



Job Vacancy

Administrator – Cardiff Theatrical Services (Maternity cover Fixed Term of 12 months)

Department:	Cardiff Theatrical Services
Annual Salary:	£23,139 per annum
Deadline for Applications:	Monday 9 December 2019 (12 pm)
Interviews:	Monday 16 December 2019
Start Date:	Early February 2020

Welsh National Opera is an Equal Opportunities Employer and a Registered Charity. We encourage people from any background to apply for vacancies. We are committed to creating a workforce which is representative of society and brings together people with a variety of skills and experiences to help shape what we do and how we work. We are particularly keen to hear from Black, Asian and Minority Ethnic (BAME) and disabled candidates.

All candidates must complete an application form. Forms can be downloaded at <https://wno.org.uk/about/work-for-us> and submitted electronically to recruitment@wno.org.uk or in hard copy to the HR Department, WNO, Wales Millennium Centre, Bute Place Cardiff CF10 5AL.

Cardiff Theatrical Services is a wholly owned subsidiary of Welsh National Opera

Cardiff Theatrical Services - CTS

CTS was established in 1984 by Welsh National Opera, and over thirty five years has gained an international reputation for building scenery with the highest quality production values at competitive prices.

CTS has a passion and proven ability to create truly outstanding scenery; and a client list including many of the UK's leading theatre, opera, musical, dance and performing arts companies, visitor attractions and exhibitions. From grand scale theatrical productions through to exhibitions and theming, we offer a first class service working with designers and production managers to create scenery for award winning productions. Recent projects include Mamma Mia – the Party!, The Doctor for the Almeida, and the current UK tour of Grease.

Our staff enable us to offer a huge range of skills along with traditional service values to companies large and small, and we pride ourselves in being open and accessible to all.

We relish a creative challenge and have the expertise and knowhow to problem solve and to turn project dreams into production reality.



Our Mission

Our mission is to bring the power, drama and raw emotion of opera to as wide an audience as possible in performances, marked by an uncompromising quest for artistic quality.

As a national company with international status, we sit at the heart of music-making in Wales and play a valuable role in the communities we serve in England. We work with our partners to discover and nurture young operatic talent, and provide the springboard for international careers.

Touring is our lifeblood and we strive to present the highest quality work across our artistic programme, entertaining and inspiring audiences at our operas and concerts and providing transformative experiences through our youth and community work.

Building on our 70-year history and our roots in the communities of South Wales, we aim to demonstrate to future generations that opera is a rewarding, relevant and universal art form.

More than any other company, WNO opens up the world of opera to everyone.

Our Vision

We believe in the power of opera to transform lives.

Our Values are:

Expert our people have the talent, knowledge and skills to deliver at every level with the highest quality standards

Collaborative our work is created by people coming together and working in partnership to successfully achieve common goals

Smart we are agile and open-minded, identifying new opportunities and using our resources wisely to maximise our potential

Innovative we are unafraid to challenge ourselves creatively and professionally and actively encourage new ideas

Inclusive we embrace a diverse workplace culture where people are valued. We respect and recognise each other's differences in an environment where all can thrive

Our Goals

Goal 1: Artistic

Open up opera through presentation, content, innovation and accessibility

Goal 2: Income

Unlock our creative and artistic capital to grow our income streams

Goal 3: Audience

Grow and diversify our audiences by creating a buzz, increasing engagement and becoming unmissable

Goal 4: Relevance

Increase our relevance and inspire ownership throughout Wales, England and internationally

The energy which drives the Company today is rooted in its formation in the 1940s. In 1943, WNO was founded by a group of people from across South Wales including miners, teachers and doctors. They wanted to forge an opera Company befitting Wales's rich reputation as the 'land of song'. The first rehearsals took place above a garage in Cardiff and their first performance was in April 1946 with the double bill of *Cavalleria rusticana* and *Pagliacci*. From those early days through to today, WNO has attracted some

of the world's best opera singers, and indeed offers many young singers their first steps to international renown.

Welsh National Opera has been led from the pit by a series of great Music Directors and has worked with many of the art form's most influential directors; traditions which continue to this day. Tomáš Hanus joined WNO as Music Director in August 2016. At its heart sit the Company's two full-time ensembles, the 40 strong Chorus and 55 strong Orchestra. The Company's funding structure is unique amongst large-scale arts organisations in the UK as it receives its core funding from both the Arts Council of Wales and Arts Council England.

The Company performs at its home base – the state-of-the-art Wales Millennium Centre, Cardiff and tours in Wales and England performing to over 120,000 people each year.

Today WNO is an ensemble of passionate and committed musicians, artists, craftspeople, technicians and administrators. It employs over 250 people and has a turnover of £18m. WNO is well poised to drive the next chapter of its exciting journey. Following his position as General Director of Seattle Opera since 2014, Aidan Lang joined WNO to lead the Company as General Manager in July 2019.

About Cardiff – The Home of Welsh National Opera

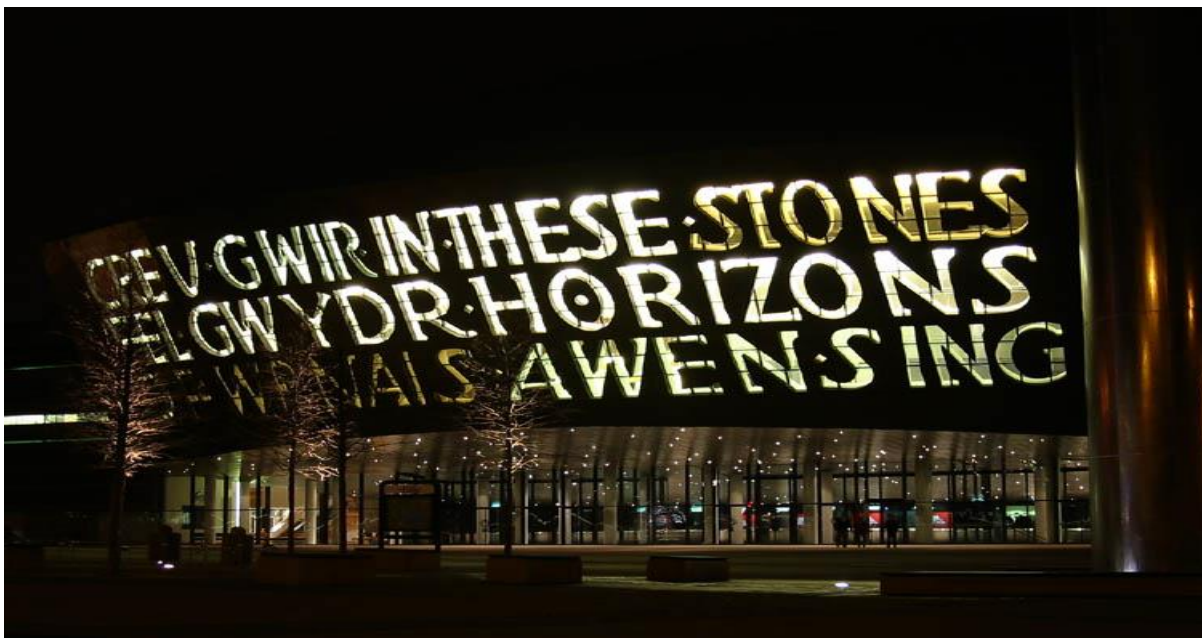
Cardiff is a city proud of its culture, history and language. The capital of Wales since 1955, Cardiff has embraced the role with vigour, emerging in the new millennium as one of Britain's leading urban centres.

This is a compact city; an ancient castle to the north of its centre; a thriving waterfront at Cardiff Bay to its south; it combines ancient history, sporting excitement, ultra-modern development, eclectic culture and activities. Cardiff is a friendly, diverse and exciting capital city, just 2 hours by train from London.

Cardiff offers a startling range of unique attractions, top class entertainment and quality shopping with a difference and is easy to explore on foot with attractions such as the National Museum Cardiff, spectacular Cardiff Castle and the impressive Principality Stadium, all within the City Centre, while Cardiff Bay is a short hop away.

This city is also a thriving hub for the arts and media in Wales and internationally and a flourishing film and TV industry. Many mainstream television programmes such as Doctor Who, Casualty, Sherlock, Pobl y Cwm, Torchwood, Merlin, Gavin and Stacey, Upstairs Downstairs, The Hollow Crown Shakespeare series of plays are all being or have been produced by BBC Wales and S4C, with Doctor Who attracting fans from across the globe. Cardiff also hosts many musical events including the prestigious *Cardiff Singer of the World* bi-annual competition which draws a huge international audience of fans to the city as well as many arts and media students who chose to study at the Royal Welsh College of Music & Drama, Cardiff School of Journalism, Media and Cultural Studies is based at Cardiff University, a member of the prestigious Russell Group of leading universities and the Cardiff School of Creative and Cultural Industries at the University of South Wales.

Along with the innovative architecture of Cardiff City Centre with its historic buildings, Cardiff Bay offers a great mix of dining, shopping, activities, waterside views, arts and entertainment for everyone. At its heart is Wales Millennium Centre, the home of Welsh National Opera.



Job Description

Job title: Administrator

Responsible to: CTS Heads of Operations

Responsible for: Receptionist & Temporary Office Workers

Main purpose of job:

To provide a front of house and administrative service for CTS, its managers and employees and providing all round business support across areas of finance, stock control, supplies, hires and sales, health & safety, facilities and office management.

Key Accountabilities:

Office Administration:

- Provide front of house reception service at CTS including answering calls, meeting and greeting clients and visitors
- Arranging for courier services for the Construction and Scenic Art Workshops
- Ensure adequate stationary stock
- Order stock items for both the construction and scenic art departments
- Ensure the reception area and office is kept clean and tidy at all times.
- Direct all deliveries to the correct departments, and ensure delivery notes are checked and collated

HR, Payroll and Finance:

- In conjunction with the CTS receptionist;
- Ensure that full and accurate time records are kept
- Distribute weekly timesheets to employees and Payroll
- Input data into the finance system and forward to the Head of Operations for approval
- Manage information flow to the HR Manager with respect to all types of leave
- Monitor sickness absence records, ensure that self-certificates are completed and book return to work interviews
- Ensure relevant files are archived

IT:

- Maintain and update all technical information on the CTS electronic folder, and servers
- Update the CTS website, social media accounts and other marketing tools.

Finance:

- Be responsible for processing internal/external sales/hire invoices and issuing reminders when invoices become overdue consistently and accurately
- Manage and report on stock across all departments in collaboration with departmental HoD's and Supervisors
- Updating stock prices on a quarterly basis across all departments on the CTS costing database.
- Raise Purchase Orders
- Order stock and material items for projects as required.
- Manage CTS petty cash and expenses for employees with no IT access

Vehicles:

- Liaise with WNO Technical Administrator to ensure that all CTS vehicle and driver's records are legally compliant
- Book vehicles and keep records

- Ensure vehicle defects are reported and dealt with

Buildings:

- Liaise with WNO Technical Administrator with regard to the maintenance, security, cleaning, pest control of CTS buildings and to advise outside contractors of the Company's requirements and then monitor and maintain quality control for the outside contractors
- Put in place and maintain a database for contractors (in conjunction with WNO Technical Administrator and Head of Operations)

Health and Safety:

- Keep and maintain training records
- Carry out weekly office/admin area building and fire exit inspection
- Liaise with WNO Technical Administrator to ensure insurance and inspection records are kept up to date.
- Issue CTS induction packs
- Keep updated lists of induction records
- Conduct DSE Assessments as and when required

All other duties normally associated with an administrative post and reasonable duties as requested by the Head of Operations.

Health & Safety

This post carries individual responsibility for Health & Safety matters at Levels 5 and 6 (see attached)

Person Specification

Knowledge, skills, training and experience:

- Good standard of general education (GCSE English & Maths Grade C or above)
- Demonstrable experience in office administration
- Proven track record in managing finances and budgets
- Excellent organisational, administrative and numerical skills
- Strong interpersonal, verbal and written communication skills
- Focus on customer service and client service delivery
- Ability to be resourceful and proactive in dealing with any issues that may arise
- Ability to liaise successfully at variety of levels
- Excellent time management skills
- Attention to detail
- Ability to prioritise a complex workload and work to tight deadlines
- Ability to work without supervision and to take the initiative, but also to work within a team
- Flexibility, adaptability and reliability in working practice
- Strong IT skills (Microsoft Office packages – Word, Excel, Powerpoint & Databases)

Desirable skills, knowledge and experience:

- Understanding of how theatre, opera and concerts are produced
- Previous experience within a construction/manufacturing organisation
- Ability to write and speak Welsh

Employee Benefits

Pension

All employees are automatically enrolled into WNO's Stakeholder Pension Scheme (the "Plan") or such other registered pension scheme as may be set up by the Company as a Qualifying Workplace Pension Scheme three months after joining the Company, subject to satisfying certain eligibility criteria.

Maternity/ Paternity/ Adoption

We offer a generous scheme which provides payments in addition to statutory provisions.

Corporate Leisure – Gym Membership

All employees are eligible to obtain the Active Corporate Card operated by Cardiff City Council which is available at a 25% reduced rate and covers various leisure facilities throughout Cardiff.

Discounts

The Wales Millennium Centre offers discounts to residents at selected outlets within the building and selected restaurants around Cardiff Bay on presentation of ID cards.

Discounted Cinema Tickets from Cineworld

Please contact HR for an access code.

Free on-site parking

Main Terms and Conditions

- Salary £23,139, payable monthly by credit transfer to bank.
- The offer of an appointment is subject to receipt of two references that are satisfactory to the company.
- The appointment is subject to a trial period of six months.
- Termination of engagement during the trial period is by one week's notice on either side. Termination thereafter is by one months' notice on either side.
- Normal workshop hours are 8:00 am to 4:30 pm Monday to Thursday, and 8:30 am to 3:30 pm on a Friday, with a 30 minute lunch break, but it is understood that work will need to be undertaken outside normal office hours and at weekends.
- Holiday entitlement is 5 weeks per annum (pro rata during first year of employment).
- Sickness benefit during the trial period is at the statutory minimum. Entitlement after completion of the trial period is a maximum of 13 weeks at full salary and 13 weeks at half salary, inclusive of statutory sick pay in both cases.
- The Company offers a contributory pension scheme.

Health and Safety

All Employees

(Level 6)

Every employed person, including Managers.

All personnel are responsible for:-

- The observance and implementation of rules and systems which are derived from the Health and Safety Policy and the arrangements for its implementation.
- Taking reasonable care for their personal health and safety and that of fellow employees and others who may be affected either directly or indirectly by their acts or omissions at work.
- Reporting promptly to the appropriate Manager potential or actual hazards and defects.
- Taking part in any health and safety training considered by the Company to be necessary in order to comply with the Company Health and Safety Policy and current legislation.
- Knowing the correct action to be taken in the event of an accident, fire or other emergency.
- Co-operating with Management and other personnel in meeting statutory requirements.
- Not interfering with or misusing anything provided to protect their health, safety or welfare which is required by legislation and using any machinery, equipment, substance or safety device in accordance with any training

(Level 5)

Responsibilities of Line Management

All individuals with responsibility for the management and supervision of work activities will ensure that:

- employees understand and implement the requirements of our Health and Safety Management System
- changes in our Health and Safety Management System are brought to the attention of all employees
- the requirements of our Health and Safety Management System are implemented and health and safety standards maintained at all times
- employees are encouraged to give a high level of commitment to health and safety
- employees, contractors and visitors are aware of and follow our safety procedures
- adequate training, information, instruction and supervision is provided to employees
- health and safety issues requiring action are communicated to senior management immediately
- appropriate disciplinary procedures are followed where employees are in breach of matters affecting health and safety
- effective arrangements for communication and lines of reporting are established and maintained
- effective actions are taken when hazards and shortcomings are reported.