



Recruitment Pack for Building and Operations Manager, April 2022

Thank you for your interest in joining Polka.
“The place to be for children’s theatre” ayoungertheatre.com



This recruitment pack is designed to tell you more about us, the job role you would be doing, the skills and experience you would bring to the role and the qualities and values we’re looking for. It also explains how you can apply and the interview process.

There is no deadline as recruitment is ongoing until the role has been filled. Please apply as soon as you can. We aim to get back in touch with you to let you know we have received your application as soon as we can. We will also get in touch to let you know if we would like to invite you for an interview.

If you have any feedback or questions about this recruitment pack or require it in a different format, please let us know. We can be contacted on 020 8543 4888 or email hilary@polkatheatre.com

Equal Opportunities

Polka's commitment as an equal opportunities employer means we are keen to encourage applications from people of colour, people across the gender spectrum and people who self-identify as disabled, who are underrepresented in our sector.

Our newly redeveloped venue is accessible for wheelchairs and prams/buggies; most spaces can be accessed step-free.

As a children's theatre we are generally open during the daytimes and weekends, rather than evenings, making us well suited to people who have families and/or other caring responsibilities outside of work.

As an important part of our local community in Wimbledon and the London borough of Merton, we are also well suited to people who live nearby and are looking to work locally, rather than travel into or through central London.





About Polka

Polka is a pioneering national theatre for children based in Wimbledon, South West London. The first UK venue to be created exclusively for young audiences, we celebrated our 40th anniversary in 2019. We are one of just a handful of dedicated children's venues in the UK. Presenting a year-round programme of new work made at Polka, visiting shows, and Creative Learning activities for 0-12 year olds, we continue to pioneer developments in children's theatre, nurture artistic talent in the sector, and maintain an international reputation while serving local communities.

Polka is a charity and Arts Council England National Portfolio Organisation. Our mission is to empower children to navigate their world through inspirational theatre and creative experiences. Over 100,000 people visit us each year and a further 18,000+ take part in creative learning and community activities. We involve children at every stage of the creative process and lead the way in Early Years theatre for under 6s together with our academic collaborators and the EU-funded small size network.

Inclusivity is and always has been an integral part of the company's offer. In 2007, Polka pioneered relaxed performances for children on the autistic spectrum, a model which continues to be replicated across the cultural sector. We run a free ticketing scheme, enabling children from deprived areas to experience live theatre for the first time, and a range of initiatives that provide opportunities for children with particular access needs or who live in challenging circumstances to participate in our activities. We offer opportunities for all children and families regardless of age, ability, culture or background, to engage in theatre.

This is an exciting time to be joining Polka. Since opening our Wimbledon home in 1979, over 3.5 million children, parents, teachers and carers have been through our doors and we now have an opportunity to redevelop and reimagine Polka for future generations. Our redeveloped venue opened to the public in summer 2021.

For more information about Polka Theatre and our work, please click on this [link to Polka's website](#).

Polka is funded by Arts Council England, London, registered charity number 256979.



Vision and Values

Polka's mission is to 'empower children to navigate their world through inspirational theatre and creative experiences.' We are looking for people who are conscientious, proactive and reliable in their approach to work with a willingness to learn and ability to adapt to changes and share Polka's vision:

Improving children's lives, bringing communities together, creating ground-breaking theatre.

As well as our values:

Child-centred placing children at the heart of everything Polka does

Community engaging our diverse communities of children, families, educationalists and artists

Excellent pioneering, adventurous, offering the highest quality

Memorable creating magical, meaningful experiences

Inclusive welcoming, accessible, nurturing, supportive, representative.





Job Description

This role is full-time and permanent. We will consider applications for flexible working and job-sharing. Further details can be found in the 'Main Terms and Benefits' section below.

You will play an important role supporting the Head of Operations and Visitor Services, with responsibility for facilitating the efficient running of Polka's buildings infrastructure and systems. You will be practical and hands-on, ensuring the buildings and relevant facilities are proactively maintained and comply with health and safety for everyone working and visiting. Since we reopened our newly developed building there is ongoing 'snagging' to oversee. You will also need to spend desk-based time on the administrative elements of the role. You will oversee any contractors, sub-contractors and suppliers who are engaged to carry out work to Polka's buildings and facilities.

Polka's newly redeveloped building comprises of: two performance spaces, rehearsal/community space, kitchen, café and shop, outdoor play areas, offices and dressings rooms. Polka also have an offsite workshop, known as Batsworth Road, in Mitcham and from time-to-time host events at other venues. You may be required to support the teams working there, to help find contractors and suppliers to work on these sites, tender joint contracts and collaborate on procurement processes, ensuring that the interests of all sites are represented.

Key Responsibilities

Your job description includes responsibility for:

Maintenance and compliance

- With the Head of Operations and Visitor Services:
 - ensure that all buildings are presented to the highest standards and are always safe for use by staff and visitors.
 - be responsible for general building repairs and redecoration of the venue e.g. doors, hardware, fixtures, basic plumbing, scheduling contractors where needed and within budget.
- Act as one of the first responders to theatre building emergencies such as leaks, power outages, heating loss, fire alarms, and basic plumbing issues.
- Ensure regular monitoring tasks are completed and logged e.g. fire extinguisher checks, weekly fire alarm, call points and refuge system testing, emergency and building lighting checks, exit routes, fault reporting etc.
- Ensure regular statutory tests and inspections are completed e.g. fire and security systems, PAT and emergency lighting.

- Ensure all CCTV equipment is operational throughout all theatre buildings in order to meet Polka's data protection, security and insurance requirement.
- Plan and deliver preventative maintenance during the dark period(s) by taking into account operational needs within the buildings.
- Monitor energy usage in line with Polka's environmental policy.
- Ensure that sustainability is embedded in all areas of work and future thinking (e.g. change of supplier or process).

Contractors and suppliers

- Responsible for the following building systems and external suppliers, contractors and subcontractors:
 - HVAC (heating, ventilation, cooling)
 - Fire Alarm
 - Security (Door access, CCTV, Intruder Alarm, keys)
 - Electrical (Main building intake and distribution)
 - Plumbing (Water supplies, drainage)
 - Access (Lifts, doors, shutters)
 - Building Management System
 - General Maintenance (carpentry, painting, fixings)
 - Cleaning.
- Schedule, monitor and record external contractors for regular maintenance and annually review for best prices in the market.
- Work with suppliers to get best prices and determine other building and hygiene needs and contracts.
- Manage annual general maintenance budget, including service contracts and utilities.

Training and general

- Lead training sessions for relevant team members to familiarise and refresh them with fire and evacuation procedures and the building's systems.
- Attend quarterly meetings of the Operations Working Group.
- Deputise for the Head of Operations and Visitor Services in relation to H&S when required.
- Open and close the building, be a key holder and ensure that at no point is the security or safety of the venue compromised when opening and locking up.

Health and Safety (H&S)

- Ensure all maintenance work carried out abides by H&S legislation with safe systems of work in place.
- Conduct general fire and H&S risk assessments for the theatre buildings.
- Support the Head of Production who is the Team Lead for the H&S Team, attending regular meetings and contributing to the H&S Team.

- Keep up to date with H&S regulations specific to building equipment, the management of a public building and industry advice pertaining to safe working within COVID-19 guidelines.

Offsite buildings and projects

- Support the teams working offsite at Batsworth Road workshop or pop-up venues, to help find contractors and suppliers to work on these sites, tender joint contracts and collaborate on procurement processes, ensuring that the interests of all sites are represented.

All team members are expected to

- Champion and honour Polka's vision and values (you can find these on the previous pages).
- Maintain confidentiality and abide by Polka's policies and procedures.
- Follow Health and Safety rules at work.
- Follow Safeguarding rules and legislation.
- Actively ensure Equality, Diversity and Inclusion is part of Polka's culture.
- Contribute to Polka's Environmental Action plan by thinking and working sustainably.
- Contribute towards Polka's fundraising goals, this may include research, supporting writing applications, advocacy and managing relationships.
- Take part in operational teams to help share learning, find joint solutions and drive change.
- Participate in all training, development and wellbeing initiatives as required.
- Undertake any other duties as may be reasonably required.



Person Specification

The following skills, knowledge and experience are required to carry out this role. There are some which we have suggested are beneficial but not essential to have.

Skills and knowledge required	
1	Proven ability to organise projects and people, giving the attention required, within a set timeframe or by a deadline and within budget (managed by you)
2	Proven ability to write and speak eloquently in order to communicate concisely with people internally and negotiate with contractors and suppliers externally and manage difficult conversations
3	Practical skills in one or more of the following: electrical/technical, general repair and decorations, carpentry/joinery, plumbing, drainage
4	Ability to work well in a team (in a group of people) and independently (alone), dealing with a diverse range of people at all levels using diplomacy, discretion and patience
5	Proven knowledge of H&S legislation and procedures, including Provision and Use of Work Equipment Regulations (PUWER), Control of Substances Hazardous to Health (COSHH), Lifting Operations & Lifting Equipment Regulations (LOLER), and IOSH level 3 in H&S
6	Familiarity with building plant and systems, managing Planned Preventative Maintenance (PPM) schedules
7	Ability to use Microsoft Office: Outlook, Word, Excel, on a regular basis
Experience required	
8	Familiarity with statutory responsibilities in relation to the management of a public venue and practical hands-on experience of ongoing building maintenance
9	Demonstrable experience of managing or assisting with the management of a commercial building or public venue, it doesn't have to be within the theatre or arts industry
10	The following qualifications/certifications are beneficial but if you've not got them or they've lapsed Polka will arrange and pay for them: IOSH level 3, First aid, Fire marshal, Working at height



Main Terms and Benefits

Job title Building and Operations Manager

Reporting to Head of Operations and Visitor Services

Responsible for Cleaners (contractors)

Works closely with Senior Duty Manager, Commercial and Hires Officer, Head of Production

Role Full-time and permanent. We will consider applications for flexible working and job-sharing so please let us know your preference for this in your application.

Salary £26,000 – £27,000 per year pro rata, depending on experience.

Hours A full-time working week is 35 hours over 5 days Monday to Friday (excluding 1 hour for lunch). As a children's theatre we are generally open during the daytimes and weekends, rather than evenings, this role requires a flexible approach to working hours and days which can include evenings and weekends if there's a hire or events. We operate a Time of In Lieu (TOIL) system for additional hours worked. You should be flexible to start from 8am when needed to facilitate contractors on site.

Location 240 The Broadway, Wimbledon, London SW19 1SB.

Holiday 20 days per annum plus bank/public holidays.

Pension and benefits

- After 3 months you will be automatically enrolled into NOW Pensions scheme in accordance with statutory deadlines and contributions
- Flexi-time – you can start work anytime between 9am and 10am and work the corresponding 8 hours (with one hour for lunch) within the needs of the organisation
- RISE health and wellbeing service (including face to face counselling)
- Complementary tickets for all Polka productions subject to availability
- Discounts on main meals, tea and coffee in Polka's café.

Probationary period Appointment is subject to satisfactory completion of 3 months. Notice period during probation: 2 weeks for both you and Polka.

Notice Period 3 months for both you and Polka.

Application Process

Key Dates

There is no deadline as recruitment is ongoing until the role has been filled. Please apply as soon as you can. We aim to get back in touch with you to let you know we have received your application as soon as we can. We will also get in touch to let you know if we would like to invite you for an interview.

Ideal start date as soon as possible.



How to apply

Please complete and send the following to Hilary O'Connor at hilary@polkatheatre.com. Remember to include 'Building and Operations Manager' as your email subject line or on the envelope.

Document	Link to click on
Current CV	
Short cover letter addressing the Person Specification.	
If you would prefer, you are welcome to send us a short video or audio file (no longer than 5 mins), telling us about yourself, your current and previous job roles and any relevant qualifications and/or knowledge, skills and experience.	
Privacy Notice	Please click to download our privacy notice form at https://polkatheatre.com/jobs/
Equality monitoring questionnaire	Please click to complete our Equality Monitoring survey at https://www.surveymonkey.co.uk/r/G6YGG5R

The Equality monitoring questionnaire is not sent to the person named above. It helps us understand whether we are succeeding in promoting equality of opportunity and encouraging representation. It is completely separate from your application and we do not connect the two.

On completion of all the above documents, we will acknowledge receipt of your application. We regret that late applications will not be considered.

You can find out more about us by clicking on [this link to our website](#).

If you would like to discuss this role in more detail please call Hilary O'Connor, Head of Operations and Visitor Services on 020 8545 8334 or email hilary@polkatheatre.com

Interview Process

Because of the nature of this role, we would like the interviews to take place in-person at Polka Theatre, this will give you an important chance to see the buildings you'll be working with. Zoom interviews are also a possible if you prefer.

Interviews will be held with Hilary O'Connor, Head of Operations and Visitor Services and another senior manager.

We will let you know if there is anything in particular that we need you to prepare in advance.

All applicants will receive a response from us to confirm whether or not they have been selected for an interview. We aim to give at least half a weeks' notice ahead of the interview date.

All applicants who attend an interview will be offered feedback. It is not possible for us to give individual feedback if you have not been selected for an interview.

Thank you very much for your interest in this role. We look forward to hearing from you.

