



Warehouse Coordinator Candidate Pack



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Your journey starts here...



English National Opera exists for everyone, creating new experiences with opera that inspires, nurtures creativity and makes a difference. Our vision is for lives changed through opera.

We take a fresh inspiring approach to opera to reflect the diversity of our culture.

We believe that opera is a living art form able to connect to people from all parts of our society. We collaborate with a range of artists and art forms as part of our commitment to the future of the art form. We sing in English, as we believe it enhances the emotional connection between performers and audiences.

We encourage creativity throughout the company and our commitment to the future of opera provides a platform to develop outstanding careers.



We are a world-class national company recognised internationally for the standard of our work. We nurture talent across the entire company including a platform for young singers to start and then develop global careers.

We connect to audiences through inspiring, accessible, world-class opera and stimulating, creative participation programmes.

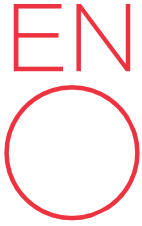
We create our productions for the widest possible audiences and aim to introduce completely new audiences to the magic of opera whether at the London Coliseum, outside of our theatrical home or internationally.

We make our productions accessible by offering a large proportion of tickets at affordable prices, and through our attendance schemes.



We work with a wide range of visiting companies to generate essential revenue and welcome new audiences to share the experience of our theatre.

English National Opera is founded on the belief that opera of the highest quality should be accessible to anyone.



Warehouse Coordinator

SUMMARY

The Warehouse Coordinator is responsible for the smooth running of the English National Opera (ENO) Charlton Stonelake Store. They work closely with department heads to organise and oversee the movement of props, costumes, staging, lighting equipment, tools, and rehearsal materials.

This role ensures that all resources needed for ENO productions are well organised, safely stored, and easy for production teams to access. The ideal candidate will have strong logistical skills, a good understanding of theatre production, and a commitment to maintaining high standards of care for ENO's equipment and assets.

Reports to

Transport & Stores Manager

Salary

£26,651.25 per annum

Location

Stonelake Industrial Park, 665 Woolwich Road, London, SE7 8LH

Hours

40 hours per week, Monday-Friday

Warehouse Coordinator

Key Accountabilities

Warehouse Operations & Inventory Management

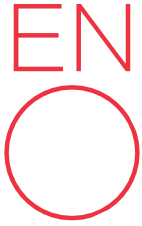
- Under guidance from the Transport & Stores Manager and working with individual Heads of Department (HOD), oversee the organisation, storage, and maintenance of ENO's props, costumes, staging elements, lighting equipment, tools, and rehearsal resources.
- For the staging and rehearsal resources bays, manage and update a comprehensive inventory system ensuring accurate logging, tracking, and condition reporting of all items.
- Maintain efficient storage layouts and workflows that maximise space and accessibility.

Production Support & Logistics

- Working with the Technical Production Managers, coordinate pulls, returns, and preparation of items required for ENO rehearsals and stage productions.
- Consult closely with the Technical Production Managers and Technical teams, manage the loading and unloading of technical resources, and other materials.
- Oversee safe packing, vehicle loading, and transportation logistics in alignment with ENO policies and procedures.
- Where necessary drive the ENO vans for collections and deliveries, in the event of the ENO Van Drivers being absent

Daily Warehouse Supervision

- Supervise and aid the daily workflow of warehouse staff and casual labour providing direction, support, and monitor warehouse operations.
- Assist with training new staff members in proper handling, storage, and safety procedures.
- Foster a collaborative, safety-conscious working environment.



Warehouse Coordinator

Key Accountabilities

Health, Safety & Compliance

- Uphold and enforce safety protocols around loading, unloading, storage, and warehouse cleanliness.
- Maintain clean, organised, and hazard-free storage areas across the Charlton Stonelake facility.
- Ensure compliance with ENO policies, industry standards, and Health and Safety regulations.
- Working with the Transport & Stores Manager and the H&S Consultant, keep Risk Assessments up to date and amended where necessary.
- Complete Inductions for casual staff and contractors.

Administration & Reporting

- Report damage or loss of equipment where needed.
- Maintain a record of warehouse layout, storage areas, and flag with the Transport & Stores Manager and HOD when issues arise.

Warehouse Coordinator

Person Specification

Required

- 1–3 years of warehouse or stores experience
- Willingness to undertake training in First Aid at Work, Fire Marshalling, Forlift Operation, Manual Handling and IPAF 3a & 3b.
- Excellent organisational and logistical planning skills
- Confident communicator with experience of digital inventories and monitoring systems.
- Ability to undertake physical tasks, including lifting and moving large or fragile items safely.
- Valid UK driving licence
- Confident, initiative driven individual who can build close team relationships.

Desirable skills

- IOSH or similar qualification
- Forklift Operator's Licence
- IPAF 3a and 3b qualifications
- Knowledge of theatre operations and terminology
- Knowledge of basic repair, maintenance, or warehousing techniques
- Experience driving vans or trucks
- An interest in the performing arts

Warehouse Coordinator

At the ENO, our people play a vital role in helping us create extraordinary encounters with opera and beyond, so it's just as important that we reward people beyond their salary to recognise their contributions.

Your Wellbeing

- **Annual Leave:** 25 days plus Public Holidays
- **Hybrid and flexible working**
- Eye care vouchers
- Enhanced Company Sick Pay
- Enhanced Family Friendly Leave (including Maternity Leave and Paternity Leave)
- Cycle-to-Work Scheme
- **Employee Assistance Programme (EAP)** through Spectrum.Life:
 - Confidential support available 24/7, 365 days a year for employees, their partners, and dependents (16+)
 - Wellbeing resources including videos, podcasts, and fitness plans on topics such as sleep health, fitness, nutrition, stress management, and more



Seeing Our Performances

- Complimentary tickets for ENO and selected London Coliseum performances
- Staff rate for ENO performances
- Complimentary tickets to talks, recitals and behind-the-scenes events



Managing Money

- Salary Sacrifice pension scheme with Natwest Cushon
- Subsidised Staff canteen at the London Coliseum
- Interest-free travel season ticket loans
- Annual pay review
- Discounts across various categories including: Travel, Wellness and Fitness, Electronics, Accessories, Food & Drink and many more through Spectrum.Life



Your Professional Development

- Annual Professional Development Review to support your personal and career ambitions and achievements
- Opportunities for Sabbatical leave to invest in your learning, wellbeing and career goals



"The variety of what we do is amazing, from drinks receptions and garden parties, to opportunities to see performances from Stage, Prompt or the Flys - every day is different and exciting!"

Warehouse Coordinator

To Apply

Please send the following to workwithus@eno.org:

- CV
- Covering letter (500 words maximum) **or** video (2 minutes maximum) detailing your interest and suitability for the role as well as your interview availability.

Please also submit our anonymous [Equality and Diversity Monitoring Form](#).

We're proud to be a Disability Confident Employer. If you'd like to apply through the Disability Confident Guaranteed Interview Scheme, please mention this in your cover letter and let us know of any reasonable adjustments you may need during the interview process.

Application Deadline

Monday 2 March 2026

Interviews

5 & 6 March 2026 at Stonelake Industrial Park



Backstage Secrets to Success

Read the job description carefully

The job description is your score and every note counts. This will help you understand whether the role is a good fit and what is required, so you can tailor your application effectively.

Read the application requirements carefully

Before your first act make sure you know your cues and stage directions. Check for any word limits, additional tasks, or submission deadlines.

Tailor your cover letter

Your cover letter is your aria- your chance to shine. Use this to tell us things that we can't see on your CV for example: why you want to work with us, how our values align with yours, and any transferable skills that make you a great fit for the role.

Check your application

Before submitting, review spelling and grammar, ensure attachments are included and correctly named, and double-check that your contact details are accurate and up to date. This is not a rehearsal. We repeat, this is not a rehearsal!

Prepare for your interview

Research the organisation, be ready to discuss experience mentioned on your CV, and think about questions you'd like to ask us. See the interview as a duet where each voice is equally as important.

Use AI tools mindfully

AI is a brilliant tool that's transforming how we work however, please ensure your application is honest and a true reflection of your experience. You can use AI to check grammar and spelling, improve structure and formatting, research the organisation or rehearse mock interviews but remember when the curtain rises, we want to see the real you in the spotlight.

Online interviews

If your interview is online, have a technical rehearsal. Check that the link works beforehand and make sure you have a quiet space, a good internet connection with minimal distractions.

In-person interviews

Confirm who you'll be meeting on the day, check your route in advance, and leave plenty of time in case of travel disruptions. This is your 5-minute call, you have 5 minutes.

Accessibility

We are an inclusive employer and want to ensure that our process is as accessible as possible. If you have any access requirements, please let us know as soon as possible by emailing us on workwithus@eno.org so that we can ensure that the stage is ready for your performance.



Confidentiality

Confidentiality is so important in this role and our policy is strict. All information concerning staff, patrons and other ENO business, the disclosure of which could be detrimental to the company, must be held in the strictest confidence and may not be divulged to any unauthorised person at any time.

Data Protection

Data Protection and adherence to GDPR is equally important. We therefore require that computer information should only be accessed if this has been authorised and is necessary as part of the postholder's work. You will need to be aware of the GDPR 8 key principals, and the Computer Misuse Act 1990.

Health and Safety

Health and Safety is so important at ENO and we would expect that the postholder will be happy to undertake personal responsibility for safety as will be outlined in the ENO safety policy and the Health and Safety at Work Act 1974.

Equal Opportunities

Equal Opportunities is a given. We will expect the postholder to abide by ENO's policies on Equal Opportunities and Dignity at Work.

Code of Conduct

Code of Conduct is sometimes assumed, but at ENO we will require the postholder to act in accordance with ENO's Code of Conduct whereby everyone shall be treated in a professional and courteous manner with full regard to the avoidance of discrimination, consistent with current equal opportunities employment legislation.

ENO



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Supported using public funding by
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