

# INFORMATION PACK FOR CANDIDATES

SENIOR COSTUME PERFORMANCE  
MANAGER

MAY 2023

ROYAL OPERA HOUSE



# ABOUT US

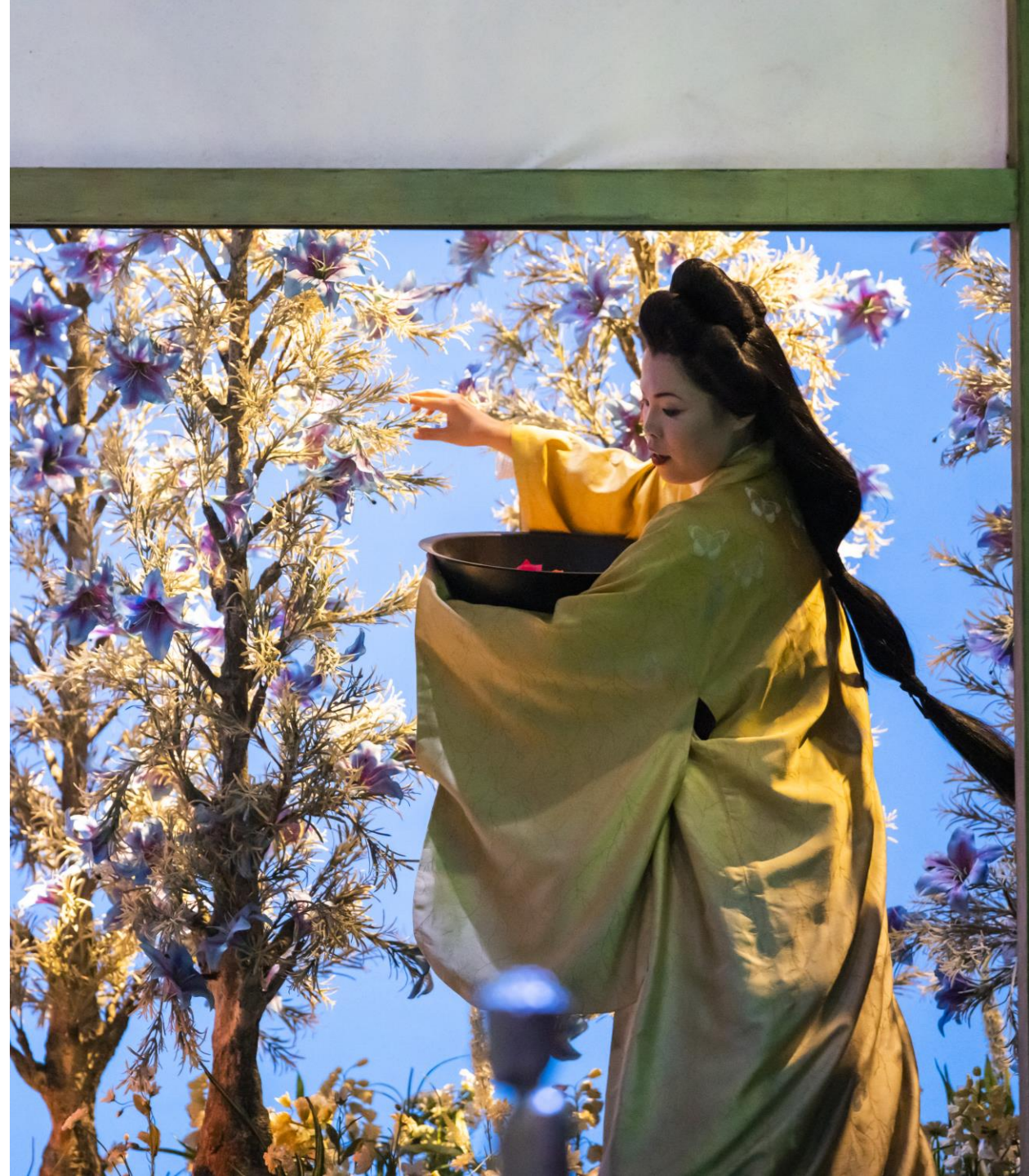
Home to The Royal Ballet, The Royal Opera and the Orchestra of the Royal Opera House, the Royal Opera House (ROH) brings together world-class performers and trailblazing creative teams to share unforgettable performances with audiences near and far.

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 are also at the forefront of sustainability in the arts sector, working with other leaders in this area to try to reduce our environmental impact and inspire our audiences to help us on our journey to net zero.

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



# ROYAL OPERA HOUSE – COSTUME PERFORMANCE DEPARTMENT

The Royal Opera House Costume Performance team provides costume support to the artists of The Royal Ballet, the Royal Opera and visiting companies.

Working closely with artists and production teams, the Senior Costume Performance Manager is responsible for all teams of Assistant Managers, Technicians and Dressers, undertaking all performance related scheduling, budgeting and leadership for costume preparation and maintenance for rehearsals and performances.

We are a rep house and therefore the Senior Costume Performance Manager is responsible for multiple productions and teams.

They also strongly role model the ROH values:  
Treat each other with **R**espect | Be **O**pen | Value the  
**H**ighest Standards

ROYAL OPERA HOUSE



# COSTUME PERFORMANCE DEPARTMENT

## HOW DO MY SKILLS FIT IN?

The Royal Opera House is a unique and exciting place to work. As such, we have a unique and exciting Costume Performance Team structure and terminology to match. To add familiar context for any wider theatre colleagues wishing to join us, this may help place your skills in the appropriate role:

- **Senior Costume Performance Manager [Grade A]**  
= Wardrobe Manager/Master/Mistress  
or Head of Wardrobe
- **Assistant Costume Performance Manager [Grade C]**  
= Wardrobe Manager/Master/Mistress
- **Senior Costume Performance Technician [Grade D]**  
= Wardrobe Assistant with supervising and construction capabilities
- **Costume Performance Technician [Grade E]**  
= Wardrobe Assistant
- **Costume Production Manager**  
= Costume Supervisor

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# SENIOR COSTUME PERFORMANCE MANAGER

## WHAT WILL I BE DOING?

As a Senior Costume Performance Manager you will work across Ballet and Opera to the priorities set by the Head of Costume Performance and Logistics.

You are responsible for all the work of the Costume Performance Teams, across every Ballet and Opera production, working with the Head of Costume Performance Logistics to deliver activities within agreed resources and budgets. You will provide effective leadership and management of permanent, fixed-term and casual staff.

You will also work closely with the Assistant Managers to schedule all teams of technicians to ensure appropriate staff levels are maintained for Ballet and Opera rehearsals and performances.

You also work closely with Costume Production Managers to ensure a smooth crossover between the Production and Running Teams.

You may occasionally be asked to deputise for the Head of Costume Performance and Logistics as required.

It's not 9-5, it's not 5 days a week, it's wonderfully exciting and no day is the same.

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# JOB DESCRIPTION

**JOB TITLE: Senior Costume Performance Manager**

**REPORTS TO: Head of Costume Performance and Logistics**

**CONTRACT TYPE: Permanent**

**SALARY: £54,100.80 per annum**

**HOURS OF WORK: Full time, 42.5 hours per week**

**STARTING: June 2023**

**MAIN PURPOSE OF JOB: To schedule plan for the smooth running of productions from a costume perspective and to provide effective leadership for a large team of permanent fixed-term and casual staff.**

# JOB DESCRIPTION

## A DAY IN THE LIFE OF A SENIOR COSTUME PERFORMANCE MANAGER:

- Ensuring appropriate staff scheduling, and supervision of all Costume Performance requirements for Ballet and Opera rehearsals and performances.
- Creating and updating accurate schedules of work for all teams to ensure appropriate staff levels are maintained for each event.
- Highlighting staffing needs and participating in application selection, interviews, and inductions of new staff members, both casual and permanent.
- Ensuring all staff are fully briefed to undertake routine team crossovers, cast changes and substitutions.
- Maintaining an excellent working knowledge of costume preparation techniques and fabric technology, with all appropriate safety protocols.
- Creating and monitoring the upkeep of all running notes and related information, training staff to accurately create and input data.
- Liaising with the Costume Production Managers early in the process to make sure the handover between both departments is smooth.

- Manage all allocated budgets, understanding budgetary constraints to maximise resources and minimise expenditure.
- Communicating with other departments to problem-solve and ensure the best costume outcome for the artist, designer and production.
- Leading by example to promote the culture of information sharing, collaborative working, positivity and safety.
- Actively promoting a positive approach to Health & Safety and safe working practices at all times. You will oversee and ensure that relevant Health & Safety legislation is applied effectively, and appropriate risk assessments and method statements are carried out as required.
- 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.
- Carry out regular developmental reviews with contracted staff members and being visible, approachable, supportive and accessible to the team.
- Contributing to negotiations and consultations with the Trades Union.
- Managing your own learning and continuous professional development

*With such a dynamic and ever-changing workplace, other tasks may be assigned as needed, within reason and considering individual skillset.*

# PERSON SPECIFICATION

## WE ARE LOOKING FOR SOMEONE WHO HAS:

- Appropriate professional qualification and/or substantial experience in costume provision for a large theatre company.
- Extensive knowledge of the latest techniques, materials and products used for costume making and maintenance.
- Exceptional trouble-shooting and problem-solving skills.
- Substantial experience in managing a large Costume Performance team and an ability to advise on the most effective execution of complexities such as quick changes and costume effects.
- Substantial experience with effective scheduling, resource planning and budgeting for a busy department.
- Strong interpersonal skills and excellent customer care.
- Positive leadership style, leading by example.
- Confidence in managing conflict and seeking resolution.
- Excellent MS Office skills and proficient user of software appropriate to the role.
- A desire to promote and develop emerging talent.
- A willingness to travel.

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# HEALTH AND SAFETY

We take Health and Safety very seriously and expect our Costume Performance Technicians to:

- Take personal responsibility for the safety of yourself and others
- Have the confidence to highlight unsafe practices
- Be actively involved in generating Risk Assessments and Safe Working Practices, regularly making suggestions for improvement
- Remember that regular training to keep knowledge fresh and up to date is essential
- Report any incident and near miss
- Prevent accidents by keeping a clean, efficient, well organised working environment



# YOUR APPLICATION – CHECKLIST AND WHAT'S NEXT

- Having read about the role, the department and our values and culture, if you can see yourself as an effective leader in our Costume Performance team, head to the application form and tell us more. Please 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.*



# WORK FOR US – EVERYONE IS WELCOME

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.



# 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.”*

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 a tour of our Covent Garden site. 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
- Cycle Loan
- Enhanced parental leave (depending on length of service)
- 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 range of local Covent Garden shops, restaurants and gyms



# YOUR APPLICATION – TIMELINE

APPLICATIONS CLOSE  
**8AM FRIDAY 12<sup>TH</sup> MAY 2023**

INTERVIEWS  
**MAY 2023**

SUCCESSFUL CANDIDATES TO BE IN POST  
**JUNE 2023**

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