



Technical and Building Manager – Waterside Theatre, Aylesbury

About us

The Ambassador Theatre Group is an extraordinary success story. Founded in 1992 in the UK, we have become the world's number one live theatre company; we operate iconic venues, run major ticketing platforms, and produce award-winning shows. Our mission is to bring the very best in live entertainment to the largest possible number of people.

People are at the heart of our success. We are passionate about bringing great live experiences to the widest possible audience; about giving the world's best creative talent the stage it deserves; and about providing our people and partners with opportunities to realise their full potential.

Our values

In everything we do, we strive to be Ambitious, Collaborative, Passionate and Smart.

- We are **ambitious** and seek to exceed people's expectations.
- We are **collaborative** and help each other to reach our goals.
- We are **passionate** about our work, our business, and our industry.
- We are **smart** in our quest for simple, efficient, and innovative solutions.

Corporate Social Responsibility: our priorities

- Next Generations: introducing tomorrow's audiences to the pleasures of live entertainment, recruiting, and nurturing the next generation of industry talent.
- Inclusion: improving and promoting diversity, inclusion, and well-being in the workplace.
- Sustainability: helping reduce our impact on the environment by making our business more sustainable.

A Stage for Everyone - Our Inclusion, Diversity, Equity and Access Mission Statement

Our stages are a platform for compelling stories – stories that are for all, by all, and of all. We shine our spotlight on our differences and believe that understanding and celebrating these differences makes us better global citizens. We are passionate about the pursuit of true diversity and equality. We strive to make our venues beacons of these ideals in our communities. Onstage and off, we hold ourselves accountable for nurturing an inclusive culture, one in which everyone can bring their authentic selves. At ATG, we provide a stage for everyone.

We recognise that we do not have all the answers; but we strive to listen, to learn and to change in order to ensure ATG becomes a truly inclusive organisation. We therefore welcome and encourage applications from individuals from the widest possible range of backgrounds and particularly welcome applications from those currently underrepresented in our workforce.

We are a Disability Confident Committed Employer, which means that we are taking action to ensure that people with disabilities and long-term health conditions feel supported, engaged, and able to fulfil their potential in the workplace. We will offer an interview or recruitment event to disabled candidates who tell us they wish to participate in the scheme and who demonstrate in their application that they best meet the essential criteria for the role. Where we receive more applications than we are reasonably able to interview for any given role, we will retain applications for the next available interview opportunity wherever possible.

If you would like to discuss accessibility prior to applying, please email recruitment@theambassadors.com for a confidential discussion.

The Waterside Theatre Aylesbury

The Waterside Theatre, Aylesbury can be found in the heart of Aylesbury, a bustling market town close to the Chilterns Area of Outstanding Natural Beauty. The Theatre boasts a dynamic programme of electrifying West End productions, live music, dance, unparalleled comedy, and the best children's shows. The multi-functional venue can also accommodate conferences, meetings, and live screenings.

The Technical and Building Manager Role

This post is based at the Waterside Theatre, Aylesbury and as part of the Senior Management Team reports to the Theatre Director. As Technical and Buildings Manager you will play a key role in ensuring our standards of presentation, both on stage and in the rest of the building, are exemplary. You will provide leadership to the technical, maintenance, stage door and backstage operations and teams ensuring a cohesive, efficient, cost-effective and robust technical and property structure and day to day operation is in place that supports our future. Please note that this post is salaried. It will involve some evening and weekend work as well as get-ins and get-outs (120 premium hours) as appropriate but none of these, or any form of overtime, will attract extra payments. Time off in Lieu can be taken by arrangement with the Theatre Director.

Key responsibilities:

Working with the Theatre Director and collaborating with the Theatre Manager:

- Take the lead role in ensuring a cohesive, efficient, cost-effective, and robust technical, maintenance and stage door structure and operation is in place.
- Manage building and technical expenditure and projects and ensure high standards of day-to-day building maintenance.
- Lead on overall premises and operational management for back of house and the auditorium and provide guidance to other departments.
- Lead and actively promote health and safety management.
- Act as the main point of contact for producers and contractors and to ensure all visitors and companies receive the highest standards of customer experience.
- Liaise and work with the wider Theatre team as well as align with ATG Group Operations.
- Work alongside the Theatre Director and Theatre Manager on the strategic development of the theatre.
- Plan and report on all this work as appropriate.

Technical

- Take the lead on all technical matters and manage the technical department, to ensure that all visiting companies receive a full technical service and that all shows are presented to our audience to the highest standard possible.
- Responsible for the technical department's safe operation, maintenance and development of all technical systems including sound, lighting, rigging, power, and flying equipment.
- Lead the Technical staff as well as manage them. This will require an amount of time working on stage as an active member of the Technical Team.
- Work closely with visiting companies to ensure their technical needs are met as economically as possible, always ensuring that these comply with agreed contractual terms.
- Plan as far ahead as possible ensuring all technical personnel are scheduled efficiently and effectively and produce and approve rosters in good time.
- With the technical team and stage door supervisor ensure that the producers, hirers, touring companies, and production teams receive the highest standards of customer care.
- Act as the primary contact point for visiting companies and to ensure that accurate information regarding technical, production and health and safety requirements are supplied in advance. Ensuring that the online producer information is kept up to date.
- Ensure that crew hours and contra charges are properly entered and recorded.
- Along with the team, set up function rooms, furniture and AV equipment as required.

- Advise Box Office, Marketing and Customer Experience about proposed removal or killing of seats for sound desks, orchestra pits etc and ensure sightlines are checked on get-ins to avoid any restrictions for patrons.

Health & Safety

- Manage the implementation and monitoring of procedures and facilities in accordance with Health & Safety at Work Regulations for theatre employees and visiting companies.
- Lead on all back of house, building and technical matters relating to safety. Work with the Theatre Director, Theatre Manager, and other senior management to ensure all operations and procedures within the theatre meet current legislation, working practices, UK theatre Code of Conduct, and ATG policies. Ensure all relevant paperwork is completed to an appropriate standard to protect the company's interests.
- Lead on Fire Safety including training staff, equipment maintenance, ensuring compliance, updating emergency plans, and liaising with local authorities.
- Lead training for staff across the venue on H&S matters, including manual handling, as required.
- Ensure that any points raised through audits are actioned within the appropriate timescales.
- Have admin access to, and maintain, the accident reporting system, and train and refresh staff on its use and accident/incident management best practice.
- Undertake and document risk assessments for buildings and site, ensuring risk assessments are distributed to all who require them.
- Ensure contractors provide CDM/risk assessment detail, specific to venue, in advance of their visit and that venue policies, including on hot works, are followed throughout their time on site.

Finance and Budget

- Along with the Theatre Director, prepare all budgets relating to your areas of operation and then ensure that these budgets are all achieved, reviewed, and reported on.
- Be responsible for all purchases and investment relating to back of house and building services.
- Ensure that materials and services required by the department are ordered in accordance with the company's approved procedures, supplying information for accounts and calculating contra charges.
- Be responsible for accurate payroll records and forecasting of back of house personnel.
- Act as P-Card holder, adhering to internal process and procedure.

Property, Building, Maintenance and Capital development

- With the Theatre Director, Theatre Manager and Maintenance Department, prepare and update maintenance plans to facilitate the planning of future investment across the venue, liaising with central colleagues in property, risk and customer experience as appropriate.
- Manage an effective and timely programme of routine preventative and planned maintenance of building, plant, machinery, installations and exterior, within the context of the business demands of a busy theatre.
- Act as local Building Manager managing suppliers, contractors, contract services, etc. ensuring contracts are managed successfully and of best value.
- With the Maintenance Assistant and colleagues, ensure that the building is presented to the highest standards, and that the building is safe for use by its staff and customers at all times, working in collaboration with Customer Experience as required.
- Support the Maintenance Assistant, and other members of the team in undertaking day to day maintenance duties and projects.
- Project manage and/or support the delivery of capital investment projects along with Theatre Director, Theatre Manager, ATG Property Manager or Head of Technical Operations as appropriate.
- With the Maintenance Assistant, develop a regime of planned maintenance, testing and inspection and ensuring all weekly, monthly, yearly checks, inspections, compliance are completed, actioned, and recorded.
- Act as lead manager for fire and security management of the building including being a named person on the out of hours/emergency contact list.
- Maintain detailed plans showing the location of key and essential services, including but not limited to water isolation valves, fire points, drainage systems, gas, and power supplies.
- Work with the marketing team on the presentation of the public areas of the building including the changing of banner and large posters.
- Ensuring that the online property register, and Meridian safety compliance software is kept up to date.

Staff Development, Training, Scheduling and Communication

- Develop a skilled, cohesive, and motivated team by ensuring high standards of recruitment, communication, development and training.
- To recruit, train, appraise and manage your teams to ensure business and departmental objectives are achieved through the team.
- Lead on staff training and development and ensure that appropriate technical and safety training is delivered.
- Lead on all other personnel matters relating to your teams (including casuals). Ensure all ATG's HR policies and procedures are met and implemented.
- Ensure all your teams are scheduled efficiently and effectively. Produce and approve rosters in good time. Ensure budgets are met, and all regulations and good practice adhered to.
- In conjunction with the Administrator, ensure all personnel changes or updates, full-time, part-time and casual are processed in accordance with the company's procedures.
- To approve and co-ordinate timesheets, ensuring that they are correct and ready for processing by the Administrator no later than 10.30am on Monday morning. To ensure the timesheets adhere to agreed (and costed) crew calls.
- Develop a positive working relationship and continuously manage a healthy communication with trade union members of the technical team.

Strategic management

- Working with SMT colleagues, contribute to development of annual business plans and budgets, which clearly set out expected profit targets and service targets.
- Representing the theatre and ATG in meetings and working relationships with key stakeholders.
- Work with the Theatre Director and Theatre Manager in managing the relationship with the City Council.
- Work with Visiting Company Managers to ensure any issues are resolved promptly.

Everyone's responsibility

Everyone at ATG is expected to play their part in achieving our goals and upholding our core values, by:

- Committing to creating and upholding a positive, inclusive culture that nurtures potential and supports well-being.
- Playing your part in reducing our environmental impact and finding more sustainable ways of working.
- Encouraging the next generation in live entertainment by contributing to our outreach and training programmes, including mentoring students and trainees, and supporting our Creative Learning and Community Partnerships work.
- Having a positive attitude to health and safety, legal and insurance requirements and take care to understand our policies and procedures. You will help us uphold a positive culture around meeting our obligations.

We are all expected to participate actively in the life of the company, and opportunities will arise for you to collaborate with others across the business. Everyone at ATG is expected to be flexible and adapt as the needs of the business change, taking on new or different responsibilities as the need arises.

Your skills, qualifications, and experience

Qualifications	<ul style="list-style-type: none"> • Manual Handling training • Working at Height training 	<ul style="list-style-type: none"> • IOSH or NEBOSH Certificate or equivalent. • Management/ Leadership qualification. • First Aid training • Manual Handling train the trainer qualification. • Full driving license • Formal technical/production training or qualification
Experience	<ul style="list-style-type: none"> • Previous experience working at a senior level within a Technical Department in a large-scale theatre or similar. • Proven hands on Technical Theatre experience and knowledge. • Experienced in the implementation of safe systems and developing a safety culture, managing Health and Safety at Work in a theatre or similar context. • Experienced in risk assessment writing and review. • Experience of managing the maintenance and operation of buildings, plant, equipment, and services. • Experience of setting and managing budgets and financial projections to ensure best use of resources through prioritisation and planning. • Experience of managing small scale capital projects including financial, operational and health and safety requirements. 	<ul style="list-style-type: none"> • Experience in production or project management. • Stakeholder management – working with producers and clients. • Overview of operational security systems. • Experience of working with a Senior Management Team.
Skills and Attributes	<ul style="list-style-type: none"> • Excellent written and oral communication skills. • Excellent planning and organisational skills. • Ability to effectively schedule large teams. • Ability to manage large teams including staff with a range of specialist skills. • Problem solving skills – ability to remain flexible and calm under pressure. 	<ul style="list-style-type: none"> • CAD proficient. • Ability to manage and implement change.

	<ul style="list-style-type: none"> • Computer literate – proficient with Word, Excel, and Outlook and able to adapt to new IT systems. • Ability to work under pressure and with a high degree of autonomy. • Ability to promote and represent the organisation. • Ability to manage key private and local authority partnerships, maintaining and building upon positive and productive relationships. 	
Values and Attributes	<ul style="list-style-type: none"> • A ‘can-do’ attitude and a positive, flexible approach to the job role, work colleagues and peers • A strong project delivery focus and a genuine desire to deliver an excellent result, every time. • Strong leadership skills with the ability to inspire and develop a team of full time, part-time and casual staff. • Committed to promoting and offering equal opportunities. • Willing to work flexible hours including early mornings, evenings, weekends, and Bank Holidays 	<ul style="list-style-type: none"> • Enjoys live entertainment and the arts. • Committed to raising the profile of business within the local community.
Knowledge	<ul style="list-style-type: none"> • Extensive knowledge of either technical, production or building management. • Extensive knowledge of safety and workplace legislation. 	<ul style="list-style-type: none"> • Knowledge of production processes. • Knowledge of building and facility management systems and process. • An understanding of fire safety including previous experience of the operation and maintenance of fire alarm panels. • An understanding of accident and incident management reporting • An understanding of security requirements in a theatre environment