



Troubadour
THEATRES

TROUBADOUR CANARY WHARF THEATRE LTD

FACILITIES & TECHNICAL ASSISTANT

JOB DESCRIPTION

REPORTING TO: Facilities & Technical Manager / Deputy Facilities & Technical Manager

LOCATION: Troubadour Canary Wharf Theatre, Water Street, Canary Wharf, E14 5GX

CONTRACT TYPES: Part time. Monday - Sunday, including evenings.

SALARY: £15.18 per hour.

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

We are looking for experienced, hard-working and motivated Facilities and Technical Assistants who can manage all aspects of the venue's facilities and maintenance work undertaken on site, including acting as a point of contact for contractors and clients.

The role requires being hands-on, with excellent time management and organisational skills, the ability to multitask, prioritise and problem-solve. The role will involve overseeing the building construction, maintenance, services and resources; managing health and safety compliance, and ensuring that all areas of Canary Wharf Theatre's build are safe, clean, welcoming and fit for purpose at all times.

DUTIES:

- Carry out planned preventative maintenance, reactive maintenance and general building maintenance to ensure the safe and efficient operation of the venue.
- Monitor and inspect plant rooms, mechanical and electrical equipment, HVAC systems and AHUs, ensuring they operate correctly and maintain appropriate temperatures and ventilation.
- Monitor and undertake routine checks of life safety systems, including the fire alarm panel, refuge panel, emergency lighting and fire doors, reporting faults and escalating issues promptly.
- Monitor CCTV systems, identifying and reporting faults or security concerns in accordance with site procedures.
- Maintain accurate records of maintenance, inspections, faults, incidents and remedial works, ensuring outstanding issues are communicated to the relevant managers.

- Liaise with contractors and subcontractors to coordinate maintenance, servicing, inspections and repairs as required by the Facilities & Technical Managers and Theatre Managers.
- Ensure compliance with relevant health and safety, fire safety and environmental procedures, reporting hazards, accidents and near misses promptly.
- Carry out regular site inspections, building opening and closing procedures, and designated safety and security checks, ensuring the building is left safe and secure.
- Assist with deliveries, equipment movements and general facilities tasks as requested by venue teams, ensuring work is completed safely and efficiently.
- Act as Duty Technician during shows, serving as the main point of communication between Front of House (FOH) and Production, responding to requests and supporting the smooth running of performances and events.
- Be available to work evenings, weekends, bank holidays, early starts and late finishes in line with the venue's operational requirements.
- Maintain professional communication and confidentiality at all times, undertaking any other reasonable duties as requested by the Facilities & Technical Managers and Theatre Managers.

PERSON SPECIFICATION

REQUIRED:

- Proven track record of working in a facilities or building industry role, including management and/or leadership experience.
- Good knowledge of health and safety management, with understanding of key health and safety issues.
- Proven track record of contractor and supplier management.
- Excellent interpersonal skills, with the ability to deal with a wide range of people.
- Ability to take initiative while working and with a hands on approach.
- Ability to maintain attention to detail and provide assured accuracy while working under pressure.
- IT-literate
- Positive, proactive and professional attitude.
- Willingness to adopt a flexible and adaptable approach to day-to-day workload.
- Basic plumbing and joinery skills
- Knowledge of how building systems work

DESIRABLE:

- First Aid qualification.
- IPAF qualification.
- Good basic electrical, carpentry & event industry knowledge.

To apply, please send a CV and a covering letter to jobs@troubadourtheatres.com