

INFORMATION PACK FOR CANDIDATES

WIGS AND MAKEUP SENIOR
TECHNICIANS

JANUARY 2023

ROYAL OPERA HOUSE



WELCOME

MESSAGE FROM ALEX BEARD, CHIEF EXECUTIVE

Thank you for taking the time to apply for a role at the Royal Opera House.

Extraordinary, world-class performances of opera and ballet are at the absolute heart of our vision here at the Royal Opera House.

So, whether the audience is in one of our beautiful theatres in Covent Garden, watching around the globe in cinemas and online streaming, or taking part in learning and participation programmes up and down the country, we want as many people as possible to enjoy and appreciate these astonishing artforms.

None of this would be possible without the exceptional team of people who work here. People are centre stage of everything we do at ROH, and we built our culture on our core values: treating everyone with Respect, being Open in our mindset and approach, and striving for the Highest Standards in everything we do.

Everyone is welcome at ROH, whatever your background or experience, and we look forward to your application.

Best of luck!

Alex

ROYAL OPERA HOUSE



ABOUT US

Home to The Royal Ballet, The Royal Opera and the Orchestra of the Royal Opera House, the Royal Opera House (ROH) brings together world-class performers and trailblazing creative teams to share unforgettable performances with audiences near and far.

We house the busiest theatres in the world, delivering more than 400 performances and around 1,350 learning events each year. We employ 1000 permanent staff and generate a turnover of £135m, attracting 1.5m attendances in Covent Garden and in cinemas.

We're at the forefront of innovation in ways in which audiences can experience opera and ballet. Our work is accessed and experienced across the UK and globally through streams, tours, cinema relays, radio broadcasts and TV output.

We work across three sites, all enabling us to produce exceptional performances – our theatres and offices at Covent Garden, our production workshop at Thurrock and our storage facility at Aberdare.

ROYAL OPERA HOUSE



WORK FOR US – EVERYONE IS WELCOME

We want many more people to enjoy and engage with exceptional ballet and opera.

We believe diversity is about making sure we can attract and develop talented people who bring more because of their different backgrounds, experiences, cultures and outlooks.

Recruiting and working with these talented people is just part of the work. We are committed to creating an environment where everyone believes they belong and can do their best work.

We operate a fair and open recruitment and selection process. Every role is open to all sections of society and we welcome your application, regardless of your sex, race, religion or belief, ethnic origin, different physical ability, age, gender identity or sexual orientation.

We particularly welcome applications from those who are from a global majority background and/or those who are disabled, as they are under-represented within the Royal Opera House. As a Disability Confident employer, we guarantee to interview all disabled applicants who meet the essential minimum criteria for our vacancies.



ROYAL OPERA HOUSE – WIGS AND MAKEUP TEAM

We are seeking to appoint 2 experienced Wigs & Make Up Senior Technicians to join our busy team on a fixed term basis. The work involves wig making and styling; hair cutting and styling; make up and special effects for all theatrical, media and television productions of the Royal Opera House.

They also strongly role model the ROH values:

Treat each other with **R**espect | Be **O**pen | Value the **H**ighest Standards



JOB DESCRIPTION

JOB TITLE: Wigs & Make-up Senior Technicians

REPORTS TO: Manager and Assistant Manager, Wigs and Make-up

CONTRACT TYPE: 2x Fixed Term Contracts till January 2024

SALARY: £39,678 per annum

HOURS OF WORK: 42.5 hours per week

MAIN PURPOSE OF JOB:

Working under the line management of the Assistant Manager, Wigs and Make-up (Ballet or Opera, as appointed). The role will also report to the Manager, Wigs and Make-up Workroom (New Productions) for production activities.

To work as an effective member of the Wig and Make-up Performance Teams to ensure that all wig and make-up related activities, rehearsals and performances are carried out to the highest possible standards of quality, consistency, and safety, whilst upholding the highest principles of presentation and courtesy

JOB DESCRIPTION

MAIN RESPONSIBILITIES

Day to day operations

- Working effectively as a member of a team, participating in and where necessary overseeing all costume performance related work including attending meetings as required.
- Provide support for artists and production teams during rehearsals and performances, undertaking all performance related wig and make-up preparation for changeovers, rehearsals and performances, coordinating work in the wig and make-up preparation areas, as well as coordinating and actively participating in the setting of wigs and make-up related items in the dressing rooms and stage areas as required.

- Be fully conversant with all routine wig and make-up procedures and protocol and able to supervise and induct other staff, including casual Wig and Make-up technicians, in all standard wig and make-up preparation and performance related activities as required.
- Assist with the packing, listing, coding and storage of wig and make-up related items as instructed by senior managers and the Logistics Team.
- Ensure all relevant tools, equipment and machinery are kept in good working order.
- Fully conversant with ROH costume database and asset management systems, ensuring all show data and Wig and Make-up related information is accurate and up to date.
- Consistently deliver wig and make-up production and revival processes to the highest standard and facilitate a smooth crossover of the relevant wig and make-up items from Production to Performance teams.

JOB DESCRIPTION

MAIN RESPONSIBILITIES

Health and Safety

- Take personal responsibility for the safety of self and others
- Promote a positive approach to Health & Safety and safe working practices at all times.
- Assist in creating risk assessments and method statements and follow existing and approved risk assessments and method statements.
- Undertake Health and Safety and any other training as identified by line managers and as required of the post, which may include but is not limited to COSHH.
- Ensure that any near miss, incident or accident is reported in accordance with ROH policy.
- Work with colleagues to maintain a clean, efficient, well-organised and safe physical working environment, ensuring all areas are kept in a clean and tidy manner.

Communication and Relationships

- Assist in building an effective team by taking individual responsibility for attendance, quality of work, motivation and discipline, and providing support for other team members.
- Treat people with respect and maintain good working relationships
- Coordinate work with others, sharing relevant information, ideas and resources, and demonstrate a disciplined approach to work
- Maintain high standards under pressure and carry out tasks without detailed supervision
- Develop strong working relationships with colleagues across Technical, Production, the Performing Companies and the wider organisation.

JOB DESCRIPTION

MAIN RESPONSIBILITIES

Leadership

- Supervise the work of Technicians and Casual Technicians, reporting any concerns regarding attendance, conduct or performance promptly to line managers.
- Carry out induction and training of staff to the required standard as required.
- Support a culture of information sharing, collaborative working and team working.

Continuous Improvement

- Keep in touch with best practice as relevant to the role and emerging technologies, including relevance to the sustainability aims and goals of the ROH.
- Manage own learning and continuous professional development relevant to the role; undertake any study or qualifications as required.
- Contribute to a culture of innovation and continuous improvement.

Deliverables

- Maintain high production standards and timely delivery of duties.
- Compliance with Health and Safety best practice and ROH procedures.

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

JOB DESCRIPTION

PERSON SPECIFICATION

Skills and Experience

- A proven track record in performance-related Wig and Make-up work for major companies, experience of Ballet or Opera repertoires an advantage.
- An excellent background in all wig and make-up preparation techniques including the ability to make wigs and facials.
- Proven ability to realise make-up looks from an existing design, awareness of hair types and the latest hair and wig styling techniques and products, creating historical period styles, wig fittings, and carrying out routine alterations and re-fronting.
- Demonstrable experience in running performances and providing excellent levels of customer care, for a large-scale theatre, presenting Ballet or Opera an advantage.
- Demonstrable understanding of Health and Safety legislation relevant to theatre and able to contribute to suitable risk assessments.
- Good MS Office skills appropriate to the role.

People Skills

- Strong communication skills
- Team player with a collaborative approach to working.
- Ability to work unsupervised and show initiative in dealing with day-to-day problems.
- Willingness to learn new skills and help train others.

Job Requirements

- Strong awareness of and adherence to Health and Safety policy and best practice
- Compliance with discrimination legislation and Equal Opportunities principles
- Flexibility to work varied hours including travel and work at other locations on ROH business if required.

WORKING WITH US – WHAT TO EXPECT

“The Royal Opera House has been an exceptional place to work and thoroughly supported everyone all levels during very difficult times”

“Working at the Royal Opera House has provided me so much joy in my life. I really do love working for such a great organisation and with lovely people.”

“I absolutely love working here.”

Starting a new job can be daunting. At the Royal Opera House we want to make that transition as smooth and easy for you as possible. We'll provide you with all the information you need before you start and will be on hand to answer any questions you may have about the role.

We are a big organisation, with more than 1000 staff and sites at Covent Garden, Thurrock and Aberdare. There will be plenty of people to meet and you'll have a structured induction, including tours of both our Covent Garden and Thurrock sites. This is a great way to orient yourself and understand how all the work comes together.



WORKING WITH US – BENEFITS

- 28 days annual leave (including bank holidays), increasing with length of service.
- Membership of the ROH Pension scheme
- Staff offers on performance tickets and access to general rehearsals
- Subsidised canteen and coffee bar
- Interest free season ticket loan once you have passed your probation and onsite spaces for secure cycle storage, subject to availability
- Family Friendly policies
- Childcare vouchers scheme
- Access to our Employee Assistance Programme providing 24 hour advice and counselling services
- Access to the ROH Benevolent Fund, providing confidential support and assistance
- Special arrangements for Healthcare including a health cash plan for employees and healthcare support for performers
- Discounts on alternative and physical therapies provided in-house
- Discounted staff ballet, Pilates and yoga classes
- Discounts at the ROH Shop
- Concessions at a wide range of local Covent Garden shops, restaurants and gyms



YOUR APPLICATION – CHECKLIST AND WHAT'S NEXT

- Read through this job pack before you make your application.
- We're committed to anonymous shortlisting and all applications are reviewed on their own merit. For this reason we don't accept CVs directly and applications must be made via our website. Follow the link at the bottom of the job description webpage to make your application. [Find out more.](#)
- If you have any questions or require any reasonable adjustments to the application process, please [contact the ROH Recruitment Team.](#)
- After you have submitted your application, we will contact you if you have been shortlisted for the interview stage. *We also contact all unsuccessful applicants by email with an outcome.*



CLOSING DATE AND INTERVIEWS

Closing date for applications: **8am, Thursday 19th January 2023**

Interviews will be held in person at the ROH Covent Garden: **30th and 31st January 2023**

Once the applications have been reviewed, we will contact you if you have been successful in being shortlisted for an interview.

We also contact all unsuccessful applicants by email.

GOOD LUCK!

ROYAL OPERA HOUSE

