

STORYHOUSE



Head of Technical & Facilities Recruitment Pack



Storyhouse, 2017, Becci Lane

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Welcome from the CEO

Thank you for considering applying to join Storyhouse as our new Head of Technical and Facilities.

This is a crucial role in ensuring the continued growth, safety, efficiency, and excellence of our operations—supporting both our ambitious artistic programme and the experience we provide to all who visit and work with us.

I am excited about welcoming a new member to the team who brings specialist expertise in theatre production, technical and facilities management. Storyhouse is firmly established as one of the UK's leading and largest arts centres. As a local anchor institution, also housing Chester's main library, we play a key role in the area's cultural and community life—contributing to economic growth, social inclusion, and providing access to the arts for everyone.

However, there is still much potential ahead. Storyhouse is a relatively young organisation, under eight years old, and we are eager to evolve and expand. As Head of Technical and Facilities, you will play a central role in shaping and delivering a high-quality, safe, and sustainable environment for our audiences, artists, staff, and wider community. You will be responsible for ensuring the seamless operation of our technical departments, buildings, and spaces, and will oversee the maintenance, compliance, and continual improvement of our facilities. As a production manager on our Storyhouse Original in-house productions, you will have an opportunity to support the creative ambition and quality of this work.

With more than 800,000 visits annually, we are ambitious not only to grow these numbers but to ensure each visitor has an exceptional, safe, and accessible experience. You will be key in supporting our productions, events, and hospitality operations, and in driving forward initiatives around sustainability, health & safety, and efficiency.

This is your opportunity to shape the future of one of the UK's most dynamic arts organisations.





Chester Disability Pride Parade, 2023, Mark McNulty

Our Story

You can find a bit about who we are on our [website](#), discover more about our innovative home and how it came to be in [this case study](#) by Arts Council England, or read about our renowned library in this [blog](#) by the DCMS's library team.

Above all, Storyhouse is a creative community. As a diverse cultural organisation, our home is one of the country's most successful cultural buildings housing a cinema, theatres and a library. Last year we welcomed 735,000 people through our doors. We are both a community hub and combined arts producer.

Our library attracts international recognition, known for its seamless integration, and boasts the longest opening hours of any UK public library.

In 2023-24, we supported 5,768 young people to connect and create, ran 180 free rhyme-time sessions, created 423 magical performances indoors and outdoors, sold 108,298 theatre tickets and hosted a total of 1,618 cinema screenings.

Visits are roughly split into thirds between event attendances, library users, and wider participation. We enjoyed the support of over 14k volunteer hours and 1,328 different individuals were involved in making and supporting our work.

Grosvenor Park Open Air Theatre, which we founded in 2010, is the UK's largest regional open-air theatre, welcoming over 25,000 every summer.



This House is Your House

We've become a vital part of the region's cultural landscape and a place of safety and support for the community - especially for young people, giving them a space where they can reimagine their place in the world.

Over 40 community groups use us as a base for creative activity each month, including LGBTQIA+ and disability groups, refugee integration activities, mental health support sessions, and groups combatting social exclusion by age.

We work extensively with young people and provide a range of different programmes, from youth theatre and our young company, to young leaders, young programmers, and our many schools and education programmes. Throughout our work we collaborate with local partners throughout to ensure we are reaching the people that would usually have the least opportunity to participate.

Across everything we do, we work to give people the power to build their own creative communities through inspiring stories and shared creative experiences: this house is your house.

As we blend theatre, library, restaurant and cinema services, we share inspiring stories and stage creative events which empower people to nurture their creativity and bring together communities. Through our work, we hope to build a more connected, inclusive and creative community network.

The more open we are to the true and rich diversity of our communities, the more vividly we fulfil our purpose. More engagement from more of our communities will make more of Storyhouse.

We are committed to creating a team which is representative of our communities and to bringing together those with a variety of skills and experiences to help shape what we do and how we work.



A Midsummer Night's Dream, 2023, Mark McNulty

Our Strategy...

Storyhouse is about to enter an exciting new phase in our evolution as we look to develop our programmes, based on a new strategic plan, to deliver world class arts and meet community needs.

Our Vision:

Here at Storyhouse, culture is owned by everyone.

Our Mission:

We work every day to be a creative home for our communities.

Our Values:

LISTEN CLOSELY.

True empathy takes effort. So we work hard to understand different points of view.

LOOK AROUND.

Opportunities can be spotted by anyone, anywhere, at anytime. So we always have our eyes, ears and minds wide open.

SPEAK UP.

Not everyone's stories have been told. So we use our voices to amplify those that haven't been heard.

STAND UP.

Debate and discussion make things better for us all. So we don't shy away from a challenge.

REACH OUT.

Diverse perspectives solve the hardest problems and make the best decisions. So we seek them out, and invite them in.



A Midsummer Night's Dream, 2023,
Mark McNulty



Our Resources

Storyhouse is a medium-sized charity with approximately 140 staff and a gross revenue of over £6 million per year. The charity is financially stable, with a number of steady revenue streams, including a 20-year lease and contract for services with the local authority (Cheshire West and Chester) and NPO funding from Arts Council England for 2023 to 2026. Revenue from commercial activities is also essential to the charity's financial stability, and over 57% of its revenue is earned.

Storyhouse runs two wholly owned commercial trading subsidiaries: Storyhouse Production Company Limited - creating and staging Storyhouse Originals theatre productions - and Storyhouse Catering Company Limited - providing a range of catering, retail, cinema, receiving theatre and commercial services.

Despite our financial stability, like all other charities our resources are being eroded by rising costs caused by inflation and higher energy prices, and as a result of the continued cost of living crisis, demand for free-to-access services (such as warm spaces) is increasing.

Our Building

The original parts of Storyhouse were constructed as an art deco Odeon cinema in 1936, and have been restored, extended and renovated into a library, two state of the art theatres, a cinema, restaurant, and two bars.

The larger theatre is an 800-seat proscenium arch stage. With state-of-the-art facilities, its auditorium spreads across three tiers: stalls, circle and gallery. This same theatre converts into a 500-seat thrust stage (with the audience wrapping around three sides of the stage). In this format, the auditorium spreads across two tiers, with intimate seating putting the audience right in amongst the action.

On top of the building sits the Garret Theatre and Bar. This 150-seat black-box theatre is a flexible, fully-equipped performance, rehearsal, or workshop space. It is designed to be full of work made by local creative companies, individuals, and community groups, as well as a space we hire to companies and individuals.

The 100-seat boutique cinema is designed to honour the original Odeon's history as a cinema in 1936. With red velvet, soft, sunken seating, it is a beautiful event space.

The library spreads right through the building, with a dedicated family-friendly area (with wet play, storytelling room, and arts and crafts) in The Den and extensive book-stocks covering the walls throughout Storyhouse offering opportunities for studying, learning, and research.



The Role

The Head of Technical & Facilities will be responsible for the strategic and operational management of all technical, facilities, and estates functions at Storyhouse, and its wider property portfolio including its summer site in Grosvenor Park.

They will oversee technical operations, facilities management, housekeeping, and infrastructure planning, ensuring safe, efficient, and high-quality environments for audiences, artists, and staff.

They will lead the Technical & Facilities teams, ensuring the smooth and safe running of all events and activities, implementing and updating policies and procedures to maintain compliance with relevant legislation, and fostering a culture of continuous improvement in health, safety, and operational efficiency.

They will oversee the planning and delivery of technical and infrastructure requirements for Storyhouse's creative output across all sites, ensuring production values are maintained at the highest standard. This includes providing a production management function for Storyhouse Originals, our home-produced work.

As a key member of the Extended Leadership Team, they will play a pivotal role in driving operational business change, maximising efficiencies, and ensuring the long-term sustainability and profitability of Storyhouse.



Role and Responsibilities

- **Facilities**

- Oversee the maintenance and operation of all Storyhouse buildings and facilities, including the summer site in Grosvenor Park, ensuring they provide safe, accessible, and welcoming environments for audiences, artists, and staff.
- Support the Facilities Manager in delivering a robust planned preventative maintenance regime to preserve Storyhouse's assets, minimise downtime, and ensure operational efficiency.
- Oversee procurement and management of commercial supply agreements, ensuring contracts deliver value, quality, and service, while tracking key provisions such as pricing, KPIs, and renewals.

- **Technical**

- Lead the technical ensuring the effective management, training, and development of technical staff to deliver high-quality production support across all Storyhouse venues and projects, including lighting, sound, staging, and AV.
- Oversee the technical delivery of all performances, festivals, and live events, ensuring that all productions meet the highest artistic and technical standards while maintaining efficiency, safety, and budgetary control.
- Provide a production management function for Storyhouse Originals, overseeing the planning and delivery of all in-house productions and technical requirements across Storyhouse venues, ensuring efficiency, sustainability, and high production values.

Role and Responsibilities (continued)

- General
- Maintain the safety of staff, contractors, and visitors by implementing and monitoring risk management strategies, ensuring compliance with relevant legislation, and embedding a culture of health and safety across all areas.
- Support sustainability initiatives, developing policies and best practices that drive operational efficiencies, reduce environmental impact, and meet commitments to funders such as Arts Council England.
- Work with the Operations Director and Finance Director to set and manage annual budgets, ensuring all technical and facilities expenditure is cost-effective, delivers value for money, and aligns with strategic business plans.
- Lead and support the Technical & Facilities teams, ensuring they deliver exceptional services that enhance Storyhouse's commercial resilience and visitor experience, while also providing professional development and training opportunities.
- Ensure accessibility innovation and best practice is embedded in all buildings, infrastructure, and operational planning.
- Translate Storyhouse's strategic business plans into clear tactical plans, ensuring facilities, technical operations, and production services align with organisational objectives and financial reserves policies.

Role and Responsibilities (other)

- Other
- To act as a role model for other staff and contribute to the life of the organisation as a whole.
- To support the Chief Executive and Senior Leadership Team with the development, implementation and monitoring of strategic and business plans.
- To act in accordance with Storyhouse's policies and procedures, and undertake any training as required by Storyhouse
- Any other duties as may be required as part of the Head of Technical & Facilities role.

Skills & Experience

A proven track record in technical and facilities management at a senior level within the arts, culture, entertainment, or live events sector

Experience of managing and delivering technical operations for theatres, festivals, or multi-use venues, including lighting, sound, staging, and AV

Experience of overseeing building maintenance, facilities management, and housekeeping services in a complex public-facing environment

Demonstrable experience of managing health and safety compliance, including risk assessments, contractor management, and emergency planning

Proven leadership and management experience, with the ability to develop, motivate, and inspire technical and facilities teams

Experience of managing budgets, ensuring cost-effective resource allocation, and delivering operational efficiencies

Experience of working collaboratively with creative teams to support the planning and delivery of productions, ensuring high production values, safety, and efficiency

Experience of managing commercial supply agreements and procurement processes, ensuring best value and contract compliance

A strong understanding of technical theatre production, including lighting, sound, AV, and stage management, with the ability to oversee multiple projects and productions simultaneously

Excellent knowledge of health and safety regulations

Strong planning and project management skills, with the ability to prioritise tasks, manage multiple deadlines, and implement strategic initiatives

Proficiency in using technical and facilities management software, including CAD design tools, asset management systems, and scheduling platforms

Excellent communication and stakeholder management skills, with the ability to liaise effectively with senior leadership, creative teams, and external partners

Strong problem-solving skills and the ability to respond effectively to operational challenges in a fast-paced environment

Opportunity and Staff Benefits

Title: Head of Technical & Facilities

Reports to: Operations Director

Salary: £40,000-£44,000 per annum, depending on experience

Contract: Permanent, full time, 40 hours per week

33 days annual leave per year, including bank holidays, increasing annually up to a maximum of 3 extra days

Birthday leave

A defined contribution pension scheme or a People's Pension scheme

Employee Assistance Programme, including Medicash

Cycle to Work and Travel to Work schemes

Hybrid working practices and flexible working requests available from day one

Discounted gym membership schemes

Complimentary tickets and discounts on food and drink

Company sick pay after qualifying service

Application Process

Applicants are asked to submit a cover letter expressing interest in the role and a CV demonstrating relevant experience online at:
www.storyhouse.com/jobs/

Applications should be submitted on or before 10am 22nd April.

First Stage interviews: Wednesday 30th April

Second Stage interviews: Monday 12th May

For an informal discussion about the role or support in the application process, please contact our Head of People, Emma Hutt, at peopleteam@storyhouse.com.

No agencies please.



Faustus That Damned Woman, 2023,
Mark McNulty



GDPR

Personal Data Notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent.

The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

STORYHOUSE