



Troubadour
THEATRES

TROUBADOUR THEATRES LTD
STUDIO FACILITIES MANAGER
JOB DESCRIPTION

Troubadour Theatres is a company which specialises in large-scale installation theatres and film studios. We build and operate go-to destination venues that are fully flexible, contemporary and impressive with the ability to showcase world-class entertainment whilst providing a greater audience experience for all.

We are looking for an experienced, hard-working and motivated Studio Facilities Manager who is hands-on and capable of managing all aspects of the facilities and maintenance at Meridian Water Studios.

The role requires excellent time management and organisational skills, with the ability to multitask, prioritise and problem-solve. The role involves manual work facilitating client requests and practically undertaking repairs and preventative maintenance. We are looking for someone capable of overseeing the building maintenance, services and resources; managing health and safety compliance; and ensuring that all areas of the venue are fit for purpose at all times.

KEY RESPONSIBILITIES

Maintenance

- To be responsible for ensuring the safe and efficient operation of all premises-related mechanical, electrical, heating services and other plant, including ensuring the completion of all annual portable appliance testing, monitoring and recording of meter readings/returns as required
- To take appropriate action to ensure and monitor safe levels of lighting, heating and ventilation venue-wide
- Oversee and ensure the maintenance and upkeep of Meridian Water Studios's buildings and grounds
- Develop and manage a proactive maintenance schedule for building services and equipment

Services and Resources

- Manage and liaise with contractors, service suppliers, specialist consultants and professional advisers as required by the Studio Manager
- To ensure a consistently high standard of technical support to visiting companies
- In consultation with the Studio Manager and Operations Team, ensure that all appropriate service contracts are procured, supervised and delivered with compliance in mind
- Calculate and compare costs for required goods or services to achieve maximum value for money

Compliance and Monitoring

- Ensure venue-wide compliance with all relevant health and safety, environmental and fire regulations, legislation, industry standards, approved codes of practice and policies and procedures
- Manage and monitor the permit to work process and issue permits to clients and contractors responsibly
- Develop and manage a register of all health and safety risk assessments, including for contractors, subcontractors and service suppliers
- Manage the upkeep of equipment and supplies to meet health and safety standards
- To undertake the operation and periodic checking of the fire alarm system and equipment
- To undertake routine audits of the venue and liaise with the Studio Manager to remedy any issues accordingly
- To monitor the safe storage and control of any potentially harmful materials and chemicals used within the venue and ensure that such materials are appropriately marked and signposted according to the COSHH policy
- To assist in operating the site in accordance with the venue's premises license and liaise with the Studio Manager and local council when required

Staff Management

- Line management, training and development of the facilities team
- Provide effective training and management of the facilities team ensuring responsibilities are also delegated during hours when the Studio Manager may not be present
- To support the Studio Manager with recruitment of the facilities team
- Management of the facilities team weekly rota

Other Duties

- Ensure friendly and professional customer service to, and regular and effective communication with, Meridian Water Studios staff, contractors and clients at all times
- To liaise with occupying clients as directed
- To attend company facilities related meetings as required
- Where required, be responsive out of business hours to respond to site issues, e.g. break-in, power issues and other problems with core services (i.e. fire alarm, intruder alarm)
- To maintain confidentiality of information acquired in the course of undertaking duties for Troubadour Theatres
- Any other duties as may be reasonably required by the Studio Manager

Required Skills

- Minimum of 3 years' experience working in a facilities role, including management and/or leadership experience
- Good understanding of Health & Safety at Work Act 1974 and knowledge of how this applies within a Studio environment.
- Demonstrable experience of providing excellent customer service and enhancing service delivery
- Proven track record of contractor and supplier procurement and management
- Excellent interpersonal skills, with the ability to deal with a wide range of people
- Excellent written and verbal communication skills, including good telephone manner and ability to present well in person
- Ability to take initiative while working within clearly delegated levels of authority
- Strong understanding of financial and budgeting accountabilities.
- Ability to maintain attention to detail and provide assured accuracy while working under pressure and meeting strict deadlines
- Willingness to make informed decisions and think outside of the box.
- Strong admin and IT skills
- Positive, proactive and professional attitude
- Willingness to adopt a flexible and adaptable approach to day-to-day workload
- Understanding of the demands and challenges faced during organisational change

Desirable Skills

- First Aid qualification
- Level 3 Award (or higher) in Health and Safety in the Workplace
- Fire Marshal certificate
- Proficiency in Google Workspace
- Counterbalance forklift certificate
- IPAF 3a/3b

SALARY - Circa £35,000 D.O.E

Benefits include:

- Employee Assistance Programme
- Perks at Work subscription
- 24 days annual leave + bank holidays
- Enhanced maternity and paternity pay
- Pension salary sacrifice scheme
- 50% off at the Studio Five Restaurant in Wembley