

JOB DESCRIPTION

Role / Title: Costume Logistics Manager

Reports to: Head of Costume Workrooms

Manages: Costume Logistics Technicians (Aberdare and Thurrock)

Liaises with: Head of Costume, Head of the Costume & Wigs Running Teams, Head of Ballet and Opera Running Teams, Senior Supervisors, Freelance Supervisors, Technical Manager (Logistics), Visiting & Performing Companies, Finance and HR Departments

Overall Purpose of the Job:

To build and lead the Costume Logistics, to manage the costume stores, transport logistics processes, staff and resources for ROH productions, events, Hires and Co-productions. To maximise the use of the Costume Database.

Key Accountabilities:

Transport, Storage and Logistics

- Ensure that the productions of the Royal Ballet (RB), Royal Opera (RO) Companies have the necessary Costume Logistic support to enable the creative teams to realise the Companies' artistic aims.
- To liaise with the Technical Manager (Logistics), Co-productions and Hires companies. To engage and monitor the work collating, packing and transporting of costume assets.
- To effectively manage day to day, week to week scheduling and planning of all activities required for the optimal running of the Costume Stores, Co-Productions & Hires management in line with the ROH Health and Safety policies.
- To project manage the Costume hires logistics process through each stage of planning, documentation, hiring, transport, maintenance and running the smooth delivery of:
 - the Costume requirements for every production, performance, rehearsal or project as required
 - costumes as defined by what production or 'part of' is being hired
 - to represent the Royal Opera House overseas when required traveling worldwide.
 - Provide Costume logistics support for ROH events, visiting companies and tours as required.

Health and Safety

- Ensure the highest level of health and safety management associated with the transport, storage, get-in and get-out operations and ensure that all staff are adequately trained.
- Provide a Health and Safety Risk Assessment for each hired out production.
- To seek to develop and improve continuously working practices and systems, ensuring health and safety and correct working practices are adhered to, especially COSHH and manual handling.
- To ensure that the Costume Logistics staff have up to date information regarding efficiency, materials, and technology and are fully conversant with all required Health and Safety, COSHH and manual handling standards.
- To ensure that all incidents/accidents are recorded and reported correctly and are followed up as required in accordance with the ROH Health and Safety Policy.

Staff management - for all Costume Logistic Sites (ROH, Aberdare, Thurrock)

- To supervise individual team member's attendance, work, motivation, discipline and welfare, and build an effective team providing support, supervision and motivation.
- Provide leadership to staff ensuring sufficient direction, support, performance management and development for direct reports.
- To encourage development of team members and their skills, assessing, recommending and monitoring training as appropriate.
- To support any stage of the disciplinary procedure as required and keep appropriate records with the Head of the Costume Workrooms.
- To ensure effective procedures are in place to deal with discipline, sickness and other staff related issues.
- Ensure that the recruitment, employment, and working practices of Costume staff at all Costume Logistics sites are in line with ROH procedures.

Records Management and Information Technology

- To ensure that Costume assets are recorded on the Costume Database and stored to the highest possible technical quality.
- To ensure the correct coding recording, tracking and processing of all Costume departmental POs and invoices associated to dry cleaning, packing, transportation and equipment. To ensure all necessary levels of approval are in place and distribute to all relevant parties in accordance with the financial deadlines.
- To understand and use the currently available data on planning, scheduling and hires, to create and maintain accurate information on the Costume database in accordance with the status and location of items whether in storage, out on location, hires or Co-production anywhere in the world.
- To be proficient in the use of Microsoft Office, especially Excel (level 2 or above), Word, PowerPoint and to have prior experience of using an online Asset Management solution, preferably for Costume.

PERSON SPECIFICATION:

Essential Skills, Knowledge and Experience:

- A proven track record of significant experience in logistics management (ideally Costume) for major establishments primarily for the staging of opera and ballet productions.
- Leadership and strong communication skills to support production liaison and team management.
- Strong project management skills and ability to deliver to budget and deadlines.
- Demonstrated experience in all key areas of costume: logistics, production, running of show and storage and be able to manage budgets and schedules.
- Ability to deal tactfully, calmly and effectively with a wide range of people within and outside the organisation.
- Fully conversant with all relevant Costume terminology, able to demonstrate an understanding of the work of theatre production.

Desirable Skills, Knowledge and Experience:

- The ability to work across and appreciate all other departments. Liaise clearly and efficiently with Co-productions and Hiring companies.

- Management of service and resources to promote best practice standards and utilisation efficiency.
- Foster a culture of continuous improvement across all teams, services and activities.
- Staff management skills to ensure direct reports are motivated, competent and supported through training and coaching to achieve consistently high standards of performance.
- Fairness and consistency in team management and application of ROH and Department policies, procedures and standards .
- Ability to use own initiative, to prioritise workload and to work under pressure.
- Proficient Microsoft Office user, with a good knowledge of Word, Excel and proven experience with using and Asset Management tracking databases.
- Set an example with own attendance, safe working and compliance, conduct, quality of technical contribution, team working and support of best practice and continuous improvement.

Job Requirements

- Strong awareness of and adherence to Health and Safety policy and best practice, especially COSHH
- Compliance with discrimination legislation and Equal Opportunities principles
- Flexibility to work varied hours if required to meet service needs and to travel and work at other locations, including regular and extended visits to the other Costume logistics sites and abroad.

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

