

# Technical & Building Manager

**BROMLEY**  
**CHURCHILL THEATRE**

Job Description

Person Specification

May 2019

**The Churchill Theatre Bromley** is one of 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows, which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

**The Churchill Theatre Bromley** is one of the South East's leading live entertainment venues, welcoming over 200,000 customers through its doors every year. It has enjoyed a reputation and legacy for launching major productions for national tour and West End transfer. Bromley Premieres in 2019 include *Club Tropicana*, *Elma the Patchwork Elephant*, *The Picture of Dorian Gray*, *Little Miss Sunshine*, *An Inspector Calls*, *Curtains* and *We Will Rock You*. Bromley Premieres and touring shows provide a comprehensive mix of plays, musicals, opera, dance, pantomime, family shows, stand-up comedy and concerts.

The Churchill Theatre boasts a spacious, comfortable auditorium that seats 781 people, a newly refurbished studio space that seats up to 90 people, and extensive technical facilities, including rehearsal spaces and a workshop. Following a major investment programme in 2017, the Restaurant and Lounge were launched. The Lounge is a flexible new space for entertainment, hospitality and private hire.

The theatre's outreach programme, run by the Creative Learning department, encourages local people to unlock their creative and artistic potential. It includes regular classes for young people and adults in theatre, musical theatre, dance and magic, associate classes, work experience opportunities and the annual Summer Youth Project.

**Salary:** Up to £40k, depending on experience.

**Bonus potential:** You will have the opportunity to earn a performance-related discretionary bonus of up to 5% of your basic salary, linked to successful achievement of agreed objectives.

**Hours:** 40 per week, subject to variation to meet business requirements. Working hours may include evenings, weekends and Bank Holidays.

**Work location:** You will be based at the Churchill Theatre Bromley and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.

**Purpose of the role:** The Technical & Building Manager contributes to the achievement of the Churchill Theatre's financial and service targets by:

- Providing theatrical and music producers with the best possible customer service to maintain the Churchill Theatre's position as the venue of choice to launch brand-new and exciting shows.
- Ensuring the building is safe and kept in top condition and working with staff to ensure they understand and comply to H&S regulations.
- Leading, motivating and investing in a technical team that surpasses industry expectation.
- As a member of the Senior Management Team, contributing to the strategic development of the Churchill Theatre.

**For an informal discussion contact:** Chris Glover, Theatre Director  
[cgllover@churchilltheatre.co.uk](mailto:cgllover@churchilltheatre.co.uk), 020 8290 8299

**Closing date:** Friday 14 June 2019, 2pm

**Interviews:** Friday 21 June 2019

**How to apply:** Send a completed application form to [careers@churchilltheatre.co.uk](mailto:careers@churchilltheatre.co.uk) with a covering letter telling us why you think you are suited to this role, why it interests you and how we will benefit from having you on board!

**HQ VALUES** **Innovation** – as a business we are on a continuous journey of improvement. We are looking for someone who embraces change and is always looking out for new ideas.

**Commitment** – we are looking for someone to deliver a first-class service to producers and visiting companies, customers and colleagues.

**Accountability** – we are looking for someone with a ‘can-do’ attitude, to take ownership of tasks and see them through to the end and lead a safe working environment.

**Responsive** – as a business we listen, we learn, we act. We are looking for someone who not only responds to requests and problems, but exceeds expectation with the solution they present.

**Engaged** – as a member of the senior management team, we are looking for someone to get involved with making the Churchill Theatre a great venue to work at and visit.

## REPORTING

You will report directly to the Theatre Director.

The post will line manage the Deputy Technical Manager, Chief LX and Maintenance Technician.

## RESPONSIBLE FOR

Effective and efficient management of the Churchill Theatre's building and technical team and operations in accordance with company policies and legislation, to ensure achievement of all business targets relevant to the post.

## KEY ACCOUNTABILITIES

### Strategic

- Ensure the venue's customer service targets and standards are met and exceeded by the technical team by growing strong relationships with tour personnel, contractors, external partners and visitors.
- In collaboration with the Senior Management Team, meet overall business, profit and service targets through understanding and developing the venue's visions and aims.
- Actively lead and drive the ongoing development of the technical department's skills, expertise and knowledge by proactively keeping abreast of news, trends and developments, ensuring the venue's technical services stand out as exemplary.
- As required by the Theatre Director, identification and project-management of building-related capital projects.

### Operations

- Manage the professional and effective provision of the Churchill's technical services in all aspects of the venue's performance, events and business operation, including technical assistance for hospitality events as required.
- Ensure timely and effective pre-liaison and preparation for all rehearsals, shows and events to ensure that the running and operation of rehearsals, shows and events are smooth, and that visiting companies experience excellent customer service.
- Ensure the staging and management of all productions and events is carried out to the highest standards of professionalism and presentation through effective leadership and management of the technical team.
- To work with visiting production managers where rehearsals and production weeks form part of their engagement, ensuring that the appropriate staffing, room resources and pre-liaison is of the highest quality throughout the production process, understanding the variable and changing needs of their visits.

- Ensure all lighting and sound equipment is correctly operated and maintained, with particular attention being paid to the configuration of computerised control systems.
- Ensure that all technical equipment is consistently maintained to a high standard and is ready for statutory inspection.
- Plan and finalise technical team rotas, ensuring adequate staffing for all shows and events, utilising permanent Technicians and casual crew to operational and financial benefit.
- To co-ordinate technical staffing across all performance and rehearsal spaces, including the Studio, Lounge and rehearsal spaces.
- As part of the technical team rota, personal operation of sound, light and related equipment during rehearsals and performances; and stage management of events and performances.
- Undertake any technical duties as required, including but not limited to assisting incoming productions with get-ins and get-outs of staging and technical equipment, house-light runs and maintenance tasks.
- In liaison with the Maintenance Technician, ensure that consumables stock is correctly stored and maintained.
- Via delegation as appropriate, procurement of goods and services on the most favourable terms, adhering to group procurement arrangements where applicable and thereby ensuring maintenance and safe operation of all stage, electrical and sound installations, plant and equipment to achieve agreed business and service targets.
- Ensure all in-house weekly and periodic tests and inspections are accurately completed and recorded including (but are not restricted to) fire, safety, water checks and PAT Testing.
- Management of routine preventative emergency and planned maintenance of building, plant, machinery and installations so as to achieve agreed business and service targets; and management of the operation of all such equipment, so as to ensure safe, cost-effective performance.
- Management of all contracts with suppliers and contractors that relate to the maintenance of buildings, plant and equipment to ensure safe and cost-effective operation within agreed budgets.
- To proactively manage liaison between the local council's planned preventative maintenance provider and the venue, in order to ensure that all facilities remain serviceable and safe, whilst minimising the effect on the operation of the building.
- To act as Production Manager for the annual Summer Youth Project, and any other in-house productions.
- Recommend to the Theatre Director best-practice working policies and procedures relating to areas of responsibility, and preparation of written reports setting out recommended and/or agreed policies as required by the Theatre Director.
- To ensure that box office, marketing and front of house are advised about proposed removal of seats, including sound desk position and the pit.

## Health, Safety and Security

- Adherence to all statutory and regulatory requirements underpinning the venue's operation to ensure that HQT&H is fully protected at all times.
- At all times adhere to Health and Safety at Work rules, regulations and requirements, promoting a continual duty of care to all staff members and visitors.
- In conjunction with the Senior Management Team, ensure HQT&H's Health and Safety Policy is fully promoted and adhered to; and lead responsibility for the development of best Health and Safety at Work practices.
- Recommend and, as required, implement revisions to procedures, best practice and Safe Systems of Work (SSOW) at the Churchill Theatre.
- Ensure all department Risk Assessments are correctly undertaken, recorded, shared and stored.
- Ensure the Churchill Theatre maintains compliancy on the Company's RB Health & Safety portal in collaboration with the Theatre Director and Administration Manager.
- In collaboration with Senior Management Team colleagues; act as a designated key holder, ensuring the safety and security of the Churchill Theatre's premises, safeguarding HQT&H's best interests at all times, including attending alarm call outs as required.
- Act as designated Fire Officer for the Churchill Theatre in accordance with legalisation, Company and local policies.
- Chairing and leadership of the Churchill Theatre's Technical and Health & Safety meetings, ensuring the prompt and full communication of information about the business of these meetings to the appropriate staff and follow-up to ensure that relevant action points are carried out in a timely fashion.

## Financial

- Control all assigned technical budgets, with particular emphasis on proactive management and control of the casual technical crew budget.
- Control and management of staffing and resources budgets as delegated by the Theatre Director, to ensure the technical and building operations are conducted within agreed financial limits and that budget targets are met.
- Manage the technical department's procurement and purchasing of goods and services, ensuring best value and adherence to group procurement arrangements, where applicable.
- In liaison with the Theatre Director and the Churchill Theatre's Senior Management Team, development of annual operating budgets to ensure maximum profitability of the venue's operations.
- Monthly reporting to the Theatre Director of variances against budgets under Technical and Building headings.
- In liaison with the management team, agreement of internal business, attendance and service targets, designed to lead to achievement of agreed budget targets.

## Administration

- Ensure efficient technical department administration systems are developed and adhered to and comply with the Company's Data Protection Policy.
- Adopt a reactive and flexible approach to planning, prioritising and implementing day to day administration duties relevant to the job role.
- In consultation with the Administration Manager, management of the recruitment, training, performance development and monitoring (including setting and monitoring of personal targets) of all direct reports, so as to ensure that they fully contribute to the achievement of business and service targets.

## Line Management

- Effectively undertake all line management responsibilities including inductions, rostering, work performance, annual assessments, absence management, training and development.
- Ensure that objectives, targets and work performance standards are understood and owned by the technical team through appropriate communication and participation.
- Proactively motivate, manage and lead the technical team with the aim of achieving optimum contribution from each individual and continual focus on delivering excellent standards of technical service.
- Positive and collaborative contribution to the Churchill Theatre's Senior Management Team, and full communication and dissemination of information to direct reports and their teams to ensure that they are briefed at levels which enable them to carry out their duties successfully and in line with the Churchill Theatre's business and service targets.
- Ensure the technical team is kept up to date with, and has access to the latest versions of Company policies, health and safety and other relevant information pertaining to their employment and job roles.
- Development and monitoring of customer service standards delivered by all direct reports to relevant internal and trade customers, to ensure that the highest standards of professionalism and presentation are achieved and that budget and service targets and standards are met

## Recruitment, Training and Development

- Effectively manage all technical recruitment and on-boarding in collaboration with the venue administrator, with the aim of always attracting and engaging the best available talent.
- Oversee casual technical crew recruitment, ensuring all performances are adequately and suitably staffed.
- Effectively plan and co-ordinate training, development and learning requirements of the technical team, with an emphasis on quantity/quality controls and presentation.
- Arrange and deliver in-house training and staff briefings as required, ensuring they are correctly documented.
- Promote sharing of skills and knowledge throughout the technical team.

- Undertake personal training and development relevant to the successful execution of the job role.

### Other Responsibilities

- Proactively chair and/or contribute to Senior Management Team and other meetings as required, ensuring relevant information is disseminated down to the technical team.
- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.
- At all times, act as an ambassador for the venue and HQT&H.
- Any other related duties as may, from time to time, be reasonably required by the Theatre Director.

The successful applicant will be required to comply with our Data & Barring Service (DBS) check procedures.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

## PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

### ESSENTIAL

- Proven successful experience in line managing a technical team to achieve targets and to promote individual development and contribution to the employer's business and service objectives.
- Personal achievement in the role(s) of stage technician, stage electrician and/or stage sound specialist.
- Extensive experience of working within and managing the technical operation of a mid to large scale receiving theatre.
- Proven successful experience of stage machinery operation, including counterweight hemp, electric motors and chain blocks.
- Proven successful experience of planning for and managing within budgetary and presentation targets, the technical operation of performance and live events.
- Fault finding experience, with the ability to repair technical equipment proficiently, safely and to a high standard.
- Proven successful experience of managing the maintenance and operation of buildings plant, equipment and services to achieve agreed business targets.
- Experience of setting and managing financial budgets to ensure best use of resources through prioritisation and planning.
- Proven successful experience of managing building-related capital projects including financial, operational and health and safety requirements.
- Proven successful experience of the management of Health and Safety at Work regulations and procedures in a theatre or entertainment environment.
- Ability to manage key private and local authority partnerships, maintaining and building upon positive and productive relationships.
- Numeracy, literacy and IT skills and knowledge appropriate to the requirements of the post.
- Excellent communication skills, both written and spoken.
- A pro-active and positive approach to solving problems in a prompt and independent manner.

## DESIRABLE

- An understanding of fire safety, including previous experience operating fire alarm panels.
- An understanding of security requirements and considerations in a technical environment.
- Practical experience of, and a current First Aid qualification.
- PAT Testing qualification.
- Accredited Tallescope Training.
- Accredited Health & Safety training.
- Proven successful production management experience.
- Working knowledge of Artifax software system.
- A full driving licence.

## ATTITUDE

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.
- A flexible approach to working arrangements to fulfil the unsociable hours required of the job role.
- The ability to work in an organised, methodical manner with a high level of self-motivation and effectively prioritise workload in order to be able to respond swiftly to a varying workload, managing tasks and time efficiently.
- A pro-active approach to prompt, independent problem solving.
- A pleasant and positive manner.
- The desire to contribute positively and constructively to the technical team and the success of the business.