Tramway 2018

Background Information

Introduction

The Citizens Theatre is an iconic venue and theatre company based in the Gorbals area of Glasgow. We create ground-breaking theatre productions and empowering participatory projects.

In 2025, we will welcome audiences new and old to our Gorbals home after a major redevelopment of our building.

We make bold productions of new plays and reinvent classics that speak to contemporary Scotland. We are passionate about engaging people and communities across Glasgow and beyond.

The Citz has a rich history. Our building first opened as a theatre in 1878. The Citizens Theatre company, founded in 1943 by James Bridie, was permanently established in 1945. We are one of Scotland's flagship producing theatres rooted in our local Gorbals community, with an international outlook. We make our own sets, costumes, and props in-house and bring together a community of artists and freelancers, who, with our staff, deliver inspiring experiences.

Our Artistic Director, Dominic Hill, is regarded as one of the best classical drama directors in the UK. He has received many awards for his fearless productions delivered with inventiveness and a vivid style.

Our participation and community engagement programme is at the heart of the company's work. For over two decades, a pioneering range of projects has connected people with the theatre and each other. It provides the opportunity to develop life skills, increase wellbeing and make positive change. Reflecting our roots, the programme connects with groups and individuals within the Gorbals and wider Glasgow Southside community.



Citizens Theatre Redevelopment 2021

Vision, Mission and Values

Vision

To enrich lives and empower communities through inspirational performance.

Mission

To tell stories that connect people to each other and the world through meaningful experiences of performance and participation that are accessible to everyone.

We achieve this by:

- Inspiring and challenging our audiences with a programme of bold productions based on new interpretations of classic plays and new writing.
- Delivering a comprehensive programme of participation and community engagement that involves people of all ages and from all walks of life - especially those within marginalised communities.
- Nurturing the talent and creativity of theatre-makers whether they are professional artists or community participants and supporting our staff to achieve their full potential.
- Being rooted in our local Gorbals community whilst maintaining a reach and outlook that is national and international.
- Championing untold stories that need to be represented on stage and responding to the issues and conversations dominating global debate.
- Ensuring our audiences reflect the diversity of communities in contemporary Glasgow.
- Offering an engine room of opportunities for freelance artists to contribute and develop their skills in theatre-making.
- Operating our building as an inclusive creative space where employees, artists, audiences, and participants feel equally welcome.
- Being a responsible and progressive organisation that is committed to operating in the most environmentally sustainable way possible.
- Listening to our stakeholders and being transparent in our practices and communications.
- Being a financially resilient organisation that is diligent and flexible in its operations.

Values

Our values are embedded across the organisation and in all aspects of our work.

Heart

We love theatre and believe in it with a passion; we care; we treat people fairly; we offer opportunities; we invite and involve; we listen and look after people; we form ensembles and work as a team; we make friends for life; we share the joy; we're family.

Grit

We're bold, we have energy and style, we're inventive and progressive; we tackle tough questions; we insist on equality; we face the realities of life; we make things happen.

Roots

We're proud to work where we work; we keep our feet on the ground and dream big; we make new work and remake classics; we care for our planet; we have a deep history producing at scale, winning acclaim, helping make life better.

Our Ambitions

Under the Executive Team of **Artistic Director (Dominic Hill)** and **Executive Director (Alex McGowan)** the Citizens Theatre has the ambition to:

- Be the leading building-based producer of innovative and high-quality drama in Scotland.
- Produce a year-round programme of participation activities both within and outside of the building inspired by a strong belief in the transformative power of such work.
- Nurture, train and support both emerging and established artists and companies.
- Enhance its reputation nationally and internationally through touring and co-productions.
- Complete our Redevelopment Project to create an organisation in which we can achieve our aims and ambitions well into the future.



Artist impression by Bennetts Associates

Capital Redevelopment Project

The Citizens Theatre's c.£25million capital project will result in the restoration and expansion of one of Scotland's oldest and most iconic working theatres - the first integrated redevelopment of the building since it opened in 1878.

The capital project to redevelop the theatre was an urgent response to a failing building and the Company's ambitious plans to guarantee its future. The project will:

- Enable the Citizens Theatre to continue to make and deliver unforgettable theatre for the benefit of local, national and international audiences.
- Provide space for theatre makers, established and emerging, to develop innovative and experimental work.
- Create designated accessible, welcoming areas for learning and outreach programmes.
- Celebrate and safeguard the heritage of the building and the organisation.
- Provide universal access throughout the building to ensure that everyone can participate in all aspects of the Citizens Theatre's work.
- Increase financial sustainability through greater capacity, diversifying sources of income generation and reducing annual expenditure.
- Offer better and updated facilities both front of house and backstage to enhance the experience of all those who come to the Citizens Theatre to work, take part, relax or be entertained.
- Allow the organisation to expand its activities, particularly with regards to the work of Creative Learning, in-house Studio productions, emerging artists and visiting companies.
- Reduce our carbon footprint by creating a more energy-efficient and environmentally sustainable building.

The Redevelopment project has received public funding support from Glasgow City Council, Scottish Government, Regeneration Capital Grant Fund, National Lottery Heritage Fund, Creative Scotland and Historic Environment Scotland, and a range of charitable trusts and foundations.



Citizens Learning

Who We Are

The Company employs approximately 30 people on a permanent basis, with more colleagues being appointed on a seasonal basis during production. The Joint CEOs, Artistic Director (Dominic Hill) and Executive Director (Alex McGowan) lead the Senior Management Team which consists of:

- Catrin Evans, Head of Creative Learning
- Alison MacKinnon, Head of Marketing and Communications
- Mags Smillie, Head of Finance
- Graham Sutherland, Technical Director
- Mairi Rosko, Director of Development

The Board brings together individuals drawn from a range of industries and backgrounds, who are hard-working and committed to an exciting future for the Citizens Theatre.

- Councillor Susan Aitken, leader of Glasgow City Council and is nominated to the Board by Glasgow City Council.
- Gemma Bodinetz, Director and CEO of The Lir, National Academy of Dramatic Art at Trinity College, Dublin. Former Director of Drama, Dance, Production and Film at the Royal Conservatoire of Scotland and Artistic Director of Liverpool Everyman and Playhouse.
- Dominic Hill, Artistic Director of the Company.
- Jackie Kay, poet, playwright, novelist and Scots Makar (Poet Laureate of Scotland) from 2016-2021.
- John McElwee, HR Consultant and former Head of HR for M&S in Scotland.
- Neil McKay, Managing Director of Urban Union Ltd.
- Paul McNamee (Chair) is UK editor of The Big Issue.
- Judith Patrickson, Financial Consultant and former Head of Finance for Scottish Opera.
- Louise Welsh, author and Professor of Creative Writing at the University of Glasgow

The Company is part of Creative Scotland's Regularly Funded Organisation portfolio and currently receives annual revenue funding of £1.1m per year. It also receives annual funding of £200,000 from Glasgow City Council.