Troubadour
THEATRES

TROUBADOUR THEATRES - Troubadour Brent Cross Studios
Facilities Manager
JOB DESCRIPTION

Reporting to: Studio Manager
Reporting to you: Facilities Team
Location: Troubadour Brent Cross Studios, Tilling road, NW2 1LW
Contract Type: FULL TIME
Salary Range: £31,000 - £35,000

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 experience for all.

We are looking for an experienced, hard-working and motivated Studio Facilities Manager to join Troubadour Brent Cross Studios to oversee 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. 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.

Please find a non-exhaustive list of responsibilities below:

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 Brent Cross 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

HEALTH AND SAFETY

- 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, Brent Cross 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

Further, any other responsibility or duty as would reasonably be expected of a Facilities Manager as instructed by your line manager.

PERSON SPECIFICATION:

ESSENTIAL:

- 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:

- 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

CHARACTERISTICS:

- Strong leadership and team management skills, with the ability to motivate and coordinate the site team
- A confident, friendly and professional manner with excellent people skills
- Proactive and solution-oriented, with the ability to manage challenges effectively
- Demonstrable ability to prioritise effectively, delegate when needed and multi-task
- Ability to work under pressure in a fast-paced environment
- Decisive, with good problem-solving and decision-making abilities

- Committed to maintaining high standards of health, safety, and quality on site
- Excellent communication and interpersonal skills, able to liaise confidently with clients, and contractors.

TERMS AND BENEFITS

- Fix Term Contract for 1 year
- 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 Songbird restaurant when you are dining, outside of peak times
- 50% off at Studio Five restaurant when you are dining, outside of peak times
- Salary sacrifice pension scheme and access to the Mintago benefits system

If interested please contact: jobs.brentcross@throubadourstudios.com with your CV and cover letter.