

# Citizens Theatre

## Job Description

<b>Role:</b>	<b>Building &amp; Facilities Manager</b>
<b>Responsible to:</b>	<b>Technical &amp; Building Director</b>
<b>Responsible for:</b>	<b>Facilities staff</b>
<b>Key Relationships:</b>	<b>FOH Manager, Bar &amp; Events Manager, Head of Production</b>

### **Purpose of the Role:**

The Building & Facilities Manager takes the lead in ensuring our building operates efficiently and safely. Reporting to the Technical & Building Director, you will be responsible for the services and processes that support building operations and compliance.

Following a six-year closure for a major redevelopment of the building, we intend to reopen the Citizens Theatre to the public in August 2025. The transformed building and facilities will present new opportunities for artistic, participation and commercial activities, including a new bar/café. This is an exciting opportunity to join the team ahead of the reopening, and establish the systems, processes, policies, recruitment and training necessary to ensure an exceptional welcome to our visitors when we reopen our doors in the summer.

### **Responsibilities:**

#### **Building Operations**

- Contribute to the creation, implementation and management of the Building Operating Plan
- Be responsible for and manage the Building Management System, ensuring weekly programming based on the operational needs of the business
- Manage the building M&E assets (excluding specialist theatre technical systems) and maintain an up-to-date asset register
- Manage building maintenance contracts for all reactive maintenance and preventative and planned maintenance, arranging service calls and regular maintenance visits from contractors including lift, fire & intruder, heating, ventilation, cooling, plumbing, and monitor, assess, plan and oversee these works
- Manage the housekeeping, including coordination with the contractor manager and colleagues, to ensure operational needs are met, including toilet facilities are well presented, and supplies of cleaning materials and sanitary goods are always available
- Implement and manage procedures and processes to protect the security of the building, and ensure compliance by staff, visitors and contractors
- Manage waste services, and organise recycling and refuse collection
- Work with the Operations Team to ensure rooms are set up for planned events, and manage furniture, equipment and plant for front of house activities
- Establish weekly checks of all areas of the building, recording findings and planning preventative maintenance, including water testing, in-service electrical testing, fire alarm, emergency lighting tests etc
- Ensure all certification and paperwork is regularly monitored, logged and maintained
- Whenever possible, ensure basic repair and maintenance of facilities such as plumbing, electrics, painting walls and doors are undertaken in house to avoid significant contractor costs
- Ensure staff and visitor welfare areas are always well stocked, clean and tidy
- Ensure signage throughout the building is clear, adheres to company guidelines and is well maintained

- Prepare and submit proposals for projects to upgrade, renew or replace building fixtures, equipment or plant as part of the annual capital expenditure works programme, overseeing the scheduling and completion of any approved works
- Lead on the recruitment, training, management and development of facilities staff, and operate and manage a flexible rota system that ensures delivery of service and effective cost control
- Be part of the Duty Management team, acting as a keyholder and be on call should issues occur out of hours

### **ICT**

- Work with the IT and phone system contractors, resolving day-to-day issues, offer suggestions for innovation and development and coordinate and oversee implementation of such works
- Liaise with and manage maintenance visits from office equipment suppliers (e.g. photocopy and franking suppliers), and lead the procurement of equipment
- Be responsible for basic set up of ICT equipment and software, troubleshooting internal issues

### **Health & Safety**

- With the Technical and Building Director, ensure that we are fully compliant in all areas of Health & Safety, that we fulfil our licensing requirements, and buildings and facilities comply with all statutory duties
- Maintain up- to-date knowledge of relevant Health & Safety legislation and ensure all works are carried out in adherence with the Citizens Theatre Health & Safety Policy
- Maintain up to date First Aid training and ensure first aid supplies are adequate, ensure the accident book is up-to-date and used as required, and all documents are appropriately recorded and reported to the Health & Safety Committee
- Book and manage Health & Safety training, keeping accurate records
- Support the annual review of the Health & Safety Policy, Health & Safety Audit, Fire Risk Assessment, and other Risk Assessments
- Undertake quarterly Health & Safety inspections
- With the Front of House Manager, liaise with local emergency services and security professionals to organise safety and emergency preparedness training

### **Sustainability**

- Lead on energy monitoring, recording and reporting
- Ensure that all maintenance activity adheres to the Citizens Theatre Environmental Policy and proactively research ways to reduce the building and operations environmental footprint
- With the Technical & Building Director, assist in the annual review and renewal of the Citizens Theatre Environmental Policy & Action Plan

### **Organisational Commitments:**

- Carry out any other tasks required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post
- Drive change through action and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity
- Be accountable for yourself and others, in line with our Health & Safety Policy and Safeguarding Policy
- Create a positive working environment, underpinned by the organisation's values
- Deliver a warm welcome and excellent customer service to all audience and visitors to the Citz
- Contribute to activities that support income generation and fundraising
- Contribute to our environmental sustainability goals
- Undertake relevant training and development as required

This job description is intended as a guide to the general duties and responsibilities of the role and does not form part of your contract of employment. These duties may be reviewed from time to time to meet the needs of the business. The Citizens Theatre is undergoing a significant period of change as we return to our building following six years of displacement, and so we will inevitably change as we grow and develop over the coming years. All staff will be required to show a flexible approach to this process, which may involve revisions around job descriptions, titles, roles and departmental structures. Any significant changes will be discussed with you in advance.

## **Person Specification:**

### **Essential**

- Practical skills and experience in managing premises and facilities operations, in a public venue, including supervising a team
- Practical skills and experience of managing maintenance and external supplier contracts
- Demonstrable knowledge and experience of Health & Safety legislation policies and practice
- Understanding of statutory compliance including EIRC fixed wiring and emergency lighting test reports
- Experience managing BMS
- Knowledge of IT set up and support
- Experience of setting and managing budgets and financial projections to ensure best use of resources through prioritisation and planning
- Good mechanical and electrical aptitude
- Ability to negotiate and influence internal and external stakeholders
- Good time management skills and ability to multi-task
- Excellent IT skills, including knowledge of MS Windows, Word, Excel, and PowerPoint
- Good written and verbal communication skills
- Excellent organisational and administrative skills, with the ability to prioritise workload
- Excellent customer care skills
- Collaborative, with the proven ability to lead, manage and motivate people
- Creative thinking, problem solving, initiative and flexibility

### **Desirable**

- Relevant qualification and/or training
- Experience working in a theatre or public venue
- Health & Safety Qualification (IOSH / NEBOSH / NCRQ)
- First Aid trained
- Full clean driving licence
- Experience of sustainability management

### **Terms & Conditions**

Salary:	£35,000-£37,000
Hours:	Minimum 35 hours per week, on a flexible schedule including early morning, evening and weekends depending on the operational needs of the business
Overtime:	No overtime payments are available. The Citizens Theatre operates a time off in lieu (TOIL) system.
Holiday:	20 days per year, plus 9 public holidays, rising to 22 days after 3 years, and 25 days after 5 years
Pension:	Citizens Theatre operates a contributory pension scheme (employer 3% / employee 5%)

Probation: This post is subject to a three-month probationary period  
Notice period: 2 weeks during probation; 8 weeks thereafter  
Location: Citizens Theatre, 119 Gorbals Street, Glasgow, G5 9DS  
Colleagues are currently working from home while we complete a major redevelopment of our building, with an expected return to the theatre in summer 2025. On return to the building we anticipate introducing a hybrid working policy, with a weighting towards office working.

### **Benefits:**

- Complimentary or discounted tickets to selected shows (non-transferable and subject to availability)
- Cycle to Work Scheme
- Training and development opportunities

## **How to apply**

If you are interested in an informal conversation about the role prior to application, or have any questions, please contact [recruitment@citiz.co.uk](mailto:recruitment@citiz.co.uk) and your query will be directed to the appropriate person.

To apply, please send us a copy of your **CV and a cover letter** of no more than **two pages A4** and complete the online **Equal Opportunities Monitoring Form**.

It is important in your cover letter to give us examples of what you have previously done that shows us how you could be right for the job and why you're enthusiastic about joining the Citizens Theatre. You do not have to have previously undertaken all the duties in the job description, but you should tell us about your potential ability to do them.

As part of the recruitment process Citizens Theatre collects and processes data relating to job applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see the [Citizens Theatre Privacy Policy](#) on the website for full details.

Alongside the application you will be asked to complete an Equal Opportunities Monitoring Form online. This form will only be seen by our administrative processing team and will not be passed on to the person(s) preparing the shortlist. Your data will be kept secure, and will only be used in anonymous form and in aggregate for analysis and reporting to stakeholders.

**Please send your CV and cover letter (two pages max) by email to: [recruitment@citiz.co.uk](mailto:recruitment@citiz.co.uk).**

(Please send as a Word document. Do not send as a Pages file, Zip file or Google doc, or use file sharing services such as One Drive or Dropbox.)

**Please complete the Equal Opportunities Monitoring Form online: [Equal Opportunities Form](#).**

If you require an alternative way to make your application, please contact [recruitment@citiz.co.uk](mailto:recruitment@citiz.co.uk) to discuss a suitable format.

Deadline for applications: **Tuesday 18 February 2025, 12pm**

First Interview: **Wednesday 26 February 2025**

(may be subject to change, in person if possible, otherwise zoom)

Second Interview:

**Wednesday 05 March 2025**

(may be subject to change, in person if possible, otherwise zoom)

All applicants will be contacted with the outcome of their application. We will contact you by telephone or email if you are shortlisted for interview.

Thank you for your interest in the Citizens Theatre and we look forward to receiving your application.