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English National Opera
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

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**“Inspiration is an
awakening”**

Giacomo Puccini





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.

Wigs and Makeup Technician

The Wig and Makeup Department forms part of the Technical and Production Department and facilitates Wig and Makeup services, to the highest standard, to the ENO, visiting and hiring companies.

Reporting to both the Department Manager and Senior Wigs and Makeup Technician, the Wigs and Makeup Technician will be responsible for the preparation, making, maintaining, and dressing of wigs and/or Makeup along with the efficient preparation of Artistes prior to, during and after a performance. The Wig and Makeup Technician is scheduled to work in any area and on any activity or task appropriate to his/her skills and competence (including as part of his/her individual development programme).

The Wig and Makeup Technician will have a good knowledge and experience of wig, hair and/or Makeup. He/she will have a "hands-on" approach to the job combining high quality skill in at least one key area of wig making, wig dressing, makeup, sfx makeup, hairdressing and a good understanding in all of these key areas, with an enthusiastic and professional attitude.

He/she will be prepared to undertake training to develop his/her skills and gain new ones; and will develop a good understanding of the work of other parts of the technical and production department and other ENO departments.

Reports to:

Senior Wigs and Makeup Technician

Salary

£32,623.76 per annum

Holiday Entitlement

20 days per annum (increasing to 25 days after 3 years service)

Location

London Coliseum

Hours

As scheduled averaging 38 per week over a 12 month period

Application

Application Form

Application Deadline

Monday 6th May 2019

Send Application to:

People@eno.org

Wigs and Makeup Technician Continued....

Your responsibilities will include:

- Working to interpret designs from Supervisors and Senior Wigs and Makeup Technicians to dress and maintain all wigs and Makeup for shows ensuring that a consistently high standard of presentation is achieved with in the constraints of the budget and schedule.
- To prepare the Artist's hair prior to applying the wig and to remove at the end of a performance. Applying facial hair and removal. Attaching and removing headdresses and hats.
- To interpret makeup from design briefs and apply it to the Artist.
- To dress, cut, colour and style Artist's own hair and wigs as necessary.
- Working with the Senior Wigs and Makeup Technician and/or Wigs and Makeup Supervisor to take head wraps/accurate measurements. To create headblocks. To make foundations, mix hair, knot wigs and facial hair, alter and repair wigs.
- Prepare prosthetics, bald caps and apply to the Artist, along with any other special effects makeup and airbrushing. To remove prosthetics, bald pates and any other special effects makeup.
- To maintain high standards of professional craft skills and competence as set by the department manager.
- To pass on knowledge to less experienced team members, including casual staff, and instruct where necessary via relevant teaching and coaching.
- To maintain high standards of professional conduct and behaviour as set by the department manager. To demonstrate a high level of confidentiality and dressing room etiquette.
- To organise show running plots and interpret entrance and exit columns, including managing quick changes and maintaining continuity for the Artist, whilst observing the highest level of stage health and safety practices.
- To be able to work as part of a team and also independently.
- To document and maintain all information relating to assigned wigs and makeup columns for the shows, including detailed makeup charts and plot notes.
- To ensure that all timesheets and other administrative systems of the department are completed and maintained in an efficient manner.
- To liaise with other members of the department in regard to productions or changes ensuring that all relevant information is passed on.
- To take part in the appraisal process.
- To undertake training as identified by the department manager, or the appraisal process, to improve or learn new skills.
- 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 maintain high standards of operation and good housekeeping, maintain and store equipment
- To purchase and collect materials and equipment under the instruction of the department manager and Senior Wigs and Makeup Technicians.
- To support the Department Manager and Senior Wigs and Makeup Technicians as required by taking a lead in the initiation, distribution and undertaking of work within small groups of staff which may include less skilled staff.
- To have an understanding of the ENO Health and Safety policy and approved Working Procedures ensuring that work is carried out in accordance with them, reporting any discrepancies to the supervisor or department manager.
- To participate in the provision of a safe working environment, adhering to the Company's Health & Safety policy at all times.
- To report any accidents, near misses or potential hazards to a supervisor or the department manager.
- To assist the Senior Wig and Makeup Technicians and/or Wigs and Makeup Manager with risk assessments as necessary.
- To maintain a smart appearance and high level of personal hygiene when dealing with Artists.
- To carry out any other duties relevant to the post.

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

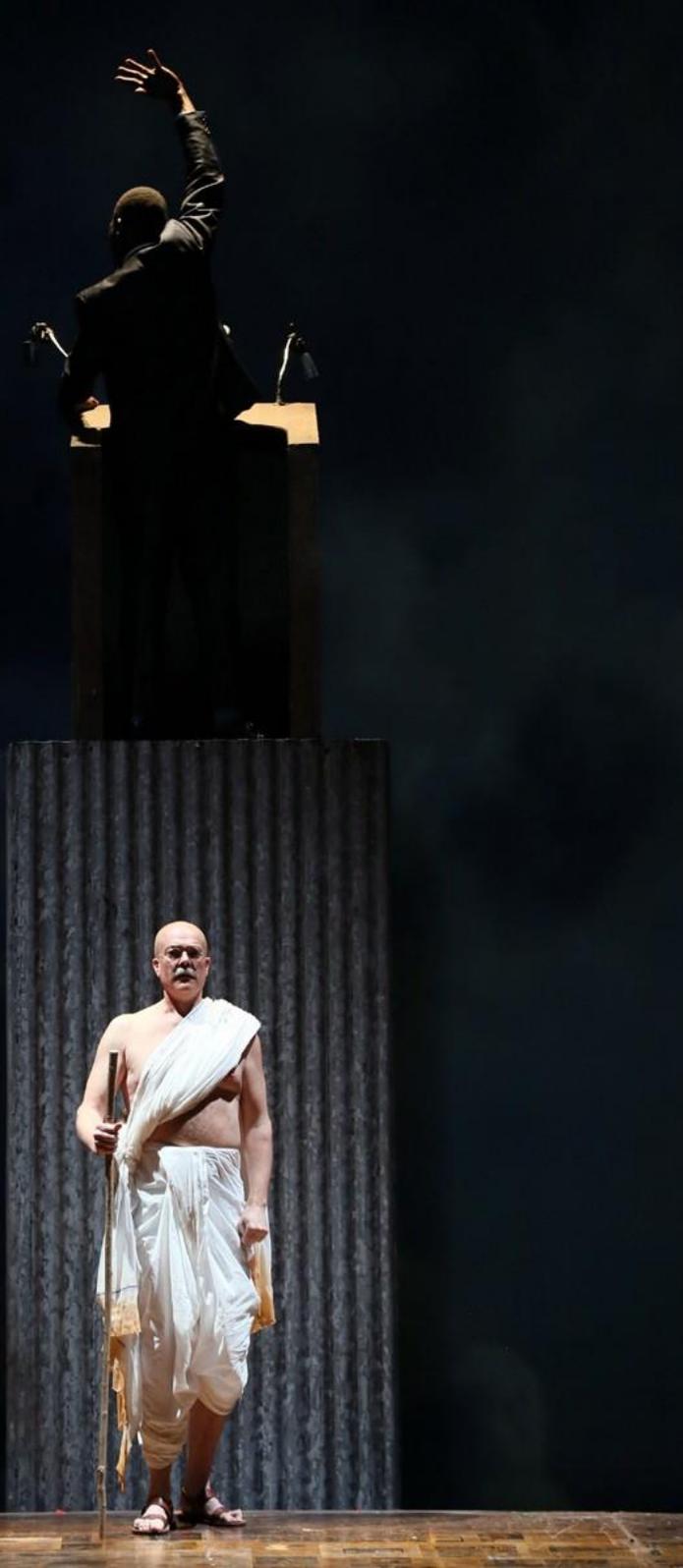
- Access to complimentary tickets for ENO and selected London Coliseum performances
- Access to a staff rate for ENO performances
- Complimentary tickets to talks, recitals and behind-the-scenes events

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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