



ROYAL OPERA HOUSE

JOB DESCRIPTION

Title: Estates Engineering Maintenance Supervisor

Reports to: Estates Maintenance Manager

Responsible for: Coordinating Operational Engineering Maintenance across all ROH sites

Main purpose of the job

To provide and be responsible for:

- To Supervise the in-house Estates Engineering team and 3rd party specialist contractors in the delivery and implementation of the planned preventative maintenance and emergency reactive maintenance across Royal Opera House properties.
- To support the Estates Engineering Maintenance Manager in the development of the operational engineering team's working practices to meet the challenges from best value/value for money, legislation, and end user's expectations.
- To supervise engineering staff workloads and meet timescales for all functions.
- To ensure that all maintenance asset data is recorded within the CAFM system and other compliance systems.
- Ensure that the appropriate maintenance tasks are completed on all maintainable assets.
- To support the Estates Engineering Maintenance Manager and supervise the engineering team to be customer focused by developing a positive image and reputation for delivery of services provided.
- To assist the Estates Engineering Maintenance Manager and Engineering Manager in the management of the Estates Engineering team and service providers to include engineering, Stage engineering support services and security, ensuring Health & Safety and compliance duties are met and the highest level of customer experience provided.
- Support the development of BIM function across all buildings.
- Support engineering Project work as directed by Estates Engineering Maintenance Manager as required, to include but not limited to, Renewal, Sustainability, closed period and minor project work.
- To act as the Authorised/Responsible Person (Subject to training and certification) in relation to HV/LV, Ventilation Systems, Pressure Systems, Legionella and L8. Lifts and Hoists, Gas Safe and confined spaces.
- Demonstrate a commitment to continuous development to maximise potential. Maintain a sound working knowledge of all relevant legislation,

keeps abreast of new technical developments to ensure the efficient and effective delivery of the section's services.

- Liaise with and support the work of the Project Team as required in connection with works to provide connection to the main building engineering services. Facilitates these connections including arranging shutdowns of services and means of isolation.

Main Responsibilities

Functional responsibilities:

- Supervise the Estates Engineering maintenance team and deliver safe, reliable, and compliant operational maintenance of all building services within the ROH and its subsidiary buildings.
- Provide technical support and direction for the maintenance team and external contractors working across ROH estates.
- Support the Stage Engineering contract for provision of Stage support services.
- Support the Estates Business Services Manager with the management of the Estates Contractor control procedures including Permit to Work Systems, ensuring only safe and compliant works are carried out on sites.
- Supervise the maintenance of all Front of House spaces to the highest standards.
- Provide support to the Estates Engineering Maintenance Manager in maintaining building integrity, maintaining accurate records and design drawings as required.
- Support the Engineering Manager in ensuring all engineering insurance inspections are completed and all recommendations actioned.
- Work closely with the Energy Manager to ensure all engineering plant across all sites is operating at required performance.
- Ensure all plant rooms and plant areas are clean, tidy, and compliant.
- Carryout routine quality inspections on the maintenance teams PPM and reactive works to provide assurance tasks being completed correctly.

Emergency Contact

- Be on call as required for E&F (or maintain that service with other qualified team members if absent) as required for any emergencies which may occur.

PERSON SPECIFICATION

Essential Knowledge/Skills and Experience:

- An exceptional, extensive, and proven track record in a similar role.
- Mechanical/Electrical/Building Services qualification or proven competence through practical experience.
- A detailed knowledge of the working practices and demands of a large complex public building and/or listed building.
- Good working knowledge of statutory compliance within a medium to large, diverse, and complex estate.
- Previous knowledge and experience of maintaining buildings of historic, heritage importance.

- Ability to react quickly to situations, to be reliable and resilient, to perform consistently under pressure and to respond positively to changing circumstances.
- Flexible and adaptable in thinking and approach, able to plan and support change.
- Ability to communicate both in writing and orally in a fluent and persuasive manner, in good clear English, and to listen, negotiate, and be assertive as appropriate.
- People management skills to supervise team members to ensure they have the requisite skills and knowledge and are competent and supported through training and coaching to achieve consistently high standards of performance.
- Fairness and consistency in team management and application of ROH and Department policies, procedures, and standards.
- Flexibility to work varied hours including regular evenings and weekends.
- Evidence of Continual Professional Development.

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

