

RECRUITMENT PACK

**Facilities &
Compliance Manager**



WELCOME

Thank you for your interest in the role of Facilities & Compliance Manager at Hackney Empire.

Hackney Empire is a landmark venue recognised nationally for our work with young people and young artists, and our commitment to championing global majority creatives. We have recently appointed a new executive team, with Chris Sudworth as CEO and Julia Mattingley as Director of Operations & Commercial and have secured a National Lottery Heritage Fund development grant.

As such, we are looking forward to a period of growth and development forging new creative, community and business partnerships; becoming more central to the cultural narrative locally, in London and nationally.

For almost 125 years, Hackney Empire has been a much-loved home for the people of Hackney, East London and beyond to come and share experiences together in our theatre. In 2025 we welcomed over 150,000 people through our doors to enjoy everything art and culture has to offer: from comedy to opera, theatre to live music, world-class dance, spoken word and community events. 2025 was also a record-breaking year for our legendary pantomime, in which we welcomed 45,000 audience members, an increase of 8% on 2024. We are proud to be an Arts Council England National Portfolio Organisation.

FACILITIES & COMPLIANCE MANAGER

The Facilities & Compliance Manager maintains a safe, secure and fully operational theatre building and supplementary space (Empire 2) ensuring strict compliance with building and health & safety regulations and acting as the primary Health & Safety Officer for the venue. The role provides high quality facilities management and oversees external contractors working in the venue and supplementary spaces. Further, the role performs day-to-day operations such as opening-up, daily building checks and assisting with room set-ups and deliveries.

HACKNEY EMPIRE

Hackney Empire is a world renowned, Grade II* listed, Edwardian music hall, and now a modern variety theatre presenting and championing the best in local, national, and international arts and culture in all its forms. Designed by Frank Matcham and built in 1901, the theatre was fully restored in 2003. The glorious and ornate auditorium can accommodate upwards of 1,200 audience members, making it one of the capital's largest venues outside of the West End. Hackney Empire is often referred to as one of the most beautiful theatres in the country and in fact was recently ranked first in Time Out's "11 Most Beautiful Theatres" article.

Hackney Empire has a legacy as a cultural beacon and safe space which annually welcomes up to 150,000 audience members - an audience that fully reflects the incredible diversity and vibrancy of London's communities. For decades Hackney Empire has been regarded as a vital and exceptional platform for Black, Asian and global majority creatives, artists and audiences, and has a proud practise of supporting marginalised and isolated voices.

Learning and Participation runs through everything we do at Hackney Empire. Our engagement programmes are specifically designed with our local communities in mind and co-created through a range of consultation and partnership working. Young People's voices are integrated into programme design and delivery through our Young Producers Programme, Young Board R&D group, Associate Artists and Trainee programmes. Being deeply connected to our local community and creating space for participants to tell us what they need from Hackney Empire is central to how we work. Inclusivity and access, collaboration, care and integrity are guiding principles for us.

Our ambitious programme of work has multiple entry points, and we pride ourselves on being able to journey with participants from initial light touch engagement projects in school, right through to professional performance opportunities and leadership roles. We work with primary, secondary, FE and HE settings through our Outreach strand of work; young people aged 14 to 19 and early career artists through Creative Futures; and older community members through the Hackney Empire Community Choir. We are locally focussed with connections across London and nationwide, ensuring that we are both Hackney specific, and nationally recognised.

THE ROLE

Role:	Facilities & Compliance Manager
Line manager:	Capital Projects & Facilities Associate
Line management:	Buildings & Maintenance Associate (dotted line), external contractors
Works closely with:	Director of Operations & Commercial, Technical Manager and Tech team, Theatre Manager, Bars Manager, Cleaning Supervisor, Stage Door, Duty Managers
Salary:	c£36-38K per annum
Hours:	40 hours per week working 5 days out of 7
Benefits:	<ul style="list-style-type: none">• 22 days annual leave allowance rising to 27 days based on an incremental system plus bank holidays and other public holidays• Stakeholder pension scheme• Staff discount in the on-site F&B concession

KEY RESPONSIBILITIES

Facilities and day-to-day management

- Serve as a primary keyholder, handling opening-up procedures and security deactivation
- Perform daily building inspections to identify maintenance/security issues and ensure the building is safe and ready for use
- Manage both reactive and planned preventative maintenance (PPM) across the building fabric and mechanical/electrical systems
- Supervise external contractors and specialist service providers, ensuring risk assessments and method statements (RAMS) are obtained prior to commencement of works and Service Level Agreements are met
- Manage waste disposal, recycling, and environmental sustainability initiatives
- Assist with physical room set-ups and spatial configurations for rehearsals, meetings, conferences and front-of-house hospitality
- Receive deliveries and safely distribute stock/equipment across the venue
- Oversee site security systems, including CCTV, access control and key management
- Coordinate alarm response as part of a rota with others, including out of hours cover

Statutory compliance

- Ensure compliance with building regulations and health and safety laws
- Manage statutory inspections including, but not limited to:
 - LOLER (lifting equipment)
 - PUWER
 - National Inspection Council for Electrical Installation Contracting (NICEIC) testing (fixed wire and PAT testing)
 - Water hygiene/Legionella
 - Gas safety
 - Emergency lighting
 - Fire alarm, firefighting equipment, evacuation chairs

- Coordinate regular emergency drills such as fire evacuation and invacuation
- Maintain up to date records of all statutory compliance audits, inspections and certifications reporting to senior management as required

Health & safety leadership

- Act as the primary Health and Safety Officer for the venue
- Review RAMS and monitor safety during technical fit-outs, load-ins and strike periods in conjunction with the Technical Manager and Tech Team
- Maintain the accident book and lead Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) reporting
- Deliver health and safety induction training for all new staff
- Ensure adequate provision of first aid kits throughout the building and monthly checks to ensure they are stocked, compliant and ready for use
- Provide regular safety briefings to visiting theatre companies
- Coordinate annual risk assessments for all departments and public spaces

Budget & administration

- Assist the Capital Projects and Facilities Associate in formulating and managing the annual facilities operational budget
- Negotiate service contracts to ensure cost efficiency and value for money
- Maintain up to date statutory compliance records and risk assessments

PERSONAL SPECIFICATION

Essential experience & knowledge

- Minimum 3 years proven experience in facilities or building management, ideally within a complex public venue, theatre or historic/listed building
- Practical, hands-on approach to facilities management with basic DIY and building diagnostic skills
- Proven experience managing external contractors and SLAs
- Strong working knowledge of statutory compliance (e.g. fire safety, water hygiene, electrical regulations)
- Excellent working knowledge of health and safety legislation and conducting risk assessments
- Experience of working to a budget

Qualifications, skills & attributes

- IOSH Managing Safely or NEBOSH qualification or the willingness to undergo training to acquire
- IWFM membership preferred
- Excellent organisational and administration skills and the ability to prioritise a complex workload
- Willingness to be “hands-on” when assisting with room set-ups and deliveries
- Strong practical problem-solving skills
- Clear, confident verbal and written communication skills for liaising with staff, contractors and visiting companies
- Ability to work with business systems
- Commitment to equality, diversity and inclusion
- Commitment to Hackney Empire’s mission, vision and values
- Ability to work flexible hours

TERMS & CONDITIONS OF THE ROLE

- **Notice Period:** 1 month during probationary period (on either side), thereafter 2 months.
- **Place of work:** Hackney Empire, 291 Mare Street, London E8 1EJ.
- **Hours:** 40 hours per week exclusive of breaks. There will be occasional weekend and evening work for which there will be time off in lieu. We are open to discussing other patterns of working.
- **Holiday:** 22 days per annum rising to 27 days based on an incremental system, plus bank holidays and other public holidays.
- Stakeholder pension contribution.

HOW TO APPLY

Reference: FACM

Apply by: 23:59 on Wednesday 24 June 2026

Interview(s): w/c 6 July 2026 (Wednesday 8 July and Thursday 9 July)

Candidates should apply for this role by providing a:

- Cover letter, of no more than two pages, setting out your interest in the role and examples of how you meet the person specification.
- CV
- Completed Equal Opportunities Form

Applications should be sent to recruitment@hackneyempire.co.uk including in the subject line reference FACM.

Hackney Empire encourages applications from anyone from the global majority and those with disabilities, including but not limited to deafness and sight, especially where we consider we are under-represented in our organisation. If you identify in any of these ways and can demonstrate you have the essential experience, knowledge, skills and abilities for the role in line with the person specification, we offer a guaranteed first-round interview.

