



Troubadour
THEATRES

TROUBADOUR THEATRES LTD

DEPUTY FACILITIES AND TECHNICAL MANAGER

JOB DESCRIPTION

Reporting to: Facilities and Technical Manager

Reporting to you: In the absence of the Facilities and Technical Manager: Facilities Assistants, Stage Door Keepers

Location: Troubadour Canary Wharf Theatre, Water Street, Canary Wharf

Contract Type: Full time, 40 hours per week across 5 out of 7 days Monday - Sunday, including occasional evenings

Salary: £37,500

Troubadour Theatres is a company which specialises in large-scale installation theatres and studios. We build and operate go-to destination venues that are fully flexible and contemporary, 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 Deputy Facilities and Technical Manager to help lead the launch of the Canary Wharf Theatre and its on-site restaurant, which will open as the home to the world premiere of The Hunger Games: On Stage in Autumn 2025. They will be an integral part in leading the project to fit out the venue, and build its health and safety / compliance system. They should be approachable and have good interpersonal skills.

They will act as the deputy head of their department and manage the facilities and technical team. They will be the key point of contact for any resident production's technical crew, to support them in the delivery of their performances in the venue and ensure the comfort and safety of the company.

Please find a list of responsibilities below:

GENERAL

- To plan and manage all aspects of the theatre's technical operation within the theatre's technical operations budget
- To ensure that equipment, hardware and software is fully supported either in-house or through maintenance contracts and be the first point of contact for technical queries
- To ensure that the technical operation of the theatre is always safe and complies with current legislation, industry standards and local regulation
- To ensure a consistently high standard of technical support to visiting companies, hirers and artists with any needs they have for the installation of equipment

- To lead or assist as required with pre-rigging, get-ins and get-outs
- To supervise and direct the work of contractors, ensuring that all workers are adequately trained and/or supervised for the work they are carrying out
- Take appropriate action to maintain proper levels of lighting, heating and ventilation
- Oversee the maintenance and upkeep of Canary Wharf Theatre's buildings and grounds
- Regularly audit and inspect the working order of equipment, machinery and tools, taking any reactive maintenance action needed in good time, including annual PAT testing
- Develop and manage a proactive maintenance schedule for building services and equipment
- Prepare reports on maintenance issues, including costing and budgeting, as required
- To liaise with the Theatre Manager, Deputy Theatre Manager and Front of House Manager on the smooth delivery of operational matters, and to facilitate an excellent guest experience
- Create tasklists for the Facilities Assistants to ensure all regular daily, weekly or monthly duties are covered to a regular standard
- Implement and oversee a CAFM system such that ad hoc facilities jobs are completed in good time as required by the Theatre Management, resident production or local authorities
- Monitor the stage door process and that adequate sign-in processes, ID passes, and site inductions are being carried out for all visitors, contractors, and production staff
- Implement a system to safely track and control deliveries and collections to and from the venue, with adequate control measures in place

HEALTH AND SAFETY

- Alongside senior management, to maintain and develop the venue's Health & Safety and compliance system, ensuring all licenses and certification are in place and renewed periodically as required (eg. EICR, LOLER, etc)
- Oversee the venue's Risk Assessments for all aspects of work involved in the Facilities and Technical department, writing and reviewing them when required in conjunction with the group's Health and Safety consultants
- Ensure site-wide compliance with the venue's Risk Assessments for all activities carried out, and that all staff are adequately trained and aware of their contents
- Ensure site-wide compliance with environmental regulations, legislation, industry standards, approved codes of practice and policies and procedures
- Play a key role in the delivery of the venue's fire safety practices and Fire Risk Assessment, regularly auditing paperwork to make sure periodic checklists are being completed (eg. fire extinguisher/fire doors condition, fire panel and alarm drills) in cooperation with subject-matter specialists when necessary
- Request and log all RAMs for visiting productions, contractors and visitors for any activities or works taking place, make sure they are consistent with Troubadour's standards, and that the activities taking place comply with its mitigations at all times
- To monitor the safe storage and control of any potentially harmful materials and chemicals used within the Theatre and ensure that such materials are appropriately marked and signposted

- Participate in the delivery of the venue's security and major incident systems, including training staff on their duties in the event of evacuation, lockdown or any other emergency

SERVICES AND RESOURCES

- Calculate and compare costs for required goods or services to achieve maximum value for money
- To review heating, electricity and water usage and to advise on proposals for energy saving methods
- Act as the main point of contact for the cleaning contractors to arrange schedules, building access and approve invoices for the Theatre Management and Group Finance team
- Schedule the venue's waste collection cooperating with the Canary Wharf estate and in accordance with local government regulations
- Liaise with the group's electrical consultants to perform regular maintenance work and operational adjustments to the venue

STAFF MANAGEMENT

- Develop and manage systems and processes for monitoring performance standards and lead on all necessary improvements
- Write and develop the job descriptions for your team to tailor them towards venue-specific operations, and conduct recruitment for vacancies in your team according to Troubadour policies and best practice
- Deputise for the Facilities and Technical Manager to assist with line management of the Facilities and Technical Department, coordinating performance reviews development plans for staff to coach the team towards high-performance work patterns
- Conduct investigations, disciplinaries and grievance meetings where appropriate, or act as the appellate manager for any such occurrences in your teams
- Run probation reviews in conjunction with the Facilities and Technical Manager
- Create rotas to ensure coverage of the Duty Facilities Manager and Duty Technical Manager for every performance of the resident production, and support the Facilities and Technical Manager to create rotas for Facilities Assistants and Stage Door Keepers
- Manage and maintain a clear system for coordinating staff availability and sickness cover
- Approve timesheets for hourly paid staff on a weekly basis and liaise with the Group Finance team to ensure efficient completion of payroll
- Ensure compliant and timely use of holiday accrual by all salaried and hourly paid employees and that allowances are taken by your team before the end of the calendar year

OTHER

- Ensure friendly and professional customer service to, and regular and effective communication with, Canary Wharf Theatre staff, contractors and clients at all times
- Act as the Duty Facilities Manager or the Duty Technical Manager when required on occasional evenings and weekends
- To attend meetings of the premises committee and site meetings as necessary

- Be available out of business hours to respond to emergency building issues in the absence of the Facilities and Technical Manager or if the issue is department specific, e.g. break-in, vandalism, problems with core services (time worked will be reimbursed with TOIL)
- To maintain confidentiality of information acquired in the course of undertaking duties for Troubadour Theatres
- Any other duties as may be reasonably required of a Facilities and Technical Manager as directed by the Theatre Management

PERSON SPECIFICATION

ESSENTIAL:

- Demonstrable experience in a technical department
- Practical knowledge and understanding of lighting design in an arts environment
- Experience in the operation of live sound, lighting and Audio-Visual equipment
- Experience in the safe running of get-ins, performances and get-outs
- Ability to organise the planned maintenance of staging and loose theatrical equipment according to legislation and guidelines
- Experience in the management of stock and equipment
- Good IT skills for Microsoft Office and Google products

DESIRABLE:

- Health & Safety training or qualification, such as IOSH
- Previous experience in a food-service environment
- PAT testing experience or training
- Understanding of electrics
- First Aid certificate
- Interest in theatre or the arts

CHARACTERISTICS:

- Excellent interpersonal, communication and presentation skills
- A cooperative approach to problem solving
- Leadership and strong management skills
- Excellent time-keeping
- Embody the Troubadour values of Flexibility, Ambition, Receptivity and Meticulousness

TERMS AND BENEFITS:

- Permanent, full time position
- Variable shift pattern between Monday & Sunday with evening, weekend & Bank Holiday working as required
- 24 days holiday allowance plus bank holidays, pro rata to length of contract
- 2 month notice period
- 50% off at the on-site restaurant when you are dining, outside of peak times
- 50% off at the Studio Five restaurant when you are dining, outside of peak times
- Salary sacrifice pension scheme and access to the Mintago benefits system