



Wigs, Hair & Makeup Supervisor Candidate Pack



EN
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Your journey starts here...



Chorus of ENO, ENO's Cinderella (La Cenerentola) 2025 © Mark Douet



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. Working across our creative centres in London and Greater Manchester, we take a fresh, inspiring approach to opera that reflects 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. Across London and Greater Manchester, we develop new artistic ideas, commission and create ambitious new work, nurture talent and help shape the future of opera.

We are a world-class national company recognised internationally for the standard of our work, with creative centres in London and Greater Manchester.

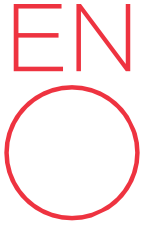
We nurture talent at every stage of the creative journey, supporting artists, creative practitioners, young singers and future creative professionals to develop and build outstanding careers.

We connect people through world-class opera alongside ambitious learning, participation, creative health, artist development and skills programmes that enrich lives and strengthen communities.

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, across Greater Manchester, throughout the UK and internationally.

Across both creative centres, we create productions and creative experiences for the widest possible audiences, introducing new audiences to the magic of opera at the London Coliseum, across Greater Manchester, throughout the UK and internationally..

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



Wigs, Hair & Makeup Supervisor

Summary

The Wigs, Hair and Makeup (WHAM) Department forms part of the Technical and Production Department and facilitates Wigs, Hair and Makeup (WHAM) services, to the highest standard, to the ENO, visiting and hiring companies.

Reporting to the WHAM Manager, the WHAM Supervisor will assist and support in the running of the WHAM Department and ensure a full range of wigs, hair and makeup services are provided to ENO. They will be responsible for the running of shows allocated to them which includes the planning for, preparation and running of fittings, rehearsals, performances and get-ins/outs both at the London Coliseum and any other venue the company may rehearse or perform. They will also supervise shows realising the WHAM designs.

The WHAM Supervisor will be expected to use their initiative and work to the highest standards with an understanding of both the practical and artistic aspirations and requirements of a production. They will have a "hands on" approach to the job combining a wide range of knowledge and experience with a professional attitude.

Contract

Maternity cover ending in March 2028

Reports to

WHAM Manager

Salary

£50,025 per annum pro rata

Location

London Coliseum & other locations as required

Hours

44 hours per week averaged annually

Wigs, Hair & Makeup Supervisor

Key Responsibilities

- To assist and support the WHAM Manager (the department manager) and Assistant WHAM Manager, in the day to day running of the department to realise the WHAM aspects of allocated shows, ensuring high standards are maintained within the practical constraints of running shows in repertory.
- To plan deadlines and operational requirements with the department managers.
- To have a good working knowledge of the process of wig and facial making to brief both the WHAM Technicians and outside knotters of what is required when commissioning new wigs and facial.
- To supervise and carry out the maintenance and dressing of all WHAM for a production ensuring that a consistently high standard of presentation is achieved within the constraints of the budget and schedule.
- To act as WHAM Supervisor on new, large scale productions, as required, liaising with the designer in regard their design specifications.
- To discuss the “look” of new productions and work with the external Designers and Technicians to deliver the show.
- To liaise with the Wardrobe Supervisors to ensure efficient and calm dealings with all Artists.
- To direct and supervise aspects of the work carried out by the WHAM Technicians as necessary.
- To assist with the wigs and makeup striking, ensuring compliance with the department’s safe systems of work at all times.
- To attend technical and dress rehearsals to gain an understanding of running and the “look” of the show.
- To monitor and maintain stock levels of materials and ensure that all records are kept up to date.
- To ensure the WHAM requirements for covers are available as necessary.
- To provide sickness and holiday cover for technicians on shows to meet operational requirements.
- To produce a comprehensive show bible for each production supervised in line with the template and contents list set by the WHAM Manager, providing all documentation relating to the wigs and makeup for the production and ensuring that all wigs and makeup descriptions, running columns etc. are up-to-date.
- To ensure all timesheets and other administrative systems of the department are completed and maintained in an efficient manner.
- To pass on knowledge to less experienced team members and instruct where necessary.

Wigs, Hair & Makeup Supervisor

Key Responsibilities

- To attend relevant meetings, including production meetings and notes sessions.
- To deputise for the department managers as required.
- To adjust the casuals schedule as required, in consultation with the department manager.
- To set and show by example standards of professional conduct and behaviour for all members of staff and make sure these are maintained.
- To set standards of professional craft skills and competence, in conjunction with the department manager.
- To assist the department manager in the recording of performance, punctuality, attendance and possible training needs of all wigs and makeup technicians.
- To ensure, in conjunction with the WHAM manager, that discipline is maintained.
- To take part in the appraisal process.
- To oversee the training of technicians and casuals as required.
- To participate and assist the department manager in the Risk Assessment procedure, identifying safe working practices and control measures as required.
- In conjunction with the department manager, to set, manage and be accountable for wigs budgets, giving updates and forecasts as necessary.
- To provide show costings for WHAM for the department manager or Head of Costume as required.
- To maintain a smart appearance and high standard of personal hygiene when working with Artists.
- To have excellent Excel and Word skills for producing bibles and general administration tasks.
- To have a comprehensive understanding of the ENO Health and Safety Policy and Approved Working Procedures ensuring all work is carried out in accordance with them.
- To ensure that all procedures, safe systems of work and codes of practice are adhered to at all times including the issue and wearing of personal protective equipment (PPE), informing the department manager of any shortcomings or failings in such systems and procedures.
- To ensure that all equipment is used correctly.
- To assist in the workplace inspection/reviews and to maintain a safe working environment at all times.
- To report and carry out remedial action following any accidents, near misses or potential hazards as required.
- To report any Health and Safety training needs to the department manager.
- To ensure good health and safety performance by suppliers and contractors
- To carry out any other duties relevant to the post.

Wigs, Hair & Makeup Supervisor

Person Specification:

Required:

- Minimum of three years experience supervising large-scale theatre productions, working with external designers to realise their designs for stage.
- Excellent time management and organizational skills.
- The ability to work as part of a team and manage others, or alone.
- A hands-on approach to the job combining a wide range of knowledge and experience with a professional attitude.
- Proven track record of managing teams of WHAM technicians, casuals and freelancers
- Good working knowledge of the process of wig making and facial making
- Excellent wig setting and dressing skills
- Hairdressing and barbering skills
- Advanced working knowledge of makeup and its applications
- Proven track record of working to budgets
- Excellent Word and Excel skills to produce show bibles and for general administration tasks.
- To have a comprehensive understanding of Health and Safety policy in theatre.

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



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



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



"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!"

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

Wigs, Hair & Makeup Supervisor

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 volume of applications we receive, we are only able to provide individual feedback to those candidates that reach interview stage.

Application Deadline

5pm, Monday 9 August 2026

1st Interviews

w/c 17 August 2026

2nd Interviews

w/c 24 August 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

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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