



ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Title: Senior Manager Costume Performance

Reports to: Head of Costume Performance and Logistics

Manages: Assistant Managers and Technicians, Costume Performance

Overall Purpose of the Job:

Working to the priorities set by the Head of Costume Performance Teams and Logistics.

To be responsible for all the work of the Costume Performance Teams, ensuring that all activities are carried out to the highest possible standard of safety, efficiency, and quality, whilst upholding the highest principles of presentation and courtesy. To deliver activities within agreed resources and budgets. To provide effective leadership and management of permanent, fixed-term and casual staff.

Main Responsibilities:

Day to day technical operations

- Undertake all necessary protocols to ensure appropriate staff scheduling, and supervision of all Costume Performance requirements for Ballet and Opera rehearsals and performances.
- In liaison with the Head of Costume Performance and Logistics, and with the Assistant Managers, create and update accurate schedules of work for all teams, recruiting permanent and casual staff to ensure appropriate staff levels are maintained for each event.
- Ensure all staff are fully briefed to undertake routine team crossovers, cast changes and substitutions.
- Maintain an excellent working knowledge of costume preparation techniques and fabric technology, with all appropriate safety protocols.
- Fully conversant with costume database and asset management systems: monitoring the upkeep of all running notes and related information, training staff to accurately create and input data.
- Liaise with all performance related and creative teams to set out the costume rehearsal within the required established budget.
- To liaise with Costume Production Managers (CPMs) to ensure a smooth crossover between the Production and Running Teams.
- Deputise for the Head of Costume Performance and Logistics as required and as appropriate to the role.
- To tour the UK and overseas if required, or visit other theatres or venues, representing the ROH to the highest standards of courtesy and professionalism at all times.

Health and Safety

- Take personal responsibility for the safety of self and others.
- Oversee a clean, efficient, well-organised and safe physical working environment, engaging staff to ensure all areas are kept in a clean and tidy manner.
- Promote a positive approach to Health & Safety and safe working practices at all times.
- Ensure relevant Health & Safety legislation is applied effectively, and appropriate risk assessments and method statements are carried out as required, engaging with senior managers and the H&S department to ensure they are fit for purpose.
- 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 and IOSH.
- Ensure that any near miss, incident or accident is reported in accordance with ROH policy.

Finance

- Manage all allocated budgets, understanding budgetary constraints to maximise resources and minimise expenditure, and informing senior managers promptly with budgetary concerns.
- Adhere to ROH procurement policies, demonstrating transparency and honesty in all financial matters, ensuring procurement options are researched thoroughly with attention paid to cost effectiveness at all times.
- Follow departmental and ROH reporting procedures, presenting financial updates in a timely and accurate 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, and the Costume department as a whole, the Performing Companies and the wider organisation.
- Communicate with other departments to problem-solve and ensure the best costume outcome for the artist, designer and production.
- Create an environment of positive and engaged communication and information sharing with all production teams.
- Engage confidently with colleagues and manage expectations at each stage of the process.

Leadership

- Supervise staff attendance, conduct, performance, holiday and other absences, reporting any concerns promptly to line managers.
- Manage the planning of all activities and staff schedules, liaising with managers in other teams to ensure efficient use of time and resources.
- Develop an effective team through induction, training, development and performance management.
- Support a culture of information sharing, collaborative working and team working.
- Be visible, approachable, supportive and accessible to the team.
- Openly encourage and recognise the contribution of others and give constructive feedback on a regular basis.
- Carry out regular developmental reviews with all permanent and fixed-term contract staff members

- Ensure that working practices are in accordance with ROH policies and procedures.
- Maintain the highest level of health and safety management and practically support the training of staff.
- Contribute to negotiations and consultations with the Trades Unions.

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.
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.
- 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.
- Effective resource management and budget management.
- Effective management of direct reports with strong and positive morale.
- 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.

PERSON SPECIFICATION:

Skills and Experience

- Appropriate professional qualification and 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, able to advise on the most effective execution of complex quick changes and costume effects.
- Excellent MS Office skills and proficient user of software appropriate to the role

Project Management

- Proven experience of managing teams and projects with consistent high production standards.
- Consistent performance under pressure and effective troubleshooting and problem-solving ability.
- Ability to work effectively within given resources using effective planning skills.
- Ability to demonstrate effective budget management.

People Skills

- Positive leadership style, leading by example.
- Exceptional interpersonal skills and excellent customer care.
- Strong relationship management skills and clear communicator with a proactive approach to communication
- Able to manage conflict and seek resolution, demonstrating a professional and positive approach
- Self-motivated with good written communication skills

- Collaborative approach to working
- A strong team leadership ethic

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.
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment

