

Job Description: Facilities and Operations Manager

Key Information

Responsible to	Executive Director
Manages	Buildings & Maintenance Manager, Housekeeping department
Key relationships	Technical & Production Manager, Head of Technical, Finance Director
Contract	Permanent
Hours	Full time, 40 hours per week
Location	The Watermill Theatre, Bagnor, Newbury, RG20 8AE
Salary	£35-40k per annum
Benefits	Free onsite parking, discount in restaurant and bar, two complimentary tickets per production
Pension	Contributions to Employer's Workplace Pension Scheme (5%)
Annual leave	5.6 weeks including public holidays

Overview

Located on the banks of the River Lambourn in the village of Bagnor, The Watermill's unique site and facilities allow us to be a crucible of creativity, within the local community and beyond. The site is centred around a 19th-century Grade II-listed mill building and converted 18th-century tithe barn which house the theatre and our Riverside Restaurant respectively. There are a number of other buildings on or near the main site, including rehearsal studios, office/admin areas and catering facilities as well as 17 bedrooms used to house visiting casts and creatives teams.

The Facilities and Operations Manager will be responsible for the overall facilities management, including health and safety, site and building operations and security. They will also lead on The Watermill's Environmental Strategy and the delivery of the plan. This is an exciting opportunity to play a key role in managing and developing an historic site to ensure that the facilities and operations support the needs of a thriving producing theatre and its communities.

Main Purpose

To ensure the safe and effective running of the Watermill site, including the theatre buildings, grounds and external premises.

Duties and Responsibilities

Individual Responsibilities

Buildings & Site

- Be responsible for all aspects of the management, development and maintenance of the theatre buildings, site and all external premises.
- Ensure statutory inspections and routine checks on health and safety and security are scheduled, undertaken, accurately recorded and, where appropriate, reported in a timely fashion. This includes fire and security alarm systems, fire-fighting systems, building management systems and gas appliances, and any others that are relevant.
- Liaise with relevant authorities in the management of the site and buildings eg the Environment Agency, West Berkshire Council.
- Manage the provision of services eg insurance and utilities, working with the Finance Director to undertake due diligence and secure competitive quotes.
- Oversee the company's compliance with all legislative and contractual requirements.
- Commission and manage relationships with all contractors working within the theatre buildings and grounds and external premises, including maintenance contracts and annual renewals.
- Plan the delivery of all capital works to the buildings.
- Act as a keyholder and be on call should issues occur out of hours.
- Ensuring procedures and processes are followed to protect the security of the buildings and site.
- Oversee appropriate security systems for the site.
- Oversee ordering of supplies and monitor stock of all areas under the post holder's control.
- Liaise with the theatre's catering department to ensure maintenance and development of catering facilities.
- To monitor and address faults with the mechanical and electrical plant and to ensure its safe, efficient and cost-effective operation.
- Support the production process as required.
- Compile an annual preventative maintenance plan which takes into account all periodic inspections, routine maintenance tasks and minor works required.
- Responsible for contracting and, where appropriate, undertaking day-to-day maintenance, repair and decoration of the Company's properties and grounds, and its furniture, fixtures and fittings.

Management & Operations

- Manage and administer all building- and site-related budgets.
- Line management of Building and Maintenance Manager and Housekeeping team, including conducting annual appraisals.
- Monitor and manage the performance and costs of cleaning and maintenance operations.
- Work with the Technical & Production Manager to co-ordinate staff training on Health and Safety, First Aid, Fire Evacuation and Security.
- Management of all Watermill vehicles, including maintenance, booking and driving inductions.
- Prepare required reports and recommendations for submission to the Executive Team, Board and subcommittees, and funders as required.
- Ensure that competitive quotes, best practice and best value for money are achieved for all areas under the post holder's control.
- Determine and manage long-term maintenance and refurbishment schedules and ensure an up-to-date asset register.
- To manage operational contracts such as grounds maintenance, refuse collection, window cleaning, door maintenance and cleaning of gutters, and to oversee contractors to ensure that required standards are maintained.

Health & Safety

- Lead on the organisation's Health and Safety Strategy.
- Work with the Executive and Heads of Departments to coordinate and deliver the H&S Strategy, including provision of adequate first aid and fire safety.
- Oversee and ensure implementation and communication of site and operational risk assessments.
- Ensure compliance with all legal obligations and licensing requirements including: Public Entertainment, Health and Safety, Hygiene and Disability Discrimination Act.
- Ensure the maintenance and safety of all the machinery, vehicles and equipment.
- Oversee Health and Safety training and related record keeping for all employees in conjunction with line managers.
- Undertake due diligence to ensure that all contractors and suppliers fulfil statutory obligations.

Environmental

- Take a lead on ensuring the theatre consistently seeks to reduce its carbon footprint including ensuring the theatre building and external premises operate as efficiently as possible, actively seeking to lessen The Watermill's environmental impact and carbon footprint.
- Support the Executive and other operational leads in the development of an environmental plan to support our ambition of being carbon neutral by 2034.
- Collate and prepare required information for reporting to the Executive, Trustees and Arts Council (and others as appropriate) in a timely and accurate way.

Organisational Commitments:

- Carrying out any other tasks that will be required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post.
- Undertaking relevant training and development as required.
- Driving change through actions and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity.
- Being accountable for the safety of yourself and others, in line with our Health & Safety Policy.
- Creating a positive working environment, underpinned by the organisation's values.
- Ensuring we are collecting and using data to inform decisions, demonstrate our impact and fulfil our funding conditions.
- Complying with all legal requirements relating to the General Data Protection Regulation (GDPR).
- Contributing to our environmental sustainability goals.

Person Specification

Essential Criteria:

- Experience of managing the maintenance and operation of buildings.
- Excellent knowledge of safety and workplace legislation and experience of managing and delivering a policy and activity eg risk assessment writing and review.
- Experience of setting and managing budgets and financial projections to ensure best use of resources through prioritisation and planning.
- Strong organisational skills, with the ability to prioritise workload.
- Collaborative, with the proven ability to lead, manage and motivate people to achieve the goals of the organisation.
- Self-motivated, practical and flexible with a positive outlook and can-do attitude.
- IT literate, with experience in using Microsoft Excel, Word and Outlook.
- Full, clean UK driving licence.
- Willing to be part of an on-call rota, and to work flexible hours including early mornings, evenings, weekends and Bank Holidays.

Desirable Criteria:

- Health and Safety qualification (IOSH / NCRQ / NEBOSH).
- Previous experience of managing building management systems.
- Experience of managing small scale capital projects including financial, operational and health and safety requirements.
- An understanding of fire safety including previous experience of the operation and maintenance of fire alarm panels.
- Overview of operational security systems and an understanding of security requirements in a theatre environment.
- An understanding of accident and incident management reporting.

Submitting Your Application

How To Apply

Please send your CV, cover letter explaining why you want to work for The Watermill and how you meet the person specification, and completed Equal Opportunities monitoring form (details below) to Emily Beck (Theatre Administrator) via admin@watermill.org.uk or via the address below:

Watermill Theatre and Restaurant
Bagnor
Newbury
RG20 8AE

When forming our shortlist for interview, all applications will be considered anonymously, and your name will be redacted from your supporting statement and CV. Our selection panel will only have access to these details once you have been invited to interview.

Closing date for applications 3 May at midday

Interviews 11 and 12 May

For further information about the organisation, please take a look at our [Working at The Watermill](#) guide.

Equal Opportunities

The Watermill Theatre is committed to equal opportunities for all. We believe that a diversity of perspectives enriches our work and we have an equality of opportunity approach that aspires to give everyone the chance to achieve their potential.

[Please find our Equal Opportunities monitoring form here.](#) This information will be used to enable us to continue to develop policies and procedures regarding diversity and to submit required data to our funders. The information you supply will not be made available to anyone, including recruiting managers, in any form other than anonymous data.

We are a Disability Confident Committed employer and will guarantee an interview to any applicant who self-identifies as D/deaf or Disabled, or from a Global Majority background, and meets the Essential Criteria. If you regard yourself as having these characteristics, please state so clearly on your cover letter.

If we can support your application by offering an alternative format, please do let us know by contacting admin@watermill.org.uk. Likewise, we want to ensure interviews are as accessible as possible, so please do let us know in your application if there is anything we can do to support this.