

Rep Job Profile

Job Title:	Director of Facilities & Operations	Department:	Facilities & Operations
Contract Type:	Permanent	Salary (Grade):	£60,000
Hours:	39 hours per week	Reports to:	Chief Executive

Role Summary

Provide strategic leadership for The Rep's buildings and operational teams (Facilities, Housekeeping, Front of House (FoH), Stage Door and Café/Bar) to deliver safe, compliant, sustainable and high-quality services that support The Rep's vision to be a world class theatre at the heart of a global city.

As a member of The Rep's Senior Leadership Team, this role includes collaborative responsibility for shaping and delivering the Rep's wider strategic objectives.

Main Responsibilities

- Lead the strategic development and operational management of The Rep's buildings, facilities, shared spaces, and estate infrastructure.
- Lead, manage and develop operational teams of Maintenance, Housekeeping, FoH and Café/ Bar driving customer service standards and revenue opportunities.
- Oversee licensing compliance for The Rep as a public building, entertainment venue, and associated commercial operations.
- Work collaboratively with the Library of Birmingham and our commercial subsidiaries on the management and use of shared spaces and facilities.
- Ensure compliance with all relevant legislation, statutory obligations, regulatory requirements and best industry practices, relating to public buildings, facilities management, health and safety and licensing.
- Lead the Rep's environmental sustainability strategy and its operational delivery, embedding environmentally responsible practices, supporting our Theatre Green Book commitments, and furthering our ambitions to become Net Zero.
- Develop and deliver long-term capital projects, maintenance programmes and facilities strategies in line with budgets, operational and artistic priorities, limiting impact on customer experience.
- Create standard operational procedures (SoPs), compliance data, metrics, and reporting systems and assurance processes to support continuous improvement and efficient day to day operations.
- Manage contractors, suppliers, and service providers, ensuring delivery is safe, high quality, on time, and within budget.
- Ensure all sites are safe, compliant, well-maintained and that they provide a high-quality environment for audiences, staff, artists, and visitors.

- Lead on all Health and Safety matters across the organisation as H&S Competent Person, working closely with internal stakeholders to ensure best practice, training, audits, inspections, and risk management processes.
- Chair the Health and Safety Committee including board reporting and overseeing relationships with external H&S consultants.
- Work closely with retained H&S advisors to continually improve H&S practice.
- Provide out-of-hours support in the event of building, facilities, or health and safety emergencies.

The duties and responsibilities set out should not be regarded as exclusive or exhaustive. Post-holder may be required to undertake other reasonably determined responsibilities appropriate to the level of the role.

Accountabilities

You will be responsible for...

- Budgetary responsibility of circa £1.5m excluding salaries
- Direct management of 3 managers and 2 staff
- Indirect management of multiple teams
- Health & Safety reporting to The Rep's Board of Trustees, regulatory bodies, internal and external stakeholders.

Person Specification

You must have...

- Demonstrable experience in a strategic facilities or estates management role
- Evidence of successful delivery of buildings and maintenance projects
- Be NEBOSH qualified
- Expertise in designing and embedding H&S Management systems
- Experience in senior leadership in a comparable role
- Able to manipulate, analyse and present data suitable for board review
- Experience in managing all aspects of H&S policy, procedure and practice
- Experience of managing budgets
- Commitment and evidence of driving environmental sustainability and significantly reducing climate impacts
- Experience of Customer Service and driving revenue
- Experience of risk management and reporting
- Excellent organisational skills and a toolkit which enables you to manage multiple high priority projects at once
- Application of critical thinking in a crisis
- A calm and professional approach to solving problems
- High levels of professional and personal resilience and able to manage high pace and high-volume workload

- Ability to achieve strategic and operational objectives whilst balancing the day-to-day requirements of the role.
- Accustomed to building strong teams and bringing positive change to legacy working practices.

If you do not demonstrate that you meet these minimum criteria, you may not be shortlisted.

It'd be great if you had...

- Facilities or buildings qualifications.
- Experience of working in a similar role in a similar sized producing theatre.
- Experience of working with the Theatre Green Book and/or leading environmental and sustainability work streams.