

Job Vacancy

Technical Show Manager

Department: Stage

Salary Range: £35,000 – £38,000 per annum (dependent on skills and experience)

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.

Permanent

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:

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| 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

Job title:	Technical Show Manager
Responsible to:	Head of Staging
Responsible For:	Stage Department Staff as delegated – permanent / fixed term / casual

Main purpose of the role:

To deliver the highest quality presentation of the staging-elements of delegated productions, events and projects in an efficient manner that promotes a safe, healthy and sustainable working environment and a positive culture of engagement.

Scope:

The Technical Show Manager will work closely with the Head of Staging, the Production Managers and other Technical Heads to ensure the smooth delivery of productions on stage. They will also support entrepreneurial ambitions of the company and work closely with Cardiff Theatrical Services to take advantage of commercial opportunities.

Key responsibilities:

Planning

- Attend Department Planning Meetings, Production Meetings and Model Box Showings as and when required and to represent the Stage Department within WNO and more widely.
- Work closely with the Head of Staging to produce an operational plan for the Staging Department that identifies the costs, staffing needs, time restraints and practical implications of realising the staging elements of the artistic vision.
- Lead Stage Department planning for delegated productions, events and projects as and when required.
- Assist with the creation of the Stage Department's annual schedule, in the most cost-effective manner to realise the artistic schedule.
- Facilitate communication within the Staging Department. Attending departmental meetings as necessary and assisting with the delegation of tasks across the department.

Production

- Develop a working knowledge of delegated WNO productions in the repertory, understanding the rigging and automation implications of staging the productions within the schedule – suggesting cost effective modifications as appropriate.
- Ensure that delegated productions are presented to the highest possible standard, and that the production team's creative and artistic vision is reproduced accurately and consistently; both in Cardiff and on tour.
- Ensure that, for delegated productions, adequate records are created and updated as necessary to facilitate efficient revivals co-production and commercial ventures.
- Support the company's producing, touring, rental and co-production work in the UK and Worldwide.
- Participate in commercial income streams where appropriate.
- Support the work of all WNO departments including rehearsals, productions, concerts, digital work, smaller scale productions and events.
- Ensure that areas used by the Stage Department are kept clean and tidy, and that all departmental equipment is correctly stored and maintained.
- Apply equally high standards of safety, efficiency and artistic integrity to the staging elements of all company projects.

- To provide in venue support to other departments as required. Assisting with the Get In and Get Out of all toured equipment.

People Management

- Establish and develop an effective and motivated team, ensuring that the team consistently meets the desired level of performance.
- Directly line manage delegated Stage Department Staff, assigning individual roles and responsibilities for delegated productions, tasks and projects and agreeing levels of resources available.
- Ensure that all aspects of team management are carried out in line with our policies and practices including, recruitment, induction and probation, training, sickness absence, equality and diversity, health and safety and communication.
- Liaise with the rest of the Staging Department, giving support to the Rigging, Flying & Automation Manager as necessary, ensuring safe and effective co-operation with all technical departments.
- Develop, monitor and manage performance by setting clear targets, providing data as required.
- Follow best practice in recruitment and to actively work towards the recruitment and development of a workforce that reflects the communities in which we work and perform.
- Provide visible leadership to delegated Stage Department activities. Leading stage sessions including Get Ins, technical rehearsals, performances and Get Outs in Cardiff and on tour. Providing team and individual guidance and leading meetings and training sessions as appropriate.

Administration & Finance

- Be responsible for delegated Stage Department budgets.
- Assist with the management of the Stage Department's administrative systems, assisting with the administration of time sheets, holiday records, and other staffing related data in conjunction with the HR Department.
- Provide reports and information as may be requested.

Stores

- Assist with the planning and management of WNO Scenery, Props and Staging Equipment storage needs.
- Liaise with the Head of Staging, Technical Operations Manager and Transport Manager to ensure the most productive use of the transport & storage spaces.

Health & Safety

- Promote a positive safety culture within the rigging, flying and automation department, adhering to the Company's Health & Safety policy, rules and regulations at all times.
- The post carries responsibilities as set out in the WNO Health and Safety Policy, as amended.
- Ensure that delegated Stage Department staff fully understand their Health & Safety responsibilities and are adequately trained and competent to put them into practice.
- Carry out and/or oversee the creation and ongoing review of Risk Assessments and Safe Systems of Work for delegated Stage Department activities.
- Assist with the planning and implementation of the Stage Department equipment maintenance programme, ensuring compliance with relevant regulations including: PUWER, WAH and Electricity at Work and, in conjunction with the Head of Rigging: LOLER.
- Ensure compliance with CDM2015 during delegated "construction" projects involving scenic, staging or rigging elements.
- To ensure high levels of public safety and stakeholder care and work in such a way as to promote a culture of safety.

- In conjunction with the Head of Staging, the Technical Operations Manager and the Health and Safety Manager, continuously develop safe working practices across the Stage Department.

General

- 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.
- To undertake any training appropriate to the post.
- The role will be based at WNO's sites in Cardiff but will involve regular travel to locations within the UK and abroad.
- The role combines both planning and the supervision of on-site delivery.

The duties in this job description are not exhaustive and may be altered at any time to reflect the changing needs of the organisation. The post holder will be required to undertake such duties and responsibilities as may reasonably be expected from time to time within the scope and grading of the post.

Technical Show Manager

Person Specification

The Ideal Candidate

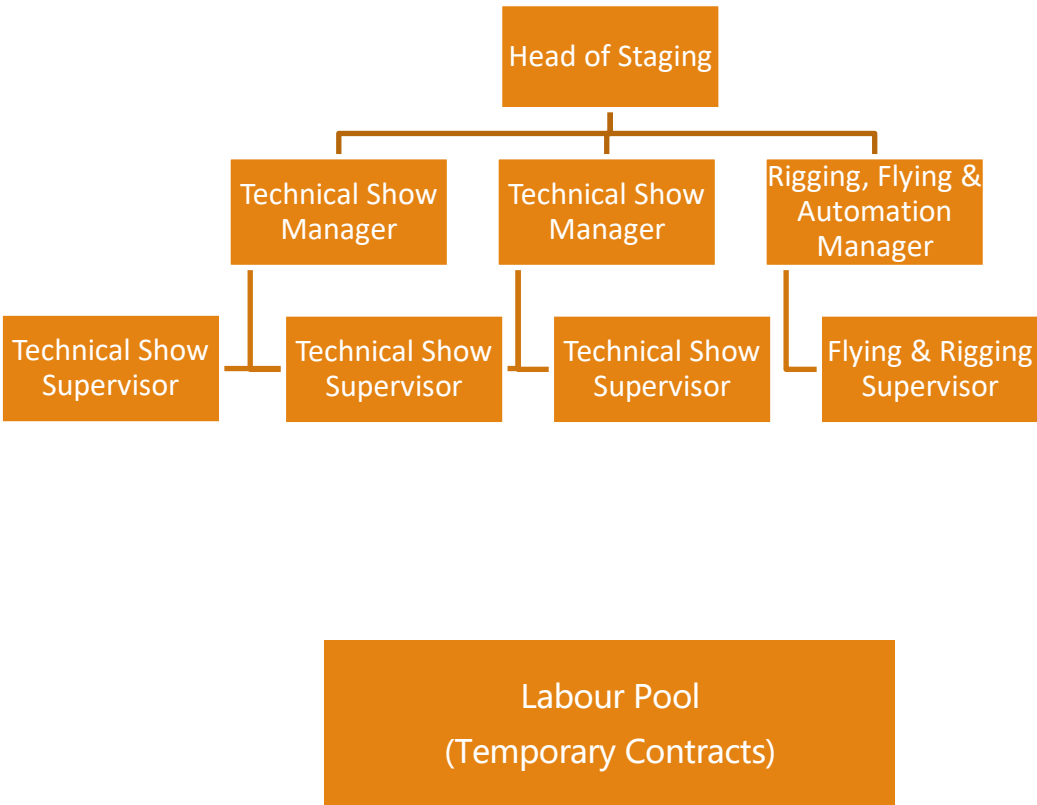
- The desire to acquire new experiences and knowledge and to learn new skills.
- Leadership skills including the ability to listen, counsel, give guidance, delegate and deliver informal practical training.
- A track record of leading teams delivering complex tasks under pressure.
- Good communication skills, both written and verbal.
- Self-motivated and pro-active with the ability to work calmly under pressure and prioritise conflicting demands.
- The vision to help shape new ways of working in response to a rapidly changing work environment.
- A sympathetic approach to people working under pressure in an artistic environment.
- The ability to work as a senior member of a large team as well as the ability to work independently or in small groups.

Skills, knowledge and experience:

- Excellent stagecraft skills including knowledge of rigging, stage engineering and automation.
- The ability to read and interpret ground and stage plans.
- The ability to read and understand AutoCAD drawings.
- A good working knowledge of current Health & Safety legislation including LOLER, PUWER, Risk Assessment, CDM2015 and working at height.
- General IT skills including use of Outlook, Word and Excel.
- Adopts a flexible approach to the requirements of the job.
- Ability to travel independently within the UK and abroad.
- Operational experience in the staging elements of repertory theatre.*
- Operational experience of in-service inspection, testing and maintenance and of rigging and automation equipment.*
- Experience of large-scale theatrical touring.*
- Up to date knowledge of current theatrical practice with the ability to keep abreast of new technologies and working practices.*
- Industry recognised training and/or qualifications in rigging, stagecraft and/or electrical awareness.*
- A recognised Health and Safety qualification and/or the skills, knowledge and experience to obtain a qualification with suitable training.*
- AutoCad drawing skills.*
- The potential to grow into amore senior role within technical theatre.*.
- Full, current UK driving licence.*
- An interest in Opera.*
- Welsh language speaker/writer.*

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

- Salary £35,000 – £38,000 depending on experience 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 week notice on either side. Termination thereafter is by three months' notice on either side.
- 44 hours per week, you will be required to work such additional hours as may be necessary for the proper performance of your duties without extra remuneration.
- Holiday entitlement is 25 days per annum (pro rata during first year of employment).
- 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)

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 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.

Heads Of Department & Managers (Level 4)

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.