

## Job Description

<b>Job Title:</b>	Building Services Officer
<b>Department:</b>	Building Operations
<b>Reports to:</b>	Building Operations Manager
<b>Hours:</b>	35 hours per week. Varied shifts between 7.45am-10.30pm, with occasional events outside of these hours. Building activity occurs 7 days a week, year-round.

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### BACKGROUND AND CONTEXT

ENB has always been a pioneering ballet company and our mission is *to take world-class ballet to as many people as possible, wherever they are and whatever their means*. We tour annually to numerous UK towns and cities, as well as prestigious venues worldwide.

In 2015 we embarked upon an ambitious capital project to relocate from our limited rehearsal premises in Kensington to a new purpose-built home on London City Island (LCI). The new building is a 93,000 square foot industry-leading centre for dance, where ballet is created, taught, rehearsed, developed, and shared with our audiences. With significant backing from Arts Council England, the Greater London Authority and the generosity of a significant number of philanthropists and trusts, we successfully completed a £36m capital campaign and moved into our new home in July 2019.

Despite a successful 9 months in our new home, we were forced to close our doors to the public in March 2020 as the Covid-19 pandemic hit. Nevertheless, we have now managed to return to our studios, creating work for digital and ensuring we are performance ready. We anticipate being back on stage, albeit to socially-distanced audiences, in the early summer of 2021.

Our new building combines a unique production studio, modern training facilities, teaching and rehearsal studios, and spaces for the public to view us at work, eat and drink in a state-of-the-art environment. As well as using the building to develop ENB's own work, the space also enables us to welcome the public, other artists and partners that we collaborate with, hold our own events, hold public ballet classes, deliver our outreach and engagement programmes, as well as external event hirers and their guests.

### PURPOSE OF ROLE

As we move towards re-opening and an increased variety of activities, we look to build a Building Operations team which can operate the building smoothly and safely, provide a consistently high level of customer service, and be able to work flexibly alongside a building with many uses. The post holder needs to be proactive and keen to get 'stuck in', practical, able to work across a broad range of tasks, and be willing to work unsociable hours on a rotation basis.

The key remit of responsibility will include:

- Day-to-day running and duty management of the building.
- Front of house function including reception.
- Event set-up, support, greeting and hospitality service.

- Event hire support.
- Ensure a Covid-secure building.

## **DUTIES & KEY RESPONSIBILITIES**

### **1. Building and Operations**

- To ensure the smooth, safe running of all activity at London City Island (LCI).
- To ensure all front and rear of house areas are presented to the highest standards, secure and health and safety compliant always.
- To ensure that all spaces are prepared ahead of scheduled requirements, plans are adhered to and appropriate resources coordinated.
- To assist in overseeing that all building maintenance (lifts, plant, and equipment) and office equipment (e.g., printers, kitchen equipment) issues are resolved in a timely manner, reporting to the Building Operations Manager, as necessary.
- To ensure that all building systems are always maintained and fully operational, with a particular focus on all life safety systems, burglar alarm, fire alarms.
- Be a responsible keyholder, first aider, fire marshal, and play a key role in the instance of a building evacuation or serious incident.
- Ensure building operations contractors maintain the highest standards throughout the building e.g., cleaning, security; periodic checks are undertaken properly and in time.
- Ensure staff office requirements are met e.g., stationery and kitchen stocks are topped up and ordered when needed, kitchen areas are tidy, all printing and postage requirements met.
- Be adept at using the building's security software to look after the day-to-day running of the access control and CCTV systems, and the Building Maintenance System (BMS).
- Liaising with other departments, as needed, to ensure the smooth running of their activities.
- Maintain a proactive and effective relationship with building tenants.

### **2. Front of House and Customer Service**

- To be a welcoming, approachable, informed, friendly face for the public, visitors and staff coming through our doors. To ensure that all visitors to LCI have the best possible experience.
- Acting as a key point of contact in the building; delivering the highest level of customer service, both to internal and external customers.
- Operating the phone switchboard, taking messages, answering enquiries, organising deliveries, arranging booking of facilities, representing ENB in a prepared and professional manner at all times.

### **3. Support Events and Hires and Artistic Programme**

- To work proactively with the Building Operations Manager and Team to support colleagues in Producing, Technical, Development, Marketing, Commercial – to create event plans and risk assessments for both large and small-scale events and artistic activity, ensure smooth delivery and duty manage the events and artistic programme to the highest quality.
- Meet and greet of new hirers, providing tour of key building facilities as needed; responding to needs of hirers as required.
- To assist in preparing the building for events including set ups and pack down; to ensure all spaces are presentable, safe and are maintained pre- and post-event.
- Assisting with hospitality for events, including the serving of drinks and refreshments.
- Assisting with pre-preparation for events e.g., measuring spaces, putting up signage
- Light manual handling (e.g., moving tables, chairs, boxes etc.)
- Be adept at set-up of AV, IT, Wifi, phone equipment where required.

- Ensure a secure building at all times.

#### **General**

- Participate in the provision of a safe working environment, adhering to the Company's Health and Safety policies at all times.
- Undertake any other related duties as requested by the Building Operations Manager.

### **PERSON SPECIFICATION**

#### **Essential**

- Proven experience of working in Building Operations, Front of House, Events or similar, within the performing arts or cultural sector.
- Proven experience of working in a busy customer-orientated environment.
- Willingness to work evening and weekend shifts.

#### **Desirable**

- Experience of fire marshal duties.
- An understanding of the operational workings of performing arts organisations and the practical requirements for the successful delivery of artistic productions.
- Experience of using Tessitura or similar ticketing and payment software.
- Experience of high-quality event set-up and setting up event technology (AV equipment, Wi-Fi, etc.).

#### **Skills/Abilities**

- Ability to work across a wide range of tasks, being flexible and with a proactive approach.
- Excellent organisational skills, with the ability to multi-task.
- Able to learn quickly and work methodically.
- Comfortable working proficiency of Outlook, Word, and Excel
- Clear and effective written, verbal and IT communication skills.
- Strong active listening skills, with a problem-solving approach.

#### **Qualifications [Desirable]**

- First aid certificate.
- Personal licence holder.
- IOSH or similar.

#### **Mind Set and Attitude**

- Professional, customer oriented and ethical approach in all aspects of your work as an ambassador for the Company.
- Maintains a personable and flexible "can do" attitude, with strong customer orientation.
- An excellent team player, and to work collaboratively, with all colleagues and partners of ENB.
- Resilient, able to work calmly under pressure in customer facing environment.
- A passionate advocate for the arts and for their ability to transform lives.
- Effective in balancing work and life demands.

**This job description is a guide to the nature of the work required of the prospective employee and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required in the future.**