



JOB DESCRIPTION

ROLE TITLE: Site Director

CONTRACT TERM: Permanent

LOCATION: ABBA Arena; 1 Pudding Mill Lane, London, E15 2RU

REPORTING TO: Venue General Manager – London

DIRECT REPORTS: Site Services Manager, Technical and Procurement Assistant

RESPONSIBLE FOR: All site maintenance teams, housekeeping & subcontractors

HOURS: Full-time

ROLE OVERVIEW:

As the Site Director you will be responsible for all aspects of ABBA Voyage's site services and operations for the ABBA Arena ensuring technical functions deliver a safe, efficient and world leading operation, driving, and maintaining outstanding site presentation.

You will provide effective leadership, guidance and oversight for the site operations and maintenance teams ensuring, with the Technical Director, all technical and site functions deliver world leading operation, welcoming over 20,000 visitors per week across 7 shows.

Site services technical functions include: HVAC, energy & utilities, plumbing, building maintenance, networking & CCTV, soft landscaping, life safety systems, waste management, housekeeping.

ROLES AND RESPONSIBILITIES:

OPERATIONAL

- Take full and overall responsibility for the site services team, including the Site Services Manager, site engineers and Technical & Procurement Assistant roles, covering all aspects of site services ensuring compliance with our show and venue standards along with legal requirements.
- Oversee contractual negotiations and relationships with all suppliers, vendors, and freelancers, with the support of our legal team.
- With the Technical Director, Resident Artistic Director and Production Stage Manager hold responsibility for planning maintenance activity across the site, ensuring equipment, resources (including financial) and staffing are sufficient and best assigned to deliver work safely and with excellence.
- Identify and develop business cases for capital expenditure and investment projects to prolong the operational life of, or replace, upgrade and modify elements of the site and its assets to ensure longevity of the production infrastructure.
- Plan and coordinate equipment modifications and/or acquisitions in line with corporate acquisition and purchasing policies, securing competitive pricing and service agreements.
- In close collaboration with the Head of Visitor Operations, provide and maintain a safe and optimal environment for our visitors, ensuring excellent venue presentation at all times. In addition, review and document emergency procedures.
- Where necessary support the Technical Director in their role to deliver outstanding show quality and meet the expectations and standards set by the creative producers.

FINANCIAL & COMPLIANCE



- Prepare & manage the budget for site services, in conjunction with the General Manager and Head of Finance.
- Manage and review resources regularly, driving gains in efficiency and productivity and exploiting commercial opportunities where appropriate.
- Forecast and mitigate risk, manage workloads, and maintain clear lines of communication with internal and external stakeholders.
- Lead on and assume responsibility for all occupational health & safety matters for the site infrastructure and operations, in close collaboration with the Director of Risk & Compliance.
- Encourage and nurture a proactive approach to risk, health and safety across the ABBA Arena site and our operations.
- Ensure the preventative maintenance, inspection and survey programs are implemented, followed-through and evolved to ensure compliance with ongoing legislation and regulation changes, whilst positioning ABBA Voyage as an industry leader in this area.
- With the General Manager, establish and disseminate policy for internal and external stakeholders regarding levels of required health and safety documentation and procedure, ensuring compliance by all.
- Establish and develop site working procedures to be adhered to by all workers and visitors, suitable for a busy entertainment site.
- Regularly review and report on project and operational risks and progress keeping the General Manager informed of all successes and challenges.
- Ensure all purchasing and operations are delivered within budget, guaranteeing quality is maintained or improved, and safety never compromised.
- Ensure delegated individual departmental budget holders forecast and review their budgets accurately.
- Ensure the updating of technical documentation relating to the site and ensure that technical and compliance standards are observed, including RAMS, SOPs, SSOWs, etc.
- Ensure compliance training is delivered in line with legislation and regulation also ensuring compliance with insurance requirements.

LEADERSHIP

- Build and lead strong collaborative teams including permanent and temporary site staff, engendering trusting, honest, and open relationships setting clear goals for performance and development.
- Be an engaged and proactive leader and role model of ABBA Voyage values, contributing to all aspects of the production's strategic plans of innovation and continuous improvement.
- Lead the internal hiring process for site services department staff and ensure a close oversight of recruitment strategy by key external partners.
- Identify leadership potential, skills development opportunities and actively build a proactive, collaborative and motivational culture across the site.
- Manage own learning and continuous professional development relevant to the role; undertake any study or qualifications as required.
- Carry out all required duties expected of a Director on site, e.g. Technical Manager on show Duty shifts, attend regular leadership meetings, quarterly review meetings with partners and contractors.



- Any other duties as reasonably expected of a Site Director for a world-class entertainment production.

Please note, this role will involve working public holidays, evenings, and weekends.

On occasion, this role may be required to work at other locations including, but not limited to our central London offices and other production sites.

ABOUT YOU:

- A strong proven track record as a senior technical leader in entertainment or sporting site event operations. technical knowledge, including MEP - HVAC, plumbing, electrical distribution, temporary structures etc.
- Experience building and establishing operational and administrative teams, leading and influencing multiple teams with many different working patterns and environments, driving collaboration.
- Strong financial, legal, insurance and business fluency, ability to forecast and mitigate commercial and operational risks within a site services technical remit.
- Leadership experience creating and fostering a strong culture of good health & safety practice, knowledge of legislation and regulation including CDM 2015, PUWER 1998, LOLER 1998, COSHH 2002, HSWA 1974, RIDDOR 2013, BS 7909, BS 7671 etc, and the Technical Standards for Places of Entertainment (Yellow Guide) etc.
- Able to prioritise, multi-task and work quickly and accurately with attention to detail, maintaining a positive calm attitude in fast-paced environments.
- Experience leading multi-disciplinary teams, with responsibility for contractual and disciplinary matters.
- Comfortable working in high pressure situations, dealing with multiple challenges at the same time.
- Competence and confidence to lead, coach and nurture talent.
- Confidence to deal with people at all levels, in particular senior and executive stakeholders.
- Strong communication, teamwork, and organisational skills.
- Take a calm and practical approach to troubleshooting and issue resolution, able to challenge technical experts when necessary.
- Competent computer user including in particular the use of Word, Excel and AutoCAD or similar CAD packages.

DESIRABLE BUT NOT ESSENTIAL – possessing any of the following would be advantageous:

- Strong knowledge of large-scale live entertainment, music, or festivals (e.g.: arena or stadium tours, circus, festival production, corporate events) with strong comprehensive knowledge and experience of all technical production functions.
- Project management certifications (PRINCE2, APM etc)
- Recognised health & safety qualification, NEBOSH or IOSH etc
- First Aid at Work certification
- Formal fall protection and rope access training
- IPAF 3A, 3B and 1B certification
- Heavy machinery permits
- Full, clean UK Driving license.