



**Recruitment Pack**

**Head of Building  
and Operations**

**Apr 2022**



# Letter from the Executive Team

## Welcome to Hackney Empire.

We are delighted that you have taken this step to find out more about applying for the role of Head of Building and Operations at Hackney Empire.

Since being appointed as the Executive Team at Hackney Empire in 2018, we have had a truly extraordinary four years. Our incredible team has worked with tireless and inspiring energy to re-establish Hackney Empire as a recognised landmark within the sector, and for our audiences. We are incredibly proud of the enormous progress made, not only as a sustainable and ambitious organisation, but also, and perhaps more importantly, as a nexus for our community of creatives, artists and audiences.

As an organisation we entered 2022 and a year of celebrations for our 120<sup>th</sup> birthday with a renewed energy and sense of urgency. As custodians to one of our country's most beautiful, diverse and important stages, we remain committed to excellence, access and representation; with development of artists, audiences and young people at the very centre of everything we do. We will lead crucial change wherever possible and will seek to collaborate with others to ensure that the transformative effects of Arts & Culture can be experienced by all.

Please take the time to read this document, to find out more about the role and Hackney Empire. We do hope that you are inspired to become part of our journey and look forward to receiving your application.



Yamin Choudury  
Artistic Director



Jo Hemmant  
Executive Director



## The Organisation

*“Hackney Empire is a legendary venue which plays a key role in the cultural, civic and economic life of its community. With an enviable track record in engaging young people from traditionally the most isolated and at risk communities, Hackney Empire has expertise that we anticipate will be much needed in the days to come. We are all going to need Arts & Culture to inspire and reconnect us on the other side of this, and we’re especially going to need places like Hackney Empire – which are embedded in their communities and able to bring people together.”*

**Mayor Philip Glanville**, Hackney Council

Hackney Empire is a world renowned, Grade II\* listed, Edwardian music hall; now a modern variety theatre presenting and championing the best in local, national and international Arts & Culture in all its forms. Designed and built in 1901 by Frank Matcham, the theatre was fully restored in 2003 and is a jewel in the crown of London's historic East End. The glorious auditorium can accommodate upwards of 1,200 audience members, making it one of the Capital's largest venues.

Hackney Empire has a legacy as a cultural beacon and safe space which annually welcomes over 200,000 audience members. For decades Hackney Empire has been regarded as a vital and exceptional platform for creatives, artists and audiences that

fully reflect the incredible diversity and vibrancy of our city and has a proud legacy of supporting marginalised and isolated voices. This legacy continues to this day as a central ethos of the organisation's manifesto. As well as entertaining, educating and inspiring hundreds of thousands of people each year through its artistic programme, Hackney Empire is a dedicated development and participation space for thousands of young people every year, a safe and welcoming nexus for a modern society.

Hackney Empire has been an Arts Council National Portfolio Organisation since 2012/13, having previously been funded as a Regularly Funded Organisation.

The organisation has transformed since the beginning of 2018, resulting in a vibrant, eclectic artistic programme, increasingly meaningful partnerships and a sector-leading young people's programme within a framework of financial growth. With momentum on its side in the spring of 2020, the team were optimistic for the future. And 2020 certainly delivered a few highlights; the Hackney Empire Creative Futures team worked with hundreds of young people – not only delivering a full development and participation programme, but also becoming a frontline service to assist young people from across East and North London, their carers and their families, to access much needed aid and resources in uncertain times. During this period, the incredible success of the Crowdfunder and of the Mayor of London's Pay it Forward scheme saw supporters raise over £150,000, underlining the significance of the organisation to its community and audiences.

2020 and 2021 were of course also incredibly challenging, both on a global and individual scale. The restrictions put in place in response to the COVID-19 pandemic highlighted the role of Arts & Culture as a vital and indispensable gateway to ideas, stories, information and most importantly people - an opportunity to share, to dream and to escape the confines of lockdown. However, it also put in sharp relief the many barriers to access and emphasised that much more must be done to enable genuine ownership reflective of the depth of the UK's communities. Hackney Empire believes that the ability to come together, to celebrate and to mourn, to share stories, ideas and emotions is fundamental to our recovery as a society.

# Vision, Mission & Values

Transformative – Representative – Accessible – Radical – Inspiring

## Vision

We believe that everybody should have the opportunity to experience the singularly transformative power of great Arts & Culture, and we will do everything we can to create vital access for all.

## Mission

Hackney Empire will present a programme that is extraordinary, challenging and profound, celebrating the richness of local, national and international Arts & Culture. We will nurture and platform the unheard and the unknown, to encourage and share excellence in all its forms.

## Values

- Extraordinary Arts & Culture can be created by **all people, anywhere**.
- The **transformative** impact of **Arts & Culture**, in all its forms, **should be accessible** by all. We have the opportunity to affect how we view others, our environment, our society and ourselves.
- We want ignored and overlooked voices to be heard, isolated communities to be engaged and **ideas to be recognised and responded to**.
- **Young people** from all backgrounds **will always have a home** at Hackney Empire and our **community** will always be at the heart of how we think and how we work.
- **We want to entertain and provoke**. We want to face difficult truths, confront prejudice, embrace new ideas, and share stories.
- **We want to work with others** to create high-quality, innovative and powerful programme.



# The Role

## Head of Building and Operations

Reports to: Executive Director

Direct reports: Theatre Manager, Bars Manager, Maintenance Assistant (part-time)

Key relationships: Technical Manager, Finance, service agreement contractors and suppliers

Member of Senior Management Team.

Salary: £45,000 per annum (pro rata)

Terms of Contract: Full time, Permanent position

## Purpose of Role

The main purpose of the role is to lead all aspects of building management and operations, including theatre bars and related income generation activity. The Head of Building and Operations will manage building management, sub-contractor and customer-facing roles, ensuring a safe, welcoming and inclusive environment for all. They will ensure that the facilities of the building are maintained and managed to a high standard. They are responsible for developing and delivering plans to increase commercial income from trading (e.g. bar, catering, and Front of House sales). They are responsible for the company's Health and Safety Policy working closely with the Technical Manager and the Executive Director.

This is a multi-skilled role requiring an individual with a good working knowledge of the day-to-day running of multi-use buildings. The role requires someone who can lead teams and manage a range of key service contracts, including buildings/facilities management, cleaning and catering. The successful applicant will have an appetite for generating income, through the effective and entrepreneurial use of our facilities, assets and brand.

## Job Description

### Main Responsibilities

#### Facilities & Building Management Leadership

- Overall leadership of buildings and facilities management in liaison with the Executive Director including Bars and Catering
- To design, budget, implement and manage a Planned Preventive Maintenance system

- To ensure that all facilities are maintained and operated to guarantee the welfare of all users and that all risks are managed
- To manage all relevant suppliers and service agreement contracts and monitor performance, overseeing regular reviews of contracts, to ensure quality of service, environmental responsibility and best value. Current contracts include: Access and building control, air handling and heating, fire protection, pest control, electrical and plumbing services
- To be responsible for repairs to the building's infrastructure and facilities, preparing project budgets for approval, and appointing and overseeing external contractors where appropriate
- Contributing to setting annual and project budgets with the Executive Director, and managing expenditure within set budgets, always minimizing expenditure without loss of quality
- To actively contribute to the work of the Senior Management Team, including compiling and presenting reports, and providing advice and data to support decision-making
- To lead on licensing, ensuring all appropriate licences and certifications are in place in liaison with the Executive Director
- To act as the Designated Premises Supervisor
- To line manage, oversee and review the work of the Theatre Manager, Bars Manager and Maintenance Assistant
- To liaise with other departments as necessary, in particular Technical, Programming and Marketing
- To ensure that the Theatre Manager and the Bars Manager develop and deliver the 'Hackney Empire Welcome' ensuring all building users receive the very best experience

## **Health and Safety**

- To take responsibility for developing and implementing the Company's Health and Safety policy and procedures, with the Technical Director and Executive Director
- To ensure that the Company's Health and Safety policy is fully promoted within all departments and that arrangements have been made to carry out the policy and keeping the Executive Director appraised at all times
- To lead on security procedures and training including fire, terror and Health and Safety
- To act upon any issues raised by staff and company members regarding public safety within the buildings
- To be responsible for the security of the premises and to be one of the designated key holders, able to respond to callouts for building related emergencies
- To maintain emergency and disaster recovery plans in collaboration with the Executive Director
- To ensure that all necessary operations risk assessments are in place including fire risk assessments and evacuation procedures

## **Commercial**

- To develop and deliver plans to maximise income generation through commercial trading without compromising quality and accessibility of our offer, including bars and catering sales
- To oversee the efficient and effective operational management of the commercial trading function, working with the Head of Marketing, to ensure that our product offer meets customer expectations and reflects Hackney Empire's brand and values
- To ensure that the Bars Manager maximises gross and net income from bars while providing excellent customer service
- To work with the Head of Marketing on maximizing income from events and hires
- To identify and implement new areas of commercial trading in consultation with the Executive Director

## **Environmental**

- To ensure environmental best practice across the work of the department and the wider organisation
- To lead the Environmental Working Group, contributing to the company's sustainable sourcing policy and procedures, leading day-to-day implementation and long-term review
- To ensure environmental sustainability is at the heart of any planning, in particular with reference to the Theatre Green Book

## **General**

- To uphold Hackney Empire's Vision, Mission and Values
- To work within the company's guidelines, procedures and policies
- To take part in working groups and training sessions as required
- To take part in ongoing evaluation and reflection of our work
- Any other duties that may reasonably be required by the Executive Director.

## **Person Specification**

### **Essential**

- Significant experience in the relevant fields of building management, operations and / or income generation and / or bars and catering
- Significant experience in building management, including BMS and Planned Preventive Maintenance
- Ability to support the delivery of excellent visitor service
- Experience of contract management, especially in building and facilities management
- Knowledge of current Health and Safety legislation and experience of its implementation
- Understanding of best practice in environmental sustainability

- Strong leadership and management skills
- Excellent numeracy skills, with budget planning and management experience
- Ability to plan strategically and work operationally, prioritizing and managing a complex workload
- Ability to work successfully under pressure and multi-task within a team
- A flexible and positive approach, able to build strong working relationships with artists, colleagues and stakeholders
- Excellent inter-personal and written communication skills
- An understanding of diversity and equality in their broadest sense, and experience of embedding these principles throughout team management and service provision
- Commitment to the ambition and values of Hackney Empire
- Computer literacy
- Ability to work flexible hours

### **Desirable**

- IOSH trained
- Institute of Workplace and Facilities Management or equivalent qualification
- Experience of successful income generation, with a commercially driven mindset
- Ability to obtain personal premises licence
- Experience of working in an arts environment
- Experience of management within a bar/catering environment
- Experience in reduction of environmental impact of activities and operations

# How to Apply

To apply, please send a full CV and a covering letter (not more than two sides of A4) outlining how you believe you meet the person specification and the needs of the role to [recruitment@hackneyempire.co.uk](mailto:recruitment@hackneyempire.co.uk) quoting 'Head of Building and Operations' as the email subject.

Please also return with your application a completed Equal Opportunities Monitoring form. This form is for our evaluation purposes and will not be used in our assessment of your application.

Deadline for application is **5pm on Fri 20 May 2022**

Interviews will be held **W/C 23 May 2022**

Hackney Empire is a registered charity limited by guarantee that leases the theatre building on a peppercorn rent from the freeholders, the Hackney Empire Preservation Trust. It is funded by Arts Council England and the London Borough of Hackney. In 2010 HEL established a wholly owned subsidiary, Hackney Empire Trading Ltd.

Hackney Empire is an equal opportunities employer and welcomes applications from all sections of the community. Any disabled applicants that meet the person specification will be given an interview.



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