

Royal Opera House Apprenticeships

What part could you play?



INFORMATION PACK FOR CANDIDATES

ENGINEERING SERVICES &
MAINTENANCE ENGINEER
APPRENTICE

Estates & Facilities

Applications close: **9am**
27th August 2024



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



ROH APPRENTICESHIPS

WHY AN APPRENTICESHIP AT THE ROYAL OPERA HOUSE?

Gain experience, skills and build confidence in an exciting place to work, where no two days are the same...

ROYAL OPERA HOUSE



All about the Royal Opera House

The Royal Opera House is home to The Royal Ballet, Royal Opera and the Orchestra of the Royal Opera House. We are a producing repertory theatre - meaning that we make most of the productions that are shown ourselves.

We are one of the busiest theatres in the world, delivering more than 400 performances and around 1,350 learning events each year. We employ over 1100 permanent staff working 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



OUR CRAFTSPEOPLE

Every set, costume and prop that appears on the stage to create the spectacular worlds that help tell the stories of the Opera and Ballet is made by our highly skilled teams; these include Scenic Carpenters, Scenic Metal Workers, Scenic Artists, Props Makers, Armourers, Wig Makers and Costume Makers.

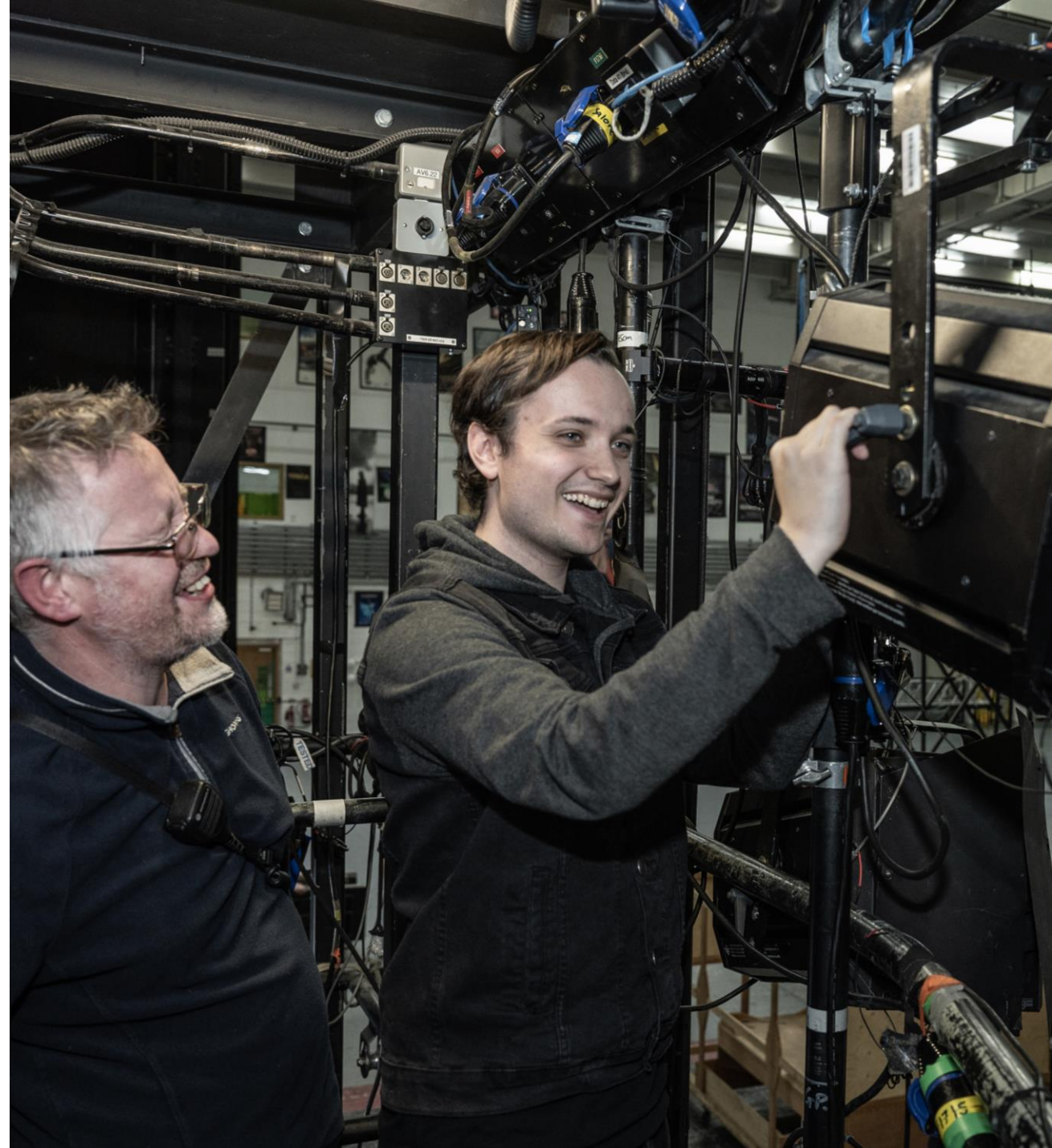


BEHIND THE SCENES...

There are also teams of highly skilled people making the live shows happen; Lighting experts, sound experts, stage build crews and Flys and automation crews, on stage props, costume and make up teams.

These teams get the show up and running from rehearsal through to performance nights.

There are up to four different productions showing on our main stage in a week and a whole production can be stripped from the stage to make way for another in a matter of minutes.



As well as the teams who work directly on our performances, there is an army of people that support the day-to-day workings of the organisation.

These include:

- Visitor Experience
- Audiences & Commercial
- Learning & Participation
- Development, Advocacy & Public Policy
- Operations, Estates & Facilities
- Finance, Legal & Business Affairs
- Human Resources
- Information Technology

And we have Apprenticeships in these departments too!



Whatever the team, everyone who works at ROH has a passion for what they do and a shared interest in keeping this unique and brilliant theatre doing what it does best.

For that to continue into the future, **we want to encourage fresh, passionate new talent into the building and our apprenticeship scheme plays a big part in that.**

All departments across the organisation support the apprentices through their journey with us.

Apprentices at ROH get an authentic workplace experience in their specialist field and are fully integrated into the professional teams who are working on producing our live shows.



Where do you fit in?

- We are interested in recruiting apprentices that first and foremost are **curious**, driven by working in a creative environment and are **keen to learn new skills**.
- We don't expect our apprentices to be experts, but we do want people who foremost **bring enthusiasm and willingness to learn** from some of the best in the industry and who might teach us a thing or two!
- 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.**



HOW OUR APPRENTICESHIPS WORK

ROH Apprentices are placed in a department relevant to their apprenticeship where they work as part of those teams across a working week that is regulated by the line manager in the department.

Apprentices are also supported by the Apprenticeships team to ensure each apprentice is happy in their placement and keep them on track throughout. The apprentices also support one another as a peer group; there are several opportunities to meet throughout the placements.

Apprenticeships are between 1 – 4 years in duration and have a mix of work and study. Each position is assigned a college that will support the qualification learning and a percentage of the working week of an apprentice is assigned for college work and study. This is either on day release, block release or remote learning.



As part of the Apprentice cohort you will join with other apprentices from ROH taking part in events, training opportunities and activities to bring you together as a community.

You will be assigned a mentor in your department who can manage your work and progress.

You will have regular pastoral sessions with the apprenticeship team who also manage any practical needs of your qualification or employment.

The apprenticeships team also connect with your college to ensure you are on track.

Your college course may be day or block release but we allow you time in your working week to fit this in.

You will earn National Living Wage which will increase by 2.5% in your second year.



What are the perks?

As an ROH Apprentice you will earn the National Living Wage while you qualify.

You will have the opportunity to take part in other training on offer to staff to add to your wider skills

You will also benefit from all the ROH Staff discounts and offers

These include:

- Staff offers on performance tickets and access to general rehearsals
- Subsidised canteen and coffee bar
- Access to our Employee Assistance Programme providing 24-hour advice and counselling services
- 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



OUR PROCESS

- 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.
- Take a look at [these case studies](#) to hear some past apprentice stories
- See our frequently asked questions if you would like to know more or email your questions to apprentices@roh.org.uk



Engineering Services & Maintenance Engineer Apprentice

Work in one of the world's most iconic buildings within our busy estates and facilities team on small- and large-scale projects across the organisation.

Develop the skills and knowledge necessary for a successful career in engineering services and maintenance in a truly unique building, combining problem solving for an old infrastructure at the same time as sustainably modernising our facilities and equipment.



INFORMATION PACK FOR CANDIDATES

Engineering Services & Maintenance
Engineer Apprentice

Applications close **9am 27th August
2024**

ROYAL OPERA HOUSE



ROYAL OPERA HOUSE Engineering Services & Maintenance Engineer Apprentice

What does the Estates & Facilities Department do?

The Estates & Facilities team are responsible for the condition of the internal and external fabric of all ROH buildings and the facilities services. This involves working closely with our sub-contractors as well as with all internal ROH departments.

Purpose of the apprenticeship

This apprenticeship role will support all the activities of the Estates and Facilities department, you will work alongside experienced engineers and technicians to learn how to maintain, repair, and optimise mechanical and electrical systems, ensuring the smooth operation of facilities and equipment. By the end of the apprenticeship, you will have a clear understanding of the role of a maintenance engineer and in particular, using these skills within a heritage building.



What is involved?

- You will work within the Estates & Facilities team in Covent Garden. You will work towards a Building Services Engineering Service and Maintenance Engineer Level 3 Apprenticeship which will be delivered by Choice Training in Dagenham.
- You will be released from the workplace one day a week during term-time to attend scheduled college workshops and seminars, you will also need to undertake online individual study.
- You will be supported throughout the apprenticeship by the Estates Business Services Manager.
- Work is mainly carried out at our theatre in Covent Garden.
- The working week is 40 hours, which will largely be scheduled Monday – Friday.
- The contract/apprenticeship programme is 4-years.



Who you will work with

You will work alongside a variety of people and departments throughout the apprenticeship, but you will work most often with the following individuals and teams:

- The Estates Business Services Manager
- Engineering Estates Technical Managers
- Estates Maintenance Engineers
- Health & Safety Team
- Estates Business Services team
- Estates Project Teams
- People from every other department at the Royal Opera House who are supported by the facilities team.



What will you do in the workplace during the apprenticeship?

- Put all skills learnt with the training provider, and with the Estates & Facilities team, in to practice through participating in the day-to-day work of the department.
 - Develop an understanding and knowledge of the work of the Estates & Facilities Teams, with a focus on the services we carry out across the estate.
 - You will work closely with experienced maintenance teams to complete planned preventative maintenance and reactive tasks. This apprenticeship provides a hands-on learning experience, allowing you to develop skills in a real-world environment.
 - Keep up to date with any new and improved ways of working and new Building Maintenance technology.
 - Develop an understanding and knowledge of the work of the Estates & Facilities Teams, with a focus on the services we carry out.
 - Contribute to the team's deliverable goals, eg, maintaining infrastructure maintenance, operating, and commissioning methods.
- Support the team in reviewing O&M manuals and H&S files and tracking defects.
 - Participate in stakeholder engagement activities to gain feedback and insight into our services.
 - Have a positive and responsible attitude to health and safety.
 - Take responsibility for your own attendance, safe working, motivation, discipline, and welfare.
- Attend regular meetings with line manager and the Apprenticeships Manager to review progress.
 - Submit learning logs and diaries to the Apprenticeships Manager.

What we are looking for in an Engineering Services & Maintenance Engineer Apprentice

- Basic knowledge of tools and maintenance techniques is preferred but not required.
- Interest in Design Technology / basic understanding of / interest in mechanical and electrical systems is desirable.
- A practical approach to problem solving.
- An ability and enjoyment of working with your hands using various materials.
- Strong attention to detail and a commitment to producing high-quality work.
- Willingness to learn and take direction from experienced maintenance personnel.
- Effective communication and teamwork skills.
- Safety-conscious mindset and adherence to safety protocols.
- Good at practical, hands-on tasks.
- Self-motivated to acquire new skills and knowledge.



- Punctual and good at managing your own schedule.
- A helpful, positive, and proactive approach.
- A good standard of written/verbal English
- Basic computer skills, including familiarity with Microsoft Office

Minimum essential requirements:

- You must be **18 years old or over** by 2nd September 2024.
- You must **not** have completed a degree or equivalent level qualification in the UK or elsewhere.
- Be committed to completing the college course which is an essential part of the Apprenticeship.
- You must not be working/studying elsewhere, this is a full-time opportunity **across four years**.
- You must have work authorisation for the UK.
- You must be able to commute to the Royal Opera House in Covent Garden, Central London and Dagenham for college delivery one day per week.



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 1100 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.



How to apply

Scroll to the bottom of the advert on the ROH website and click on 'Apply Now'. Complete our simple application form - we promise it is not too scary. If you have any access needs and would like to complete the form in a different format - please contact us on hr.recruitment@roh.org.uk

- The closing date for applications:
9am Tuesday 27th August
- In-Person Interviews at ROH:
w/c 9th September
- Applicants must be ready to start end of September 2024

