

FACILITIES MANAGER

Candidate Information Pack

WELCOME

Thank you for your interest in the role of Facilities Manager at Pitlochry Festival Theatre.

The Theatre's eleven-acre campus has been transformed. A major capital redevelopment, completed in 2025, has created a fully accessible main building, a new Studio Theatre, renewed front-of-house spaces, and a low-carbon building system designed to support our ambition to become Scotland's first net-zero theatre. What we now need is someone who understands what it takes to keep a building of this complexity performing at the standard our audiences and artists expect.

The Facilities Manager is the person on whom that standard depends day to day. You will be responsible for the condition and compliance of the building and estate, the performance of maintenance contractors, and the health and safety of everyone on site. While we make magic on stage the Facilities Manager is essential to keeping the building in a good condition for our team and our customers.

This is a hands-on role. It suits someone who takes genuine pride in a well-run building, holds contractors to account without drama, and treats health and safety as a discipline rather than a checkbox exercise. The role sits within our Operations team, reporting to the Head of Customer Operations, and is central to how the theatre functions as a place people are glad to be in.

Pitlochry is a distinctive and demanding environment. A theatre in operation for much of the year, on a hillside campus, with a mix of heritage infrastructure and brand-new plant. If you want a role where the building always offers you something new to solve, this is it.

Dougie Cameron

Director of Finance & Operations
Pitlochry Festival Theatre

ABOUT PITLOCHRY FESTIVAL THEATRE

Since 1951, Pitlochry Festival Theatre has been the artistic heart of Highland Perthshire. As Scotland's leading producer of musical theatre, and the country's only major arts organisation in a rural setting, we welcome more than 100,000 visitors each year to a year-round programme of performances, events, and creative experiences.

Our vision is to be recognised as the nation's most impactful producing theatre, at home and beyond. Our purpose, to improve lives by sharing Pitlochry with the world and the world with Pitlochry, sits at the centre of everything we do.

Our eleven-acre campus includes the Explorers Garden, the Amphitheatre, Pavilion and Pagoda, and our fully accessible main building with its Auditorium, Studio Theatre, Café, Restaurant and Bar. The capital redevelopment completed in 2025 has transformed the building, replacing all fossil-fuel systems with low-carbon technologies and significantly improving accessibility across the site.

The Campus

The estate is varied and operationally complex. Inside, a modern low-carbon building with new plant, accessible infrastructure, and performance spaces in regular use. Outside, eleven acres of grounds, gardens, woodland paths, an amphitheatre and multiple pavilion structures, managed for public access and outdoor performance year-round.

The Facilities Manager is the custodian of all of it. The standard of the building and the grounds is visible to everyone who visits. It shapes the audience experience as directly as any artistic decision.

Our Values

Our organisational values guide how we work: creative, respectful, empowering and collaborative. These shape how we support our staff and artists, how we work with partners, and how we contribute to a vibrant cultural future for Scotland.

THE ROLE

The Facilities Manager is responsible for the condition, compliance, and safe operation of Pitlochry Festival Theatre's building, plant, and estate. The role carries organisation-wide accountability for health and safety across the whole organisation.

The postholder reports to the Head of Customer Operations and works closely with the Director of Finance & Operations on estate strategy, planned capital investment, and compliance reporting. This is a senior operational role with genuine accountability. The building is complex, the operation is year-round, and the standard expected is high.

Purpose

To ensure Pitlochry Festival Theatre's building and estate are safe, well-maintained, legally compliant, and presented to a standard that reflects the quality of the organisation and the experience of every person on site.

Job title	Facilities Manager
Reports to	Head of Customer Operations
Contract	Full-time, permanent
Location	Pitlochry, Highland Perthshire. As Facilities Manager this is an on-site role and hours are flexible but evening and weekend work will be expected when we are in delivery.
Salary	From £35,547 on a 35-hour week.
Annual leave	34 days including public holidays
Probation	Six months
Notice period	Three months following successful completion of probation (one month during probation)

KEY RESPONSIBILITIES

Building and Estate Maintenance

- Manage the day-to-day maintenance and repair of the theatre building, plant, and all associated estate structures, including the Explorers Garden, Amphitheatre, Pavilion, and Pagoda.
- First line of call-out in out-of-hours incidents.
- Develop and manage a planned preventative maintenance programme covering all building systems, plant, and fixed assets, ensuring it is properly scheduled, executed, and recorded.
- Maintain expert working knowledge of all building systems, including HVAC, low-carbon heating and cooling plant, electrical systems, fire and intruder systems, and access control.
- Manage reactive maintenance requests, prioritising effectively and ensuring a timely response that minimises disruption to operations.
- Oversee the maintenance of outdoor spaces, including the lawn, car park, and public gathering points, ensuring they are safe, well-presented, and accessible year-round.
- Maintain an accurate asset register and contribute to forward planning for the replacement and improvement of building systems and fixed assets.
- Support the Head of Customer Operations and Director of Finance & Operations in developing annual maintenance budgets and capital investment proposals.
- Responsible for maintenance and management of the Theatre's vehicles.

Contractor and Procurement Management

- Procure and manage all maintenance service contracts, including specialist systems such as fire suppression, water hygiene, electrical testing, and waste.
- Manage contractor performance against agreed specifications, including regular review and, where necessary, formal intervention.
- Develop and maintain transparent procurement processes, ensuring value for money and compliance with the organisation's financial policies.
- Ensure all contractors operating on site hold appropriate accreditations, insurance, and qualifications, and have completed relevant inductions and risk assessments before work commences.

Building Operations Coverage

- Ensure appropriate out-of-hours building response arrangements are in place, including emergency call-out procedures for plant failure, security incidents, and building emergencies.
- Develop and deliver training for operational staff who cover the building outside standard working hours, including duty managers and front of house staff, equipping them to handle first-response building issues, deliveries, and contractor access without specialist support.
- Manage all goods and services deliveries to the site, ensuring access arrangements, security, and receipt processes are clear and consistently followed.
- Maintain clear handover documentation and operational briefings so that out-of-hours cover staff have the information they need to respond appropriately and know when to escalate.
- Contribute to the wider Operations team, working collaboratively with the Head of Customer Operations and peer managers across trading, box office, and catering functions.

DIRECT ROLE RESPONSIBILITIES

Health and Safety

- Deputy Chair of the Theatre's Health & Safety Committee
- Support the designated health and safety lead for Pitlochry Festival Theatre, assisting with operational responsibilities and statutory compliance across the whole organisation.
- Manage and coordinate all statutory inspections, testing, and certification, including fire safety, electrical installation, lifting equipment, pressure vessels, and water hygiene.
- Lead on emergency planning, including fire evacuation procedures, drills, and first aid provision, ensuring all staff are appropriately trained and records are maintained.
- Support the Head of Production in reporting health and safety performance to the Board and in responding to any enforcement activity.
- Maintain an accurate and up-to-date health and safety incident log, investigate incidents promptly, and implement corrective actions.

Environmental Sustainability

- Support Pitlochry Festival Theatre's ambition to become Scotland's first net-zero theatre, with particular responsibility for energy management across the building and estate.
- Monitor energy consumption, identify inefficiencies, and implement improvements to the building's low-carbon systems in line with operational requirements.
- Lead on waste management across the estate, ensuring compliance with legislation and continuous improvement in waste reduction and recycling performance.
- Provide regular sustainability reporting to the Head of Customer Operations and Director of Finance & Operations.

Administration and Reporting

- Maintain accurate records across all areas of facilities management, including maintenance logs, compliance certificates, contractor files, risk assessments, and incident reports.
- Provide clear and regular reporting on facilities performance to the Head of Customer Operations, including budget tracking and any emerging risks.
- Contribute to the organisation's risk register, identifying and escalating facilities-related risks in a timely and structured way.
- Ensure all activities are conducted in line with organisational policies, including data protection, equality, and procurement requirements.

PERSON SPECIFICATION

Category	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience in a facilities or building management role with direct responsibility for maintenance delivery • Experience procuring and managing contractors and service contracts • Experience managing facilities or maintenance budgets 	<ul style="list-style-type: none"> • Experience in a public-facing venue, leisure, hospitality, or cultural setting • Experience working on a capital or refurbishment project • Experience in estate or grounds management, including outdoor spaces • Experience managing planned preventative maintenance programmes •
Technical Knowledge	<ul style="list-style-type: none"> • Working knowledge of HVAC, electrical, fire safety, and access control systems • Understanding of statutory compliance requirements, including fire safety, water hygiene, and LOLER • Understanding of health and safety legislation and practical application in a complex operational environment 	<ul style="list-style-type: none"> • Knowledge of low-carbon building systems, including heat pumps or renewable heating technologies • Knowledge of building management systems (BMS) and digital monitoring tools
Qualifications	<ul style="list-style-type: none"> • IOSH Managing Safely or equivalent, or demonstrable commitment to achieving this 	<ul style="list-style-type: none"> • NEBOSH General Certificate or higher • IWFM membership or qualification (Level 3 or above) • Relevant trade qualification (electrical, mechanical, or HVAC)
Personal Qualities	<ul style="list-style-type: none"> • Takes personal accountability for building standards and compliance without needing to be prompted • Practical and direct, able to make sound decisions under operational pressure • Organised and reliable, with strong record-keeping and follow-through 	

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| | <ul style="list-style-type: none">• Collaborative and clear in communication, working well with operational colleagues at all levels• Comfortable working in a rural, public-facing environment where visibility and presence matter | |
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HOW TO APPLY

To apply, please send the following to jobs@pitlochryfestivaltheatre.com:

- A current CV.
- A covering letter of no more than two sides of A4, setting out how your experience and skills match the requirements of this role.

Applications will be acknowledged on receipt. If you would like an informal conversation about the role before applying, please contact us at the same address and we will arrange a call.

Pitlochry Festival Theatre is committed to being an inclusive employer. We welcome applications from people of all backgrounds, and we are particularly keen to hear from candidates whose experience has been built outside the arts sector.

The Theatre operates a workplace pension scheme. Employer and employee contributions apply. The successful candidate must have the right to work in the UK. Evening and weekend working will be required at times to meet the operational demands of the role.

pitlochryfestivaltheatre.com