

Lyric

BUILDING AND FACILITIES MANAGER



INTRODUCTION

The Lyric Hammersmith Theatre is one of the UK's leading producing theatres - creating world class theatre from the heart of Hammersmith, the theatre's home for 125 years.

Under the joint leadership of Artistic Director Rachel O'Riordan and Executive Director Sian Alexander, the Lyric's programme of reimagined classics, contemporary plays and bold new works celebrates its unique Matcham theatre.

At the heart of the Lyric is a commitment to young people's creativity. The theatre has a national reputation for its ground breaking work to forge pathways into the arts for young talent from all backgrounds, helping to diversify our industry.

The theatre is West London's largest creative hub and home to an innovative partnership of arts organisations who work together to deliver life-changing creative opportunities for thousands of young West Londoners.

THE LYRIC: PAST, PRESENT & FUTURE

The Lyric is located in central Hammersmith in the London Borough of Hammersmith & Fulham, two minutes from Hammersmith tube and bus stations.

The theatre has an extraordinary history. Originally established as a music hall on a nearby site, the Lyric was re-designed by the world-renowned Victorian theatre architect, Frank Matcham in 1895, becoming the Lyric Theatre and Opera House. In 1972 the theatre was scheduled for demolition. There was a huge public outcry and, at the final hour, the local council saved the theatre by instructing that the Lyric could only be pulled down if Matcham's exquisite plasterwork was preserved. The new Lyric Hammersmith was officially opened on its current site in 1979 by the Queen. The Matcham plasterwork auditorium had been painstakingly reconstructed and a black-box 110 seat studio was added to the building at the same time.

In April 2015 the Lyric entered a new and exciting phase of its history. After nearly a decade of planning, fundraising and building, we opened the doors to a new Lyric, with a major extension to the West. The Reuben Foundation Wing added two floors of facilities aimed at expanding the Lyric's work with young people, emerging and professional artists. Our new facilities include new rehearsal and meeting spaces, a dance studio, recording studio, edit suite, music rooms, a 50 seat cinema and a sensory space for disabled children.

The Lyric has a long-standing proven commitment to environmental sustainability, winning The Stage Sustainability Award in 2019 and becoming the first theatre venue in the UK to announce that that it had been awarded the maximum five stars under the Julie's Bicycle Creative Green Certification Scheme. Our building has a BREEAM rating of 'Excellent' – the Government's kitemark for sustainability in new and refurbished buildings.

Each year the Lyric welcomes around 200,000 visitors to performances, events and other activities in our Hammersmith home. This includes more than 30,000 young people who attend our year round programme of affordable classes and courses in theatre, music, dance and digital arts. Our bars, café, restaurant and roof garden offer a range of food and drink options to our audiences, building users and local people. We are home to number of like-minded arts and creative industries organisations who rent office space in our building. We also have a substantial events and hires business providing space for meetings and events to local businesses, residents and community groups.

In February 2019 Rachel O’Riordan took up post as the Lyric’s new Artistic Director and her first season opened in September 2019 to great acclaim with Tanika Gupta’s adaptation of *A Doll’s House*.

LYRIC GOVERNANCE, STAFFING AND FINANCES

The Lyric is a registered charity and a company limited by guarantee. We are overseen by a non-executive Board of Directors chaired by Lisa Burger. The Board delegate day-to-day management of the theatre to its Executive Team: Rachel O’Riordan (Artistic Director and Joint CEO) and Sian Alexander (Executive Director, Joint CEO and Company Secretary). We have a talented and dedicated team of around 40 permanent staff, and employ numerous freelance artists, practitioners and casual staff, as well as operating a substantial apprenticeship scheme.

The Lyric aims to create a programme of work that is artistically adventurous and ambitious but also financially sensible and sustainable. We have an annual turnover of approximately £6m and our work is funded through four main sources: grant income from Arts Council England and the London Borough of Hammersmith & Fulham; box office income; fundraising income from trusts, businesses and individuals; and other earned income which includes commercial hires, catering and front of house sales.

JOB DESCRIPTION FOR THE POST OF BUILDING AND FACILITIES MANAGER

RESPONSIBLE TO:	Director of Finance and Resources
RESPONSIBLE FOR:	Facilities Assistant (p-t) Security Officer Cleaning contractor Building contractors
SALARY:	£30,000 – £32,500 per annum
CONTRACT:	Permanent, Full-Time
HOURS:	Core office hours are 10am-6pm, Monday to Friday. The Lyric is open 8am-11pm, Monday to Saturday, and the post-holder will therefore be expected to do some early morning, evening, weekend and bank holiday work to fulfil the requirements of the role. We welcome conversations around flexible working and job shares.
HOLIDAY:	28 days per annum, inclusive of bank holidays, with an additional day added for each year of service, up to a maximum of 33 days.
NOTICE PERIOD:	3 months

PROBATIONARY PERIOD:	6 months
PENSION:	Up to 3% matched pension contribution after qualifying period
OTHER BENEFITS INCLUDE:	Season ticket loans, Cycle to Work Scheme, Staff Ticket Scheme including complimentary and discounted theatre tickets, and staff catering discounts

DEPARTMENT INFORMATION

This role is part of the Finance and Resources Department, which comprises:

- Director of Finance and Resources
- Building and Facilities Manager
- Facilities Assistant (p-t)
- Security Officer
- Head of Human Resources and Administration
- Head of Finance
- Finance Officer

MAIN PURPOSE OF POSITION

The Building and Facilities Manager leads on the management of all aspects of the Lyric's building and facilities, in conjunction with the Director of Finance and Resources. The post will lead on creating a safe and welcoming environment for all building users through management of health and safety and thorough risk assessment. The Building and Facilities Manager has responsibility for building maintenance and capital replacement, environmental sustainability, building safety, and management of building contracts and supplier relationships.

The Lyric is a producing theatre and multipurpose venue that serves a wide range of building users undertaking a wide variety of activities. In 2021 the Building and Facilities Manager will play a central role in safely re-opening the building to its many and various users, following a period of closure as a result of the coronavirus pandemic.

KEY RESPONSIBILITIES

Building and Facilities

- Ensure high standards of building repair and presentation so that the building is a fit for purpose welcoming environment and meets legislation and good practice requirements, within the given budget.
- Source the best suppliers for maintenance and operations and negotiate agreements, considering value for money, quality of service and environmental credentials.
- Manage and review supplier relationships and act as main point of contact.
- Act as operational contact for London Borough of Hammersmith and Fulham and landlord maintenance contractors.
- Oversee asset management and planned maintenance arrangements.

- Manage the Building Management System in order to maintain cost effective heating and cooling, according to day to day needs and ensure the system is maintained and adjusted as required.
- Arrange regular checks throughout the Lyric premises as to the state of repair and presentation of Lyric fixtures and fittings and ensure prompt responses within given budgets.
- Responsible for arranging repairs and dealing with contractors as required and liaising with other departments to organise repairs and schedule maintenance.
- Maintain a system for logging maintenance and repair requests from all departments and resolve emergency maintenance and repair requests in a timely fashion.
- Organise annual and statutory testing of systems as required. Support PAT Testing, in conjunction with Head of Lighting. Respond to results of testing as required.
- Ensure high standards of hygiene and cleanliness throughout the building by managing and reviewing contracts with external cleaning contractors, liaising on schedules and deep cleans and working with the Visitor Services Manager on day-to-day requirements.
- Manage pest prevention, review pest control contracts and schedule treatments, including liaising with the Commercial team, as required.
- Develop and lead on the implementation of all policies relating to building operations.
- Work with the Director of Finance and Resources to manage IT infrastructure and equipment.

COVID-secure Operations

- Take day to day responsibility for complying with government regulations and guidelines relating to COVID-19.
- Act as the first point of contact for government and NHS Test and Trace notifications.
- Manage the safe re-opening of the building to its various users, in consultation with other departments.

Budget Management

- Work closely with the Director of Finance and Resources to set and manage operations budgets.
- Take responsibility for day to day management of specific budgets - including, but not limited to, cleaning, security and utilities.

Environmental Sustainability

- Play a leading role in achieving the Lyric's targets for environmental sustainability, including our overall carbon net zero target.
- Lead on the development of the Lyric's Energy Management Policy.
- Ensure utilities and other building contracts contribute to the Lyric's goal of minimising our CO2 emissions and impact on the planet, working towards our net zero target.
- Manage waste disposal relationships to effectively dispose of waste, with an emphasis on reducing the amount of waste going to landfill and increasing levels of recycling, in line with our zero waste to landfill policy.
- Work to improve the biodiversity of our outdoor spaces.
- Work to identify other ways that the Lyric can reduce the impact of its building operations, fabric and capital projects on the environment.

Capital Projects

- Support the Director of Finance and Resources to identify and prioritise the capital requirements of the building and to develop capital budgets.

- Manage the delivery of small capital projects including procurement of appropriate suppliers, plan and schedule works and liaise with other departments to minimise impact of work on planned activity.

Licensing

- Act as Personal License holder for the LBHF premises licence and any other licensing requirements.
- Ensuring compliance with all relevant licensing requirements related to building operations.

Accessibility

- Lead on DDA compliance requirements.
- Responsible for physical access requirements, reviewing provision of access and signage, maintenance of refuge systems.
- Work with Visitor Services to identify needs and propose appropriate response.

Health and Safety

- Take day to day responsibility for management, development and implementation of Health & Safety policies relating to the Building, including partner offices and catering areas and encourage a Health and Safety conscious culture across the building.
- Carry out relevant risk assessments in relation to the building and its users.
- Take responsibility for ensuring risk-management processes are in place, adhered to and reviewed regularly across the organisation.
- Undertake regular tests of the fire, refuge and intruder alarms and maintain statistical records.
- Act as a key member of the Health and Safety Committee.
- Take responsibility for all fire and security procedures, with the support of the Commercial team as required, reviewing and updating as necessary, and liaising with relevant Statutory Authorities to ensure compliance.
- Manage provision and testing of fire extinguishers and update fire risk assessments.
- Act as a Fire Warden.
- Undertake First Aid training and act as a First Aider.
- In conjunction with the Director of Finance and Resources to lead on developing, implementing and updating policies and processes for safe use of the building.
- Keep abreast of current Health and Safety legislation.

Security and Emergency Procedures

- Take responsibility for the engagement and management of the security team
- Act as a key-holder for the building, including responding to emergency call outs as required, ensure adequate coverage of alternative key holders as required.
- Approve and manage security/evacuation procedures for the building, together with maintenance and operation of the building's fire and intruder alarms and take an active role in the event of any building evacuation.
- Act as security on call during office hours.
- Undertake SIA training and maintain an SIA licence.
- Opening and closing the building as necessary.

Business Interruption

- Lead on all building and facilities aspects of Disaster Recovery and Business Interruption planning, working with other staff as necessary.

Cross-departmental working

- Work closely with the Commercial team to ensure an excellent audience, customer and user experience.
- Work closely with Senior Management Team to ensure excellent communication on all building matters.

General

- Regularly attend Lyric shows and projects including press nights, events and showcases of our work with young people, representing the Lyric and acting as an ambassador as required
- Uphold the Lyric's values and contribute to a positive and inclusive working culture
- Attend internal meetings and represent the Lyric at external events, conferences and meetings as required
- To act at all times in the best interests of the Lyric
- Take an active role in your continuing professional development, identifying relevant training and professional development opportunities
- Work at all times in accordance with the Lyric's Green Policy and Action Plan and to proactively develop and encourage environmentally sustainable practice
- Adhere to the Lyric's Equality Policy, Diversity Action Plan and any other policies or plans the Lyric may introduce in the future
- Ensure that data capture, storage and processing related to finance and resources activity complies with the Lyric's policies and GDPR regulations
- To undertake any other duties as agreed with your Line Manager

This job description is a guide to the nature of the work required of this post. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as required.

PERSON SPECIFICATION

Essential skills and experience

- Proven track record of managing a public building
- Experience of working in, and ideally managing, a large and/or multi-purpose building
- Knowledge/experience of building management systems
- Knowledge/experience of energy management and improving environmental sustainability
- Experience of commissioning and managing suppliers and contractors
- Experience of managing budgets
- Experience of managing a small team
- Sound knowledge of current Health and Safety and Licensing legislation and practice
- Good knowledge and experience of dealing with building maintenance issues
- Personal Licence holder (training can be provided)
- SIA licence holder (training can be provided)
- Good communication skills, oral and written, and the ability to communicate and interpret technical information for non-specialists
- Ability to contribute to an open, supportive and creative working environment
- Proven ability to prioritise effectively and balance long-term and immediate objectives
- Ability to appraise systems and processes, developing and implementing changes where necessary to increase resilience, effectiveness and efficiency
- Competency in Microsoft Office packages

- Proven willingness to take a hands-on approach to problem-solving
- A creative can-do attitude

Desirable skills and experience

- Knowledge and experience of implementing COVID-secure guidelines
- Trained in First Aid
- Knowledge of Equal Opportunities and DDA legislation and practice
- Experience of working with local authorities
- Commitment to continuing professional and personal development and to developing best practice.
- Keen and active interest in the arts in general, and in the work of the Lyric in particular

HOW TO APPLY

To apply for the post, please:

- Complete an **application form** in type or black ink. Use the Supporting Information section on the form to explain why you are interested in this role and how your experience and skills match the person specification.
- Return the **application form** and **equal opportunities monitoring form** by email to jobs@lyric.co.uk.
- Do not submit CVs, as these are not accepted.

The deadline for receipt of completed applications is **10am on Monday 09 November 2020**.

We look forward to receiving your application and thank you for your interest in the Lyric Hammersmith Theatre.

INTERVIEW PROCESS

It is intended that initial interviews will take place remotely on **Thursday 12 November** with second round interviews, if required, on **Monday 16 November**.

GUIDANCE

Please read the person specification and job description carefully before starting your application and ensure that you meet the criteria. Only relevant information will be considered when shortlisting applicants for interview. Your application will be kept on file for a maximum of 12 months and then destroyed.

EQUAL OPPORTUNITIES

The Lyric values and promotes diversity and is committed to equality and opportunity for all. All employees are required to comply with and actively promote our Equality policy, and no job applicant or employee will receive less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religious belief, gender, sexual orientation, class or socio-economic background, trade union activity or political activity or opinion.

We may use positive action, in cases where candidates are equally qualified, to increase the employment of under-represented groups at the Lyric.

The Lyric Hammersmith Theatre is proud to be a Disability Confident Committed Employer and an Official Partner of Parents in Performing Arts (PiPA).



ACCESS

If you would like to submit your application form in another format we would be happy to accommodate this. Please contact the Administration department on 020 8741 6822 or jobs@lyric.co.uk to discuss a suitable alternative.

The Lyric Hammersmith has made a commitment that all applicants with disabilities who meet the essential criteria for this job will be invited to interview. Please complete the Application Statement to help us with this. Please also state on the form if you have any access requirements for interview, or contact the Administration team to discuss.

APPOINTMENTS

In line with the Lyric's Safeguarding Policy, any appointment will be made subject to a satisfactory enhanced or standard Disclosure and Barring Service (DBS) disclosure. Disclosure information will be treated in the strictest confidence and shall only be seen by those who need to see it as part of the recruitment process. Only relevant information will be taken into account. The Lyric will not discriminate unfairly against any convictions or other information revealed.

All appointments are made subject to satisfactory references and proof of eligibility to work in the UK.