



Facilities Manager  
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.**



## Facilities Manager

### SUMMARY

This role is responsible for the effective management of Facilities Management (FM) services across the English National Opera's property portfolio, including the London Coliseum. The postholder will lead on contract and supplier management for Maintenance & Engineering (M&E) and Soft Services, ensuring high standards of service delivery, compliance, and value for money. Working closely with internal stakeholders and external partners, they will oversee planned and reactive maintenance, drive operational efficiencies, and maintain safe, high-quality environments that support performance schedules.

The role also carries responsibility for budget management within a charity context, asset and compliance oversight, and the delivery of sustainability initiatives, particularly within a heritage building setting. Acting as a key operational lead, the postholder will support strategic planning, manage minor works projects, and deputise for the Director of Facilities Management as required, ensuring continuity and excellence across all FM operations.

### Reports to

Director of Facilities Management & Building Renewals

### Salary

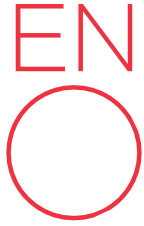
£40,000 per annum

### Location

London Coliseum & other locations as required

### Hours

35 hours per week 8am-4pm, Out of hours and on calls expected; with attendance at Opening Nights and Special Events as required



## Facilities Manager

### Key Responsibilities

#### Contract Management & Supplier Oversight

- Oversee outsourced Maintenance & Engineering (M&E) and Soft Services contracts, ensuring consistently high service standards across the London Coliseum and other ENO venues
- Coordinate closely with service providers to deliver works with minimal disruption to ENO operations and performance schedules
- Manage and oversee third-party suppliers across ENO properties, ensuring compliance, performance, and alignment with organisational standards

#### Maintenance & Engineering

- Collaborate with contractors to develop and implement preventative maintenance schedules, reducing downtime and extending the lifespan of facilities and assets
- Ensure all planned maintenance activities are delivered in line with ENO's annual maintenance plan, maintaining compliance with service partner agreements
- Review and validate requirements for spares and consumables, ensuring alignment with both planned and reactive maintenance needs

#### Financial Management & Budget Control

- Ensure value for money across Services, managing delivery within allocated budgets while identifying cost efficiencies and service improvements to support business planning objectives
- Oversee financial and administrative processes for the Facilities function, ensuring accuracy, compliance, and effective budget control
- Manage budgets within a charity environment, exercising strong financial discipline and prioritisation to maximise operational effectiveness
- Control and optimise the housekeeping budget, ensuring high standards are maintained while achieving best value
- Coordinate utilities data collection and validation, ensuring accurate invoicing and timely approval for payment



## Facilities Manager

### Key Responsibilities

#### Sustainability & Environmental Management

- Lead and develop the Environmental and Sustainability Strategy, overseeing energy usage, performance monitoring, and reporting on sustainability initiatives across the organisation
- Identify innovative opportunities to deliver energy savings and environmental improvements, particularly within the constraints of a heritage building
- Drive ENO's sustainability agenda both internally and externally, ensuring effective reporting, auditing, and compliance with relevant environmental standards and industry best practice

#### Leadership & Operational Support

- Support the Director of Facilities Management and Building Renewals in the day-to-day management of ENO's property portfolio across London and Greater Manchester
- Act as a key point of contact for FM operations, deputising for the Director as required to ensure continuity of service and decision-making
- Prepare and deliver clear written and verbal reports on FM operations, providing insights and updates to senior management to support informed decision-making

#### Project Management

- Scope and define requirements for minor works projects, managing tender processes to ensure timely, cost-effective, and high-quality delivery
- Oversee and inspect minor works projects, ensuring completion meets required specifications, timelines, and quality standards, including conducting snagging inspections and managing project close-out



## Facilities Manager

### Key Responsibilities

#### Inspection, Compliance & Asset Management

- Conduct regular building inspections to ensure services are delivered in line with contractual KPIs and performance standards
- Inspect M&E plant and building systems to ensure compliance with ENO standards and maintain continuous operational functionality
- Undertake periodic asset condition surveys to inform and develop 5-year capital replacement plans for building fabric and M&E systems
- Monitor housekeeping and general estate standards, ensuring compliance across all facilities through routine inspections

#### Housekeeping Management

- Lead the day-to-day housekeeping function, ensuring delivery meets agreed KPIs and maintains high standards across all facilities
- Coordinate and manage ad hoc housekeeping requests, ensuring timely and effective resolution in line with operational needs

#### Health & Safety

- Ensure full compliance with health and safety regulations, conducting regular audits and risk assessments in collaboration with Health & Safety Advisers and external auditors as required

#### Stakeholder & Visitor Coordination

- Escort ENO visitors and stage performance representatives as required, ensuring a professional, safe, and welcoming experience

## Facilities Manager

### Person Specification

#### Required:

- Significant Facilities Management experience (typically around 5 years or equivalent), covering both hard and soft services, ideally within a public-facing or cultural venue
- Proven track record of managing outsourced FM contracts in both hard and soft services
- Hold (or actively working towards) professional qualifications in Facilities Management ideally with demonstrated continued professional development
- Proficiency in using Microsoft Word, Excel and PowerPoint
- Understanding of building systems, HVAC, electrical, plumbing, and safety regulations
- Proficiency in planning, scheduling, and managing multiple tasks simultaneously
- Excellent time management skills
- Aptitude for quickly identifying issues and developing practical solutions
- Strong verbal and written skills for clear communication with staff, contractors, and senior management
- Commitment to implementing eco-friendly practices and sustainable building operations
- A proactive and positive approach to tackling challenges
- Proven ability to interpret and apply health and safety legislation, carry out audits and risk assessments, and work with internal and external stakeholders to ensure compliance
- Have experience in ensuring budgets and service provider resources are managed efficiently

#### Desirable:

- Experience of managing and working with Facilities teams within a listed heritage building
- Membership of professional body such as the Institute of Workplace and Facilities Management (IWFM) at Member (MIWFM) or Certified (CIWFM) level or similar
- Hold a health and safety qualification such as NEBOSH, IOSH or equivalent
- Hold environmental and waste management qualifications

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
  - Virtual GP & digital physio
  - Wellbeing portal including videos, podcasts, and factsheets on topics such as sleep, diet and exercise



### 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
- 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 Pebble



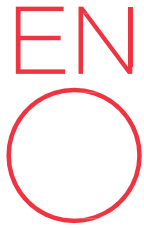
### Your Professional Development

- 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 Flies - every day is different and exciting!”**

*Please note that some of these extras vary depending on contract type or duration.*



## Facilities Manager

### To Apply

You can apply for this role on our careers site.

We'll ask you for:

- A copy of your CV
- A cover letter

Due to the high number of applications we receive, we are only able to provide individual feedback to candidates who progress to interview stage.

#### Application Deadline

5pm, Friday 26 June 2026

#### 1<sup>st</sup> Interviews

2 & 3 July 2026

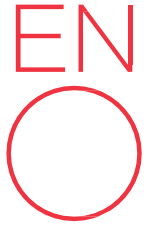
#### 2<sup>nd</sup> Interviews

7 & 8 July 2026



We're proud to be a Disability Confident Employer. If you'd like to apply through the Disability Confident Guaranteed Interview Scheme or require any reasonable adjustments for the application process, please email [workwithus@eno.org](mailto:workwithus@eno.org)

Applications



## 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](mailto: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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