

Job Vacancy

Safeguarding Manager (16 Hours per week, 6 Months Fixed Term Contract with the potential of temp to perm)

Department: Human Resources

Salary Range: £35,000 pro rata per annum

Application submissions will be reviewed and shortlisted on receipt.

Shortlisted applicants will be invited to interview on an ongoing basis until the position is filled by the successful candidate.

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

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.

Following his position as General Director of Seattle Opera since 2014, Aidan Lang joined WNO to lead the Company as General Director in July 2019.

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. Our current Music Director Tomáš Hanus joined WNO 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 100,000 people each year. Today WNO is an ensemble of passionate and committed musicians, artists, craftspeople, technicians and administrators. It employs over 230 people and has a turnover of £18m.

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, and has become one of Britain's leading cities and one of the most vibrant and diverse urban centres.

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

Cardiff offers a wonderful range of unique attractions, top-class entertainment and quality shopping with a difference in wonderful Victorian arcades and modern malls, and great mix of eclectic bars and restaurants. It is easy to explore on foot and visit the National Museum Cardiff which includes Natural History and Art galleries, the spectacular Cardiff Castle, wonderful green spaces, parks and river walks along the Taff, and the impressive Principality Stadium, all within the City Centre and with the dynamic Cardiff Bay is a short hop away.

This city is also a thriving UK and international hub for the creative industries, arts, design and media with a flourishing film and TV industry and world-renowned performing arts companies and orchestras. Many mainstream television programmes such as Doctor Who, Casualty, Sherlock, Pobl y Cwm, His Dark Materials, Gavin and Stacey, The Hollow Crown Shakespeare series of plays are all being or have been produced here by BBC Cymru Wales, Bad Wolf and S4C and other thriving independent production and design companies. Cardiff also hosts many musical events including the prestigious *Cardiff Singer of the World* which draws a huge international audience of fans to the city as well the International Concert Series held at St David's Hall and the BBC Hoddinott Hall.

Theatre also flourishes with National Theatre Wales, the Sherman and New theatres, as well as burgeoning live music and comedy venues, the Chapter Arts Centre and Everyman independent cinema. Cardiff also boasts a leading conservatory in the Royal Welsh College of Music & Drama. The renowned Cardiff School of Journalism, Media and Cultural Studies is based at Cardiff University, a member of the prestigious Russell Group of the UK's leading universities and the Cardiff School of Creative and Cultural Industries at the University of South Wales.

Cardiff is the perfect blend of innovation and the historic, as is Cardiff Bay, which offers a great mix of dining, shopping, activities, waterside views, arts and entertainment for everyone, including the Senedd building of the Government of Wales. At its heart, sits the iconic Wales Millennium Centre, home of Welsh National Opera.



Job Description

Role: Safeguarding Manager

Responsible to: Director of Human Resources

Main purpose of role:

To set out the approach to how Welsh National Opera approaches Safeguarding across the organisation and lead on reviewing and developing best practice in relation to the physical and emotional wellbeing of participants and compliance in all performance, learning and participation activity across Welsh National Opera.

Scope:

The Safeguarding Manager has lead responsibility for the promotion of Safeguarding across WNO ensuring compliance with appropriate legislation and internal policies and procedures.

Key responsibilities:

- Managing safeguarding referrals, ensuring suspected cases of abuse are referred to the local authority.
- Referring safeguarding concerns relating to a member of staff who works with children, to the local authority designated officer.
- Act as a source of advice, support and expertise on safeguarding and deciding whether to make a referral in liaison with relevant agencies.
- Ensure confidentiality is maintained at all times and records kept accordingly.
- Take ownership of managing the Safeguarding Policy and associated procedures, communicating to all relevant colleagues and establishing and managing systems to ensure that all resources are deployed efficiently and diligently.
- Develop and implement procedures to ensure all legislation and regulations are adhered to and investigate and report any non-compliance and take appropriate action.
- Advise departments on DBS and obligations around recruiting staff for the children's or adult's workforce.

Licensing and associated processes

- Obtaining necessary paperwork from parents and schools necessary for the licence application process.
- Liaising with the parents to obtain all the necessary permissions for all the children for the performance and consent for any recording, photography or media opportunities.
- Complete a risk assessment for child performers.
- Apply for City of Cardiff Council Body of Persons Approval and, where necessary, individual performance licences for each child on behalf of WNO and oversee that these terms are being met and all necessary paperwork is being collected and stored appropriately.
- Maintaining regular communication with the relevant local authorities and advise the Company Manager, Stage Manager and chaperones as necessary of guidelines or conditions specific to an individual authority.
- To quality assure and securely file the relevant records associated with child performances.
- Ensure that the facilities are adequate for the number of child performers and share this with the chaperones for completion on each production.
- Liaise with the appropriate persons to identify the children's roles and decide on the best process for recruitment that will address the WNO desire to increase reach and diversity.
- Communicating the names of the selected children to stakeholders, including any cast alteration schedules.
- Organise all aspects of the open auditions and building partnerships to support recruitment.

- Communicating with the creative team, stage management around safeguarding issues that may arise through the performance under the WNO risk management framework.
- Manage the booking of accommodation for children and chaperones subject to appropriate needs and permission gained from the parent.
- Address any safeguarding, disciplinary or grievance procedures regarding child performers in conjunction with Human Resources.
- Promote good practice around all aspects of safeguarding child performers.

Managing Children's Chaperones

- Overall responsibility for the Chaperones working at the WNO.
- To recruit new chaperones, complete annual appraisals and promote a culture of professional development and continuous improvement through training.
- Organising in-house induction and necessary training and accreditation.

General

- To cooperate with us in complying with relevant health and safety legislation, policies and procedure in the performance of the post. The post carries responsibility for Health & Safety issues at level 6 (see attached).
- To behave in accordance with our values
- To maintain confidentiality and observe data protection and associated guidelines where appropriate.
- To ensure compliance with our policies and procedures at all times

Person Specification

Safeguarding Manager

The Ideal Candidate

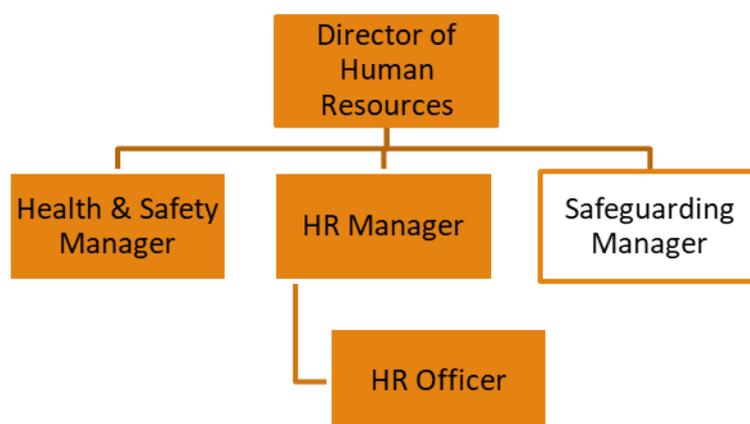
- An accredited children's chaperone, holding a current licence.
- Experience in Safeguarding in an arts, charity or education environment.
- An in-depth understanding of relevant safeguarding legislation and its application to the WNO's business environment.
- Ability to lead a team of chaperones effectively in a fast-moving business area and supervise the team.
- Experience of managing process compliance and delivering an effective service to the relevant stakeholders.

Skills, knowledge and experience:

- Experience of planning and organising multiple productions and activities.
- Ability to plan and prioritise workload.
- Ability to perform consistently under pressure and meet demanding deadlines.
- Excellent IT skills.
- Ability to build relationships both internally and externally.
- Experience chaperoning children in theatre, performing arts, TV or artist management.
- Full, current UK driving licence.
- Adopts a flexible approach to the requirements of the job.
- An interest in opera/classical music/the arts. *
- Fluency in Welsh – however if the successful applicant is not a Welsh speaker they should be able to demonstrate empathy to the language and culture as well as an understanding of working in a bilingual environment.*
- Understanding of GDPR legislation. *

Points marked with an asterisk (*) are desirable rather than essential.

Team Structure



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.

Staff Parking Discount with Q Park

We have a corporate rate with Q Park, Pierhead Street (opposite WMC).

Employee Assistant Programme

We provide a free confidential; counselling and advice service that is available family.to all our employees, freelancers and contractors.

Welsh lessons

We support staff who want to learn or improve their Welsh language skills, and we offer optional basic Welsh and improver lessons free of charge.

Main Terms and Conditions

- £35,000 pro rata per annum 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 probationary period of six months.
- Termination of engagement during the probationary period is by one weeks' notice on either side. Termination thereafter is by one months' notice on either side.
- 16 hours per week. Normal office hours are 9.30 to 5.30, Monday to Friday, with a 1-hour lunch break, but it should be understood the job involves regular work outside these hours and therefore there is a need to be flexible in working outside normal office hours and at weekends.
- Holiday entitlement is 25 days per annum pro rata.
- Sickness benefit during the probationary period is at the statutory minimum. Entitlement after completion of the probationary period (26 weeks qualifying 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

Individual Responsibilities

All Employees

(Level 6)

Every employed person, including Managers.

Responsibilities

All employees 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 employees 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 and instruction.