

WORK WITH THE CBSO & IKON

HEAD OF FACILITIES & OPERATIONS



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The City of Birmingham Symphony Orchestra (CBSO), in partnership with Ikon Gallery, is searching for a Head of Facilities & Operations.

This exciting new role will work directly for the CBSO, and via a Service Level Agreement for Ikon Gallery, overseeing and developing facilities and operations at two busy Birmingham cultural buildings, separated by a five-minute walk.

The candidate will have a strong sense of leadership and an energy for problem solving, working with the executive managements and staff of both organisations to operate a Facilities & Operations Team that will excel in a context of a dual location function.

A keen understanding of operational planning, health and safety and customer service, matched with great people and budget management skills, is essential.

HOURS: 40 hours per week

HOLIDAYS: 25 Days pro rata plus bank holidays

LOCATION: Birmingham based at CBSO Centre & Ikon Gallery

REPORTING TO: CBSO Director of Finance and Resources

RESPONSIBLE FOR: Facilities Team of 4 across both venues

SALARY: £40,000- £45,000 (Depending on experience)

ABOUT THE CBSO

[The City of Birmingham Symphony Orchestra](#) (CBSO) is an internationally celebrated symphony orchestra, at home in Birmingham. A family of 90 incredible musicians, led by Chief Conductor and Artistic Advisor Kazuki Yamada, proud to make exciting musical experiences that matter.

Resident at Symphony Hall, the orchestra performs over 150 concerts each year in Birmingham, the UK and around the world, with music that ranges classics to contemporary, soundtracks to symphonies, and everything in between. For more than 100 years, it has been involved in every aspect of music-making in the Midlands, and through its wide-reaching community and education projects, and family of choruses and youth ensembles, this continues to grow. Helping to build a life-long love of music for audiences, communities and musicians across Birmingham, the West Midlands and beyond.

ABOUT IKON

[Ikon Gallery](#) is an internationally acclaimed art gallery situated in central Birmingham, with free entry for everyone.

Established in 1964 as an artists-led alternative space, it has evolved into one of the most internationalist artistic programmes in Europe combining established with emerging artists. Housed in a magnificent Victorian school building, it is an educational charity for the promotion of visual art of international significance, playing a key role in the cultural life of the region.

Ikon welcomes over 200,000 visitors every year to the gallery and off-site projects. Many more engage with national and international collaborations and online. Ikon continuously works with artists to develop new audiences, especially within local communities.

OUR COMMITMENT TO EQUALITY AND DIVERSITY:

The CBSO is an equal opportunity organisation: we value diversity in our organisation and welcome applications from everyone. We consistently monitor our recruitment process to ensure that individuals are selected based on their relevant merits and abilities and receive equal treatment.

You will be welcomed at the CBSO and will find an inclusive environment where different views and experiences are valued, and everyone is able to be themselves. We recognise and understand the importance of diversity and inclusion and want our organisation to be representative of the audiences, people, and communities we serve.

KEY RESPONSIBILITIES

Staffing

- Work in close liaison with CBSO and Ikon executive teams (CEOs and Directors) to develop and deliver the strategy for a shared operation.
- Line manage Facilities staff at both venues, developing a dynamic team that models a shared understanding with energy and commitment.
- Plan for Facilities staff training and professional development needs through regular meetings and annual appraisals and plan team cover when TOIL arises.

Buildings and Health & Safety

- Develop a specialist knowledge of the needs of the CBSO Centre and Ikon Gallery, supervising a programme of ongoing and emergency maintenance and repairs e.g. to buildings, lifts, toilets, offices and plant.
- Ensure that both CBSO and Ikon remain statutorily compliant with the conditions of their leases, liaising with the CEOs as needed.
- Attend meetings with external security teams and support the CEOs with necessary liaison.
- Oversee and manage the effective delivery of security systems and protocols at both sites, including the training and scheduling of Duty People and keyholders.
- Review and update the Risk Assessments for both venues in accordance with new regulation.
- Chair a Health & Safety committee, including Facilities, Office, Commercial and Front of House Managers at both sites, ensuring that actions are undertaken in a timely manner (e.g. annual PAT testing of equipment).
- Oversee capital projects including upgrades to buildings and furnishings.
- Manage CBSO and Ikon's schedule of mandatory training (e.g. Fire Marshall, First Aid, IOSH, Legionella, etc.), ensuring both organisations remain compliant at all times.
- Oversee the maintenance and effectiveness of Building Management Systems at both sites.
- Maintain a productive relationship with Ikon's café operator, ensuring all H&S, lease related and legislative matters are attended to, and service charge allocations are correctly levied.

Utilities

- Help to negotiate contracts, monitor performance and liaise with suppliers for building services (e.g. gas, water, electricity), reviewing cost-effective performance and maximising the potential benefits of shared procurement across both venues.
- Oversee and contribute to building datasets, including insights into energy efficiency and usage patterns, as required for each organisation's reporting to Trustees, core funders (e.g. ACE) and partners (e.g. Julie's Bicycle).

- Research advanced SMART meters and energy management systems that can be used to identify areas for improvement, optimizing building operations and reducing energy costs.
- Play an active role in developing a Green Group across both organisations, fulfilling environmental reporting requirements, implementing sustainable workplace initiatives, including energy efficient lights, waste reduction programmes and promoting environmentally friendly forms of commuting/ travelling.

IT, Telephony and Office Contracts

- Help to negotiate contracts with IT management services, reviewing for cost efficiency via shared procurement.
- Oversee software licensing, training and implementation.
- Conduct new starter desk assessments, providing appropriate IT and office equipment.
- Ensure an inventory of hardware is maintained, ensuring equipment is in compliant and in working order.
- Help to negotiate and monitor contracts for all landlines, mobiles and radios, reviewing for cost efficiency via shared procurement.
- Help to negotiate and monitor contracts for all office hardware suppliers (e.g. laptops, desktops, printers, photocopiers etc), reviewing for cost efficiency via shared procurement.

Cleaning and waste management

- Negotiate and ensure contracts for cleaning staff are monitored, reviewing for cost efficiency via shared procurement. In addition to internal cleaning this includes exterior and window cleaning and effective communication over changing requirements outside of the normal operating hours e.g. for bank holidays or special events.
- Negotiate and ensure contracts for waste management, disposals and recycling are monitored, reviewing for cost efficiency via shared procurement.
- Arranging annual office clear outs, with Office Managers, and one off deep cleans as needed.

Room usage and external bookings

- Oversee the relationship with CBSO Centre tenants, with regular services, contract and rent review, ensuring that provision in excess of the annual contract is invoiced.
- Manage booking systems software for CBSO to administer room usage and commercial hires, rehearsal spaces, including IT and catering requirements.
- Liaise with Ikon's Events and bookings team to ensure the technical and operational needs of external hires or events are met.

Performances and Exhibitions

- Ensure the Facilities Team has set up the CBSO Centre Rehearsal Hall for the day's activities, with appropriate technical equipment, seating and rostra.

- Work in close liaison with the Artistic Planning and Orchestra Management Teams to develop ambience and customer experience for public performances at the CBSO Centre.
- Arrange for in-house and freelance teams to provide infrastructure and operations for public performances at CBSO Centre.
- Arrange for in-house and freelance technicians to provide infrastructure and operations for Ikon's public exhibitions and offsite projects (e.g. at Prisons, Health and on Ikon Slow Boat).
- Liaise with Ikon's Artistic Teams ensuring the technical and operational needs of exhibitions including installations and deinstallations are met.
- Liaise with Ikon's Artistic Teams, to ensure the technical and operational needs of Education and Public Programmes, including showcases, performances and events, are met.
- Sign off risk assessments for artistic events and exhibitions at CBSO and Ikon.
- Oversee Performing Rights Society (PRS) reporting for events at the CBSO Centre.
- Oversee reporting on temperature and humidity levels and security arrangements for Exhibitions at Ikon, as required.
- Ensure that all events at both venues are risk assessed as required.

Reception, Front of House and shop

- Oversee Front of House and Reception requirements for all activity at CBSO Centre and Ikon, including visitor and contractor sign-in.
- Ensure stock and licence compliance for the bar at the CBSO Centre and Café Operator at Ikon.
- To undertake additional duties within the appropriate skill set as and when the need of the business requires at the direction of Director of Finance and Resources.

PERSON SPECIFICATION

ESSENTIAL SKILLS

- Demonstrable experience of Buildings/ Venue Management.
- Experience in managing and negotiating contracts both with vendors;/ suppliers but also with external hirers.
- Computer Literacy: familiarity with Microsoft Office Suite and ability to learn and understand other software that is fundamental to the CBSO.
- Organised and reliable with excellent attention to detail and good time keeping skills.
- Able to prioritise and handle multiple tasks within a fast-paced environment.
- Willingness to keep up to date with the latest statutory requirements and best practice.

