



ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Title: General Manager, High House Production Park

Reports to: Director of Estates & Facilities, Royal Opera House

Responsible to: High House Production Park Board and Committees

Contract	Permanent, full-time
Salary	Starting from £53,000 per annum, subject to experience
Location	High House Production Park, Purfleet-on-Thames
Direct reports	None
Probationary Period	6 months
Notice Period	3 months

Background

High House Production Park is a 14-acre site which is the home to The Backstage Centre/South Essex College, the Royal Opera House's Bob and Tamar Manoukian Production and Costume Centres, ACME Studios and a number of heritage buildings. The Trustees of High House Production Park are responsible for running the HHPP charity and ensuring that it meets its charitable objects.

This role provides a day-to-day contact for HHPP and management of High House Production Park. The post holder is main point-of-contact with Trustees, external stakeholders, Thurrock Council and the tenants located at the Park.

This role will sit within the ROH infrastructure and have a dedicated Line Manager within the ROH Estates and Facilities Department but is ultimately responsible to the HHPP Board and will work collaboratively with all who reside at HHPP.

Key responsibilities

- Building and Facilities Management including supervising tenders, contracts and managing costs
- Financial reporting, including monthly management accounts and budget monitoring
- Supervising shared HHPP facilities
- Compliance management, including Health and safety, risk, security, fire safety, insurance, company and charity law
- Developing and delivering an environmental sustainability plan
- Identifying funding opportunities to support HHPP
- Governance support to the HHPP Board of Trustees

Building and Facilities Management

- Provide day-to-day management of the Park

- Procure contracts and manage contractors to deliver maintenance and wider services for the Park; check that all works are carried out satisfactorily
- Ensure maintenance and other contracts are regularly reviewed to ensure fitness for purpose and value for money
- Take responsibility for health and safety procedures

Financial reporting

- Take overall responsibility for financial management including invoicing and receipting payments; prepare annual budgets and management accounts and oversee third party statutory accounts and audit
- Run tender processes and renewals
- Provide monthly financial management accounts to the trustees (or their nominated committee)
- Calculate, monitor and manage all aspects of the service charge structure
- Advise the trustees and the relevant board committees of any financial issues

Supervising shared HHPP facilities

- Act as the main point of contact for HHPP including for contractors and Park-related business; keep tenants abreast of all developments and any works
- Oversee maintenance requirements
- Strategic overview and overall delivery of space hire, whether as contracted out or in house
- Work with contractors and suppliers (including maintenance, security, cleaning etc. as necessary)

Compliance Management

- Ensure that the Park meets health and safety requirements and complies with legislation
- Ensure Park users operate safely and in a safe environment
- Ensure effective risk management
- Take responsibility for disaster recovery planning

Environmental sustainability

- Support the development of an environmental sustainability policy and procedures
- Create and maintain monitoring and reporting systems of environmental sustainability performance statistics
- Monitor consumption and billing of water, gas and electricity on site

Identifying funding opportunities

- Support the development of a fundraising strategy; identify and access new funding sources and opportunities
- Build effective relationships with key stakeholders and work collaborative to support shared benefits and strengthen outcomes

Governance support to the HHPP Board of Trustees

- Provide regular reports to the board of HHPP on financial, legal and operational matters; co-ordinate and support Board and sub-committee meetings
- Ensure policies, procedures and systems are in place for the smooth running of the Park to comply with legal requirements
- Act as the main liaison person with the HHPP board
- All statutory reporting including Companies House, Charities Commission and HMRC
- Prepare and present board papers
- Representing HHPP with tours and meetings for external stakeholders

Other Requirements:

- Participate in cross-company and cross-Park working groups as required
- Community engagement with High House Community Group and Purfleet-on-Thames Community Forum

- Support the delivery of cultural events and activities, and provide a facilitation role to support tenant liaison, collaboration and participation
- Occasional requirement to work unsocial hours by agreement

This job profile provides a general description and is not intended to be comprehensive. It may be altered from time to time as required for business reasons, to meet the changing needs of High House Production Park.

This role is based on site at Purfleet-on-Thames and may require work across extended weekday hours and on weekends.

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

- Experience of facilities management across a varied Estate (experience in a construction or hospitality context will be highly regarded)
- Demonstrable experience of providing excellent customer service to a range of tenants/stakeholders.
- Experience of administration and/or management
- A strong finance background and experience of funding applications
- Excellent interpersonal, management and communication skills
- Good time management and organisational skills
- Experience of the procurement and negotiation process and the ability to analyse tenders and budgets.
- Demonstrable project management and time management skills
- The ability to work collaboratively with colleagues and liaise diplomatically with external stakeholders and contacts
- Strong IT skills and the ability to work with a range of systems accurately and independently.

Desirable Skills, Education and Knowledge

- British Institute of Facilities Management (BIFM) qualifications
- Relevant Health & Safety qualifications (NEBOSH)
- Accounting qualification
- Experience in Events Management

Continuous Improvement

- Ability to work to and support a culture of continuous improvement.
- The ability to assimilate new information, and develop new skills or hone existing skills, to be able to deliver work to a high standard.
- Commitment to managing own learning and continuous development relevant to the role.
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.

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

