

A photograph of a costume rack in a department. The rack is filled with various costumes, including a white one with gold embroidery, a red one, a yellow one, and a brown one. The costumes are hanging on hangers, and the background is slightly blurred.

**ROH**  
**Costume Department**  
**CASUAL ROLES**  
**Information Pack**  
**2021**



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# Who are we?

The Royal Opera House (ROH) is an historic theatre in the middle of Covent Garden. The building is the home of The Royal Ballet, The Royal Opera and the Orchestra of the Royal Opera House. There are two stages which host world class productions; the Main Stage and the smaller Linbury Theatre.

The Royal Opera House aims to enrich people's lives through opera and ballet. It seeks to be accessible and engaging, to develop audiences across the UK and to

break new ground in the presentation of opera. Our Technical and Production Department (T&P) plays a leading part in ensuring our performances are of the highest quality by delivering technical excellence for every performance, rehearsal and event. Our theatre in Covent Garden has one of the busiest stages in the world with approximately 300 performances a year on the Main Stage alone.

The T&P Department is responsible for the management and delivery of the full range of technical, production, stage management and costume services for both opera and ballet. This includes:

- the costume teams include: costume running, wigs and make-up, footwear, millinery, and Costume Making, Alterations and Refurbishment
- in technical areas: lighting, stage, automation, sound, and engineering
- production functions include production management, the model room, props workshop, and armoury.

The department's responsibilities include productions on the main stage and the Linbury Theatre, events in other areas of the House, broadcast responsibilities, and the workshops for scenic construction and scenic art which are located in Thurrock, Essex, as well as scenery and costumes for revivals in the Aberdare Stores in south Wales.



## How do casual roles work in the Costume Department at the ROH?

From the start of the next Season in September 2022 our Costume Department will require additional support from a dedicated pool of casual technicians to provide holiday cover and assistance to meet operational peaks to deliver our performances, rehearsals and events. This will include roles on the main stage, as well as the Linbury Theatre and events.

We are seeking to make contact with suitably experienced Costume Makers, Milliners, Fabric Dyers, Dressers, Costume Technicians and Hair,

Wigs and Make Up specialists who would be interested in being included on our casual list.

Costume Department casuals are required to work closely with colleagues to ensure operational and production requirements, including rehearsals and performances, are carried out to the highest possible standard of safety, efficiency and quality. We call on casual staff in the Costume Department when we have more work than our permanent staff can support or where we have absence due to training, touring or other commitments. Some casual work may be connected to the specific staffing needs of a show and at other times it may be related to maintenance or other projects.

## What experience are we looking for?

- In the costume production areas, we are looking for individuals with a good level of experience of costume making and fitting, within a theatre or film/tv environment.
- We are also looking for skilled Hat and Jewellery makers, and those with experience breaking down and printing in a Fabric Dye Department.
- On the project management side, we are seeking to identify those with Costume Production Management experience (Costume Supervision as it is also called), assisting and buying.
- Dressers should have experience of dressing a wide variety of artists including principals, actors, singers, dancers and children.
- Running Wardrobe Technicians should have experience both as a Dresser and in costume maintenance procedures including a thorough knowledge of fabrics, laundering and cleaning

practices. They should have a good knowledge of correct fit, an understanding of fitting techniques and the ability to carry out repairs and basic alterations.

- Hair, Wigs and Make Up Technicians should have experience in a theatre or film/tv environment of period wig dressing and working with own hair along with confident makeup skills. A knowledge of wig making/working with prosthetics would be an advantage.

In all roles we require excellent team work and communication skills, self-motivated to acquire new skills and a strong commitment to safe working.

## How do I apply for a Costume Department casual role?

To apply follow this link:

<https://bit.ly/39oDhIE>

Please fill out the application form with reference to the person specification. You can save the application form online and come back to it before you submit it.

Even if you have been on the ROH casual list previously you still need to apply again to rejoin the

list as we have altered the recruitment process and selection criteria for these opportunities.

If you are selected for interview, the recruitment process will consist of a mix of interview and practical/written assessment, where appropriate. You will also be invited to attend a tour of the technical areas of the ROH in Covent Garden.

In completing your application please specify which skill areas you have experience in and whether you wish to be considered for:

- Costume Making, Tailoring, Alterations and Refurbishment
- Hats and Jewellery
- Fabric dyeing, breaking down and printing
- Costume Production Management
- Dressers
- Costume Running Technicians
- Hair, Wigs and Make Up Technicians

If you wish to be considered for more than one area, please list these in order of preference.

# What happens if I am accepted onto the Costume Department casual list?

If you are accepted onto the list you will first need to attend a half day onsite induction, for which you will be paid. Our Managers will then be given your contact details and will be in touch with you when work opportunities arise.

We totally understand that many of our casuals are combining work with us with their own freelance career, studying or work for other theatres. You are totally at liberty to decline any offers of work which are made. However, having accepted work with us, we really do need you to turn up, on time, and commit to the whole of the planned shift. When not working for us there are no restrictions on you working for any other employer.

The pattern of work opportunities however is unpredictable. Some weeks there is a requirement for lots of casual hours, at other times, demand is low. We will do our best to share out the work opportunities among the casual pool, however we are unable to guarantee a minimum amount of work, or an equal distribution of work. Further details about the working pattern is detailed in the Terms and Conditions section below.

To help you keep track of your work with us you be allocated an account on our Parim IT system, you will be able to download the App to your phone or laptop. You will then be able to track what work opportunities are available, the work schedule you have been booked for, your pay and annual leave.

## Health and safety

The health and safety of all Royal Opera House employees, visitors, contractors , artists and members of the public is paramount and we aim to foster a culture of continuous improvement and a positive approach to safety. We want to communicate clearly to all staff and enable them to do their best work, knowing they are supported in creating a safe working environment for all.

From the highest level we have commitment to ensure that:

- We control workplace hazards by assessing risks and establish suitable and sufficient control measures, creating safe working practices for teams, and ensuring we have safety inductions for new staff.
- We continuously improve employee training and development to so that staff are included in a proactive and positive approach to safety at work, ensuring they have the knowledge

and training to work safely for the benefit of themselves and for their colleagues.

- Health and safety objectives are set annually, with the aim to continually improve occupational health and safety management and performance.
- We investigate accident and near miss events to make sure we learn and implement changes to prevent future occurrences and work-related ill-health.
- ROH directors and managers promote a positive health and safety culture within the organisation by consulting with employees on occupational health and safety matters, both directly through their own teams, and through safety representatives appointed by recognised trades unions and our Health and Safety Committee.
- Our Health and Safety Policy is supported with the necessary financial and physical resources to ensure a safe working environment for all ROH employees and others affected by our work activities.

## What are the ROH values and behaviours?

Everyone who works at the ROH in any role, is expected to commit to upholding the following values through their behaviour:

Treat everyone with <b>Respect</b>	Embrace and celebrate the different contributions that we all bring to the ROH
Be <b>Open</b>	Take a fresh look – be open minded, share, engage, learn and question – and empower others to do the same
Value the <b>Highest standards</b>	We all play an important part to deliver extraordinary experiences

The ROH's aim is for many more people to enjoy and engage with exceptional ballet and opera. We believe that greater diversity of outlook, practice and people will help create, better richer more relevant and dynamic artforms that appeal to a wider range of people. It will also bring a wider range of ideas and perspectives to how we operate and ensure that we meet legal and funder requirements.



The ROH is committed to creating a diverse and inclusive environment in which everyone can thrive. We ensure we operate a fair recruitment and selection process. We particularly welcome applications from those who are under-represented in our workforce; in particular female technicians, those who are ethnically diverse, and/or those who are disabled. As a Disability Confident employer, we guarantee to interview all disabled applicants who meet the essential minimum criteria for our vacancies.

## Terms and conditions

Though some details are still to be finalised with BECTU, some of the key terms and conditions for technical casual engagements are detailed below.

### Working time

To balance our operational needs while also ensuring the wellbeing of staff, we carefully schedule working time for both employed staff and casuals along similar lines:

- You will not be asked to work more than 1972 hours per annum (averaging 42.5 hours per week over a 52-week period). Within this overall rule, you could be scheduled for a maximum 248 hours during a four-week period and no more than 20 Sundays per annum (measured from September – August each year).
- The working day window is from 07.30-23.30 hours Monday to Saturday, and 09.00-22.00 on Sunday.
- Work may be scheduled up to 13 hours a day within the working day window, exceptional circumstances may dictate a longer working day of up to 15 hours a day, on up to 15 occasions per Season without additional payment or penalty. All Working Time Regulations pertaining to rest periods will apply regardless.
- Where work occurs post-23.30 or pre-07.30, hours worked will be credited at double time. There will be a cap on these night hours of 100 hours per person per annum. If an individual is called to begin work before 23.30 but the performance finishes after 23.30, these will be counted as ordinary working hours not as night hours and will not constitute a new call.
- The minimum individual call shall be 4 hours, and any break between shifts shall be 3 hours or longer otherwise it shall count as one consecutive shift. Managers will make every effort to schedule casual staff with a commitment to good working practice and fair and reasonable treatment (working time may be scheduled as split shifts for casual staff only).
- The minimum call duration will be 4 hours. Any additional hours worked thereafter will be added in 30-minute increments.
- Casual staff are entitled to the same minimum rest periods and work breaks as employed staff.

### Pay Rates

Pay will be dependent on the specific work which is required for that shift. This will be confirmed at the time of the booking.



	<b>Equivalent Grade</b>	<b>Hourly rate</b>
Experienced Costume Maker*	<b>D</b>	£17.60
Running Wardrobe Technician Wig and Make up Technician Costume Maker * Assistant Costume Production	<b>E</b>	£16.11
Entry level Costume Maker * Entry level Costume Technician	<b>F</b>	£13.80
Dressers	<b>G</b>	£12.49

\*also includes Millinery and Dye Shop.

- There are no premium payments for evening, weekend or Bank Holiday working.
- There is no additional payment or lieu time for working a Bank Holiday.
- Casuals will only be paid at the pay rate appropriate to the task for which they have been engaged for that shift in respect of hours actually worked and approved by the Royal Opera House.
- There is no payment for travelling time.
- Paid weekly in arrears by credit transfer directly into your bank or building society account.
- All payments are subject to statutory deductions.

#### **Other benefits**

- Paid leave: The 'Holiday Year' runs from 1st September to 31st August. During the holiday year casuals will accrue annual leave in proportion to the number of hours worked pro-rata to a full time equivalent of 5.6 weeks (238 hours), accrued at the rate of 7.24 minutes per hour worked. Casuals are expected to take their accrued holiday during the holiday year.
- Sickness absence: In the event of sickness absence during a booked shift, casuals are entitled to claim Statutory Sick Pay in line with statutory provisions.
- Casuals are also entitled to claim other family friendly leave benefits, e.g. maternity, adoption, parental and paternity leave/pay, in line with statutory provisions.
- Pensions: eligible casuals will be enrolled into the Royal Opera House NEST Pension Scheme.

#### **Policies and procedures**

- Casuals will be given a written statement of terms of engagement through Parim for each engagement (shift)
- Casuals are expected to observe all ROH House Rules, Policies and Procedures. Casuals who are guilty of gross misconduct, serious breach of the Royal Opera House's internal regulations, or act in a way which brings the Royal Opera House into disrepute the ROH may terminate the engagement prematurely and without any payment in respect of hours not yet completed.



# FAQ

## **Will I get a contract?**

You will receive a written statement of terms of engagement through Parim for each engagement (shift).

## **Will I have to complete a probationary period?**

There is no formal probationary period. However, casuals will be subject to ongoing assessment on the basis of: their availability to work, reliability, work ethic/commitment. Skills development, attention to detail and attitude to safety.

## **Will I need any specialist equipment?**

If you have your own personal tools (for example a professional make up kit) you can bring them with you. If you don't, then we will provide all the equipment you need.

## **Will I need a DBS check?**

We ask all costume staff who work with our child performers to complete a self-disclosure background check, but if you have a DBS certificate then please do bring it with you to induction.

## **Will I get any training?**

Depending on the area you are working in, we will provide you with appropriate training to use any specialist work equipment. Occasionally there may be other specific pieces of training required for a particular show or activity.

## **Will I get a permanent job?**

All permanent and fixed term vacancies are advertised on our website and elsewhere. We strongly support and encourage anyone who is working for the ROH as a casual to apply when these vacancies occur.

## **Will I get free tickets to shows?**

Occasionally casuals may be offered tickets for general (dress) rehearsals. However, this is subject to availability and cannot be guaranteed.

## **Where do I go if I have any questions?**

If you have any questions about how to apply, please e-mail: [hr.recruitment@roh.org.uk](mailto:hr.recruitment@roh.org.uk)

# **We look forward to receiving your application.**

