



JOB DESCRIPTION

Title:	Manager, Wigs and Make-up
Reports to:	Senior Manager, Wigs and Make-up
Manages:	With the Senior Manager, line managing the Assistant Managers and all Technicians

Overall Purpose of the Job:

Working to the priorities set by the Assistant Director (Costume & Wigs), and the Senior Manager for the Wigs and Make-up department.

Working with the Senior Manager and managing the team to deliver both new and revival productions, 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 staff.

Deputise for Senior Manager in their absence.

Provide cover (including show cover) and support for the Assistant Managers (Opera and Ballet) to meet operational requirements

Main Responsibilities:

Day to day operations

- Ensure the provision of excellent customer care for the Royal Opera and Royal Ballet companies, as well as any visiting Designers, Directors and Production teams.
- Liaise closely with the Designer, Production and Performance teams, and all colleagues and senior managers, ensuring the provision and creation of wigs, make-up, and special effects for all productions to the highest production standards, retaining budgetary control and accountability throughout the creative process.
- To supervise productions when required for both main house & Linbury

- Work with senior manager to forecast productions, advising on budgetary, staffing and stock requirements in a timely manner.
- Work with senior manager to assess requirements for freelance and casual staffing, recruiting, inducting and scheduling these staff as required.
- Maintain an excellent working knowledge of the latest developments in wig, make-up, hair-dressing and prosthetic techniques, with all appropriate safety protocols.
- Be fully conversant with databases and asset management systems, keeping all related information up to date.
- Create and maintain good working relationships with suppliers, out-workers and freelance staff, working to ROH procurement and sustainability policies.
- 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.
- 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.
- Ensure that any near miss, incident or accident is reported in accordance with ROH policy.
- Oversee a clean, efficient, well-organised and safe physical working environment, ensuring all areas are kept in a clean and tidy manner.

Finance

- Manage all allocated staffing budgets alongside the senior manager, managing & understanding performance related 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, the Performing Companies and the wider organisation.
- 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.
- Carry out induction and training of staff to the required standard.
- 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.
- Develop an effective team through effective induction and development and performance management.
- 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.
- 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.
- Work to deliver Sustainability goals and ambitions.

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

- HND or degree in Wigs and Make Up for the Performing Arts preferred, City and Guilds Hairdressing Diploma and Make-up course or equivalent.
- Excellent professional experience in hair and make-up techniques for the theatre.
- Extensive knowledge of the latest techniques, materials and products used for wig making, make-up looks, prosthetics and effects as well as historical period wig making and setting, hair qualities and suppliers.
- A good track record in demonstrating quality and flair in interpreting the designer's brief.
- 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
- 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-motivation and 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.
- Able to undertake training including First Aid and COSHH

