

Role Profile

Managing Director CTS

Responsible for: Head of Project Management, Head of Construction, Head of Scenic Art, and Administrator.

Responsible to: CTS Board / Technical Director WNO

Main purpose of job:

The job-holder is responsible for developing, managing and delivering the strategic objectives for CTS and overseeing operational activities and as such delivering a commercially viable business that delivers high levels of service to WNO and external customers.

Scope and dimensions:

Achieve an agreed profit through strategically managing the commercial operation of the workshop and delivering on the turnover target.

Key Accountabilities:

Strategic

- Develop, in conjunction with the Board, the strategy and objectives for CTS.
- Advise the Board on strategic diversification and expansion.
- Develop successful long term relationships with customers to ensure future work is secured and quick payment schedules are achieved
- Seek and secure new clients and contracts for CTS to ensure annual profit targets are attained
- Be pivotal in managing a successful and effective working relationship between WNO and CTS

Operational

- Work with and be responsible and accountable to the Board for all operational aspects of CTS
- Ensure that the highest levels of quality standards of product delivery is achieved for WNO and external clients
- Ensure optimum operational efficiency, ability and capability to deliver products
- Act as controlling manager for all premises and equipment controlled by CTS

Financial

- Deliver, within the guidelines established by WNO, CTS profitability levels. This includes managing all costs to ensure projects are undertaken on a commercially viable basis
- Draft and monitor annual budgets for the operation
- Monitor standard hourly labour rates and material mark-up rates and advise on changes that may be necessary to ensure full recovery of salary and overhead costs
- Supervision and evaluation of material purchasing prices, ensuring best returns are achieved
- Oversee, with the appropriate managers, costings and prices for all work undertaken by CTS and ensure that these estimates reach the client
- Agree contract terms and prices, using agreed written procedures

People

- Manage the performance of people for whom the post is responsible, including but not limited to:
 - Supervising their work to achieve maximum effectiveness and provide support and guidance where needed.
 - Providing feedback on performance including undertaking an annual appraisal review and identifying training and development needs.
- Lead and develop an effective and motivated team, ensuring that they consistently meet the desired level of performance.
- Provide feedback on performance including undertaking annual appraisals and identifying training and development needs
- Develop, monitor and manage performance by setting clear targets, providing data to the Board as required
- Develop new capabilities and skills within the unit to deliver against the strategy and business plan
- Ensure the senior and workshop structure and resourcing meets the needs of and aligns with the business plan
- Ensure succession planning for all posts is in place and identify appropriate candidates
- Formulate the strategy for further deployment of apprentices
- Ensure that all aspects of team management are carried out in line with our policies and procedures, including recruitment, induction and probation, training, sickness absence, equality diversity and inclusion, health and safety and communication.

General

- Cooperate with us in complying with relevant health and safety legislation, policies and procedure in the performance of the post. The post carries responsibility for Health & Safety issues at level 6 (see attached).
- Behave in accordance with our values
- Maintain confidentiality and observe data protection and associated guidelines where appropriate.
- Ensure compliance with our policies and procedures at all times.

The duties in this job description are not exhaustive and may be altered at any time to reflect the changing needs of the organisation.

Managing Director CTS

Person Specification

Experience and knowledge

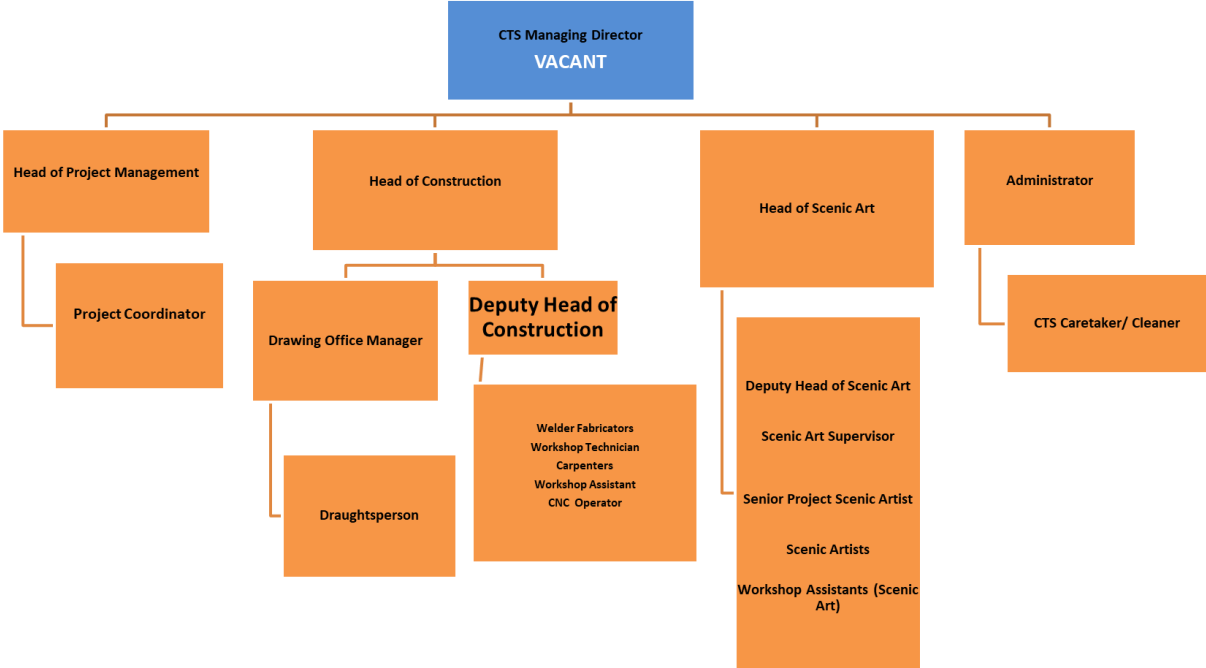
- Demonstrable experience of managing a commercial manufacturing business
- Significant experience of the business sector
- Excellent understanding of scenery engineering
- Ability to work strategically and operationally when required
- In depth experience of budgeting and financial planning
- Proven ability to analyse and interpret financial information
- Proven organisational, project and time management skills, with the ability to balance competing needs
- Highly developed people management skills and a track record of developing high performing individuals and teams
- Experience of developing effective administrative systems and procedures
- Excellent communications skills
- Computer literate with emphasis on Word, Excel and ACAD
- Flexible and adaptable; hardworking and energetic
- Ability to work alone and under own initiative as well as in a team
- Good working knowledge of the arts, preferably opera, musicals and theatre*
- Experience of working with international partners*
- Good knowledge of effective IT administration systems*
- Welsh language speaker/writer*

Points marked with an asterisk (*) are desirable.

Skills, abilities and attitudes

- The ability to lead and further develop a large and established expert team.
- Promote collaboration across an organisation towards reaching a shared goal.
- Excellent presentation, communication, negotiation and influencing skills, with the ability to plan and manage resources effectively, and an open and inclusive style which inspires trust.
- A strategic thinker with sound business planning skills and the experience of successfully engaging external stakeholders.
- Entrepreneurial flair with the ability to push initiatives forward to increase income.
- Excellent interpersonal skills to establish rapport, credibility and relationships at a senior level and across CTS and Welsh National Opera as a whole.
- Personal and professional credibility
- Resourceful and solutions-orientated.
- Adopts a flexible approach to the requirements of the job.

Team Structure (under review)



Health and Safety Responsibilities of the Managing Director (CTS)

The Managing Director has overall responsibility for health and safety and will:

- provide visible and effective health and safety leadership
- ensure that our Health and Safety Management System, including any changes, is implemented at all levels throughout the organisation
- ensure that the health and safety policy reflects current Board priorities
- ensure that suitable resources are made available to assist with the effective development and implementation of our health and safety management system
- review the health and safety policy statement at appropriate intervals
- ensure that our health and safety performance is monitored and reviewed regularly
- ensure that the health and safety responsibilities of all employees are clearly defined and is a condition of their employment
- monitor the health and safety performance of individuals throughout the organisation
- promote and encourage co-operation and involvement of all employees in health and safety
- ensure that appropriate disciplinary procedures are followed where employees are in breach of matters affecting health and safety

Responsibilities of Directors and Senior Management

All Directors and Senior Managers will:

- accept their individual and collective role in providing health and safety leadership
- ensure that all decisions reflect our health and safety intentions
- address the health and safety implication of all business decisions
- recognise their role in engaging the active participation of employees
- ensure that our health and safety performance is monitored and reviewed regularly
- ensure they are kept informed of, and aware of relevant health and safety issues
- ensure that suitable resources are made available to assist with the effective development and implementation of our health and safety management system
- develop, in consultation with their staff, their own departmental Health and Safety Programme to implement WNO Policy and ensure compliance with relevant legislation
- promote and encourage co-operation and involvement of all employees in health and safety
- ensure that appropriate disciplinary procedures are followed where employees are in breach of matters affecting health and safety

Responsibilities of Line Management

All individuals with responsibility for the management and supervision of work activities will ensure that:

- employees understand and implement the requirements of our Health and Safety Management System
- changes in our Health and Safety Management System are brought to the attention of all employees
- the requirements of our Health and Safety Management System are implemented and health and safety standards maintained at all times
- employees are encouraged to give a high level of commitment to health and safety
- employees, contractors and visitors are aware of and follow our safety procedures
- adequate training, information, instruction and supervision is provided to employees
- health and safety issues requiring action are communicated to senior management immediately
- appropriate disciplinary procedures are followed where employees are in breach of matters affecting health and safety
- effective arrangements for communication and lines of reporting are established and maintained
- effective actions are taken when hazards and shortcomings are reported

Responsibilities of Employees

All employees will:

- take reasonable care of their own safety and the safety of any other persons who may be affected by their actions
- co-operate with whoever necessary to enable compliance with any legal duty or requirement
- use machinery, equipment, dangerous substances, transport equipment, means of production or safety devices in accordance with training and information provided
- never interfere with or misuse, intentionally or recklessly, anything provided in the interests of safety
- report shortcomings in health and safety arrangements
- report any serious and imminent dangers to health and safety