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English National Opera
Senior Wigs and Makeup Technician
Candidate Pack



**An introduction
from our Chief Executive**

I'm Stuart Murphy and welcome to English National Opera.

At ENO there are a few values we live by- we strive to be world class in everything we do - in what we perform on stage, how we treat our customers and how we treat one another inside the company.

The thing that connects us all is that we are here to make world-class opera for anyone.

We sing in English, and our home is the London Coliseum - the largest theatre in the West End of London, designed as a people's palace of entertainment. We take our commitment to offer accessible pricing seriously, with tickets starting at just £12.

We have an extensive learning and participation programme at the heart of our company, called ENO Baylis and we offer training, coaching, mentoring and professional development not only to our performers and to the next generation of musical talent, but to all of our staff.

We are fair, honest, transparent and put a premium on excellence - so if you love creating, imagining, supporting brilliant musical and theatrical endeavour, there are few places in the world that offer the scope of what we offer here.

On behalf of all of us, I hope that once you have read this candidate information pack, you will be considering applying for this position. We look forward to receiving your application.

Very best wishes,

A handwritten signature in black ink that reads "Stuart Murphy". The signature is written in a cursive, slightly slanted style.

Stuart Murphy, Chief Executive



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.

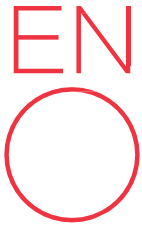
We create our productions for the widest possible audiences and aim to introduce completely new audiences to the magic of opera whether at the London Coliseum, outside of our theatrical home or internationally.

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.



Senior Wigs and Makeup Technician

The Wigs and Makeup Department forms part of the Technical Department and is lead by the Head of Costume, who reports directly to the Technical Director.

The Senior Wigs and Makeup Technician is to assist and support the department manager in the running of the Wigs and Makeup Department and to ensure a full range of wigs, hair and makeup services are provided to ENO, visiting and hiring companies. He/she 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-outs both at the London Coliseum and any other venue the company may rehearse or perform. He/she will also supervise shows realising the wigs and makeup designs.

The Senior Wigs and Makeup Technician will be expected to use his/her initiative and work to the highest standards with an understanding of both the practical and artistic aspirations and requirements of a production. He/she will have a "hands on" approach to the job combining a wide range of knowledge and experience with a professional attitude.

This appointment will be made on merit, but we believe that diversity strengthens and enriches us, and that it is the responsibility of everyone at ENO to make the arts and cultural sector a more diverse and equal place. As Black, Asian and minority ethnic (BAME) and disabled people are currently under-represented at ENO, we particularly encourage and welcome applications from BAME and disabled applicants.

Reports to

Wigs and Makeup Technician (Department Manager)

Salary

£41,939 per annum

Hours

As required averaging 44 hours per week over a 12 month period

Holiday Entitlement

25 days per annum

Location

London Coliseum

Application

Application Form

Application Deadline

Monday 6th May 2019

Send Application to:

People@eno.org

Senior Wigs and Makeup Technician

Continued....

Your responsibilities will include:

- To assist and support the Wigs and Makeup Manager (the department manager), in the day to day running of the department to realise the wigs and makeup 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 manager.
- To supervise and carry out the maintenance and dressing of all wigs and makeup for a production ensuring that a consistently high standard of presentation is achieved within the constraints of the budget and schedule.
- To act as Wigs and Makeup Supervisor on allocated shows, as required, liaising with the designer in regard his/her design specifications.
- To discuss the "look" of new productions and work with the external Designers, Wigs and Makeup Supervisors, and Technicians to deliver the show.
- To liaise with the Wardrobe Mistress/Master to ensure efficient and calm dealings with all Artists.
- To direct and supervise aspects of the work carried out by the wigs and makeup 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 wigs and makeup requirements for covers are available as necessary.
- To provide sickness and holiday cover for technicians on shows to meet operational requirements.
- To oversee and provide all documentation relating to the wigs and makeup for a production, 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.
- To attend relevant meetings, including production meetings and notes sessions.
- To be proactive in suggesting methods or training needs to improve the skill and/or running of the department to the supervisor or department manager.
- To deputise for the department manager as required.
- To contract and schedule casuals, schedule overtime and make adjustments to the 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 department manager, that discipline is maintained.
- To take part in the appraisal process.
- To train technicians and casuals as required.

Senior Wigs and Makeup Technician

Continued....

- 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 Wigs and makeup 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 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.

The Successful Candidate will have:

- Experience in managing and supervising stage productions at the highest level.
- Experience in setting and managing both show and departmental budgets.
- Experience in scheduling and managing teams of casuals.
- Excellent IT and administrative skills.

Why work at ENO?

When you join us at ENO, we'll provide you with an in-depth induction that will introduce you to your role, your department and give you the opportunity to explore all areas of the company.

"My most enjoyable thing about working at ENO is working with a supportive, fun and energetic team"

"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!"

"The most enjoyable thing about working in the Development team at ENO is being able to collaborate with everyone in the organisation - Marketing & Comms and Baylis, as well as the teams at the Coliseum so there is a great sense of community within the company"

From our first annual staff survey in May 2018, we found that:

77% of people at ENO feel pride in the work they do and the results achieved

64% of people plan to be working at ENO in three years from now

75% of people in the company feel they are trusted to do their job well

Whole Company Staff Benefits

At ENO, we believe our staff are our strongest asset, and we offer support beyond your salary. We will also invest not only in your professional development, but also in your wellbeing.

Our current staff benefits include:

Professional Development

- Annual Professional Development Review to support your personal and career ambitions and achievements

ENO and London Coliseum Performances

- Access to complimentary tickets for ENO and selected London Coliseum performances
- Access to a staff rate for ENO performances
- Complimentary tickets to talks, recitals and behind-the-scenes events

Staff Well-Being Activities

- Generous annual leave entitlement
- Access to subsidised activities such as massage and yoga
- Access to an employee assistance programme

Financial Support

- Employer pension contribution of 2%, with employee contribution of 2.4%
- Digital payslips accessible through mobile apps
- Staff canteen at the London Coliseum
- Employee discount programme through Perks at Work
- Interest-free travel season ticket loans
- Cycle-to-work scheme
- Childcare voucher programme
- Eye care vouchers



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.

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