

OPERA TANHSTAM
CENEDLAETHOL CYMRU

Music Operations Supervisor
July 2026

Music Operations Supervisor

Reporting to: Orchestra Manager / Head of Technical Operations

Responsible for: Delegated WNO Staff (including trainees), Delegated freelance, agency, casual and venue crew

The Role

All round administrative and operational support for the performance forces of WNO, both in Cardiff and on tour, ensuring the best possible working environment to allow WNO musicians to perform of their best.

The Role entails liaising with Orchestra Management, Chorus Management, Producers & Planning Team to establish what resources are required where and when.

Liaising with Head of Technical Operations to establish what support is available from Venues and from other WNO Technical Teams.

Preparing advance information, distributing this accordingly and then managing operations on site.

Key Accountabilities

Operations and Touring

- In liaison with the Orchestra Manager and Head of Chorus and Orchestra, ensure performance spaces are set, safe and ready for use in a timely and professional manner.
- Lead on WNO Orchestra's Get Ins and Get Outs in all venues for operatic performances.
- Lead on operational support for concerts, recording and other activities of WNO Orchestra & Chorus.
- Lead on loading WNO's Orchestral wagon and other vehicles safely, in liaison with WNO's Lead Driver and Orchestra Manager.
- Lead on the movement of WNO and personal musical equipment, always ensuring safe manual handling – provide supervision and instruction for other WNO Staff, casuals and venue crew.
- Ensure all orchestral materials are available ahead of any session, set and on stands, liaising with WNO's Music Library.
- Ensure timely and safe setting up of any stage band area, in liaison with Stage Management and Head of Stage.
- Attendance at rehearsals, performances and show duty, and, on occasion, concert stage management.
- Keeping good communication with players to ensure performance environments are fit for purpose, reporting temperature, humidity and lighting concerns to venue staff and/or Orchestra Manager.
- Driving WNO vehicles as required.
- Create Risk Assessments for operational activities.
- Manage the site logistics for Piano Tuning – ensuring that Tunings are booked for appropriate slots in the schedule and that relevant instruments are in the right place at the right time.

Planning & Administration

- Understand all musical production requirements pertaining to all WNO output from a performance perspective, in liaison with Orchestra Manager, Head of Chorus and Orchestra, musicians (contract and freelance), Music Staff and Conductors.
- Liaise with the Head of Technical Operations to establish additional transport, equipment and staffing requirements for proposed activities.
- Work with Orchestra Manager and Head of Technical Operations to establish an orchestra operations schedule that makes best use of available resources and minimises third party costs – eg: freelance crew and venue contras.
- Prepare and circulate advance technical information as required – including stage / pit plans through AutoCAD software and venue tech riders. These tasks are delivered in collaboration with Orchestra Manager, Head of Chorus and Orchestra & Head of Technical Operations.
- Routine administration (i.e. musician's confirmation letters and logistics documentation and orchestra auditions support, venue riders – not exhaustive.)
- Take responsibility for the administrative preparation of international operational documentation such as CARNETs, CITES documentation, Musical Instrument certification – not exhaustive – working with Orchestra Manager, Head of Chorus and Orchestra and Lead Driver.
- Take delegated responsibility for departmental invoices and purchase orders.
- Assisting Orchestra Manager with the implementation and delivery of WNO's Noise at Work practices and Audiology programme.
- Ensuring good communication is met with WNO players regarding layouts, transportation and safety at work.

Rehearsal & Maintenance

- Assist with the preparation and set up of all company rehearsal spaces – with a focus on ensuring that music equipment, pianos and keyboards are available as required.

- Where necessary, ensuring set ups for other departments in WNO's rehearsal and performances spaces (i.e. Chorus, Research and Development projects and P&E.)
- Keeping WNO's instrument inventory up to date, and overseeing the arrangement of external instrument hires, in liaison with the Orchestra Manager.
- First line responsibility for maintenance of music equipment eg: reporting problems with instruments & arranging repair logistics, checking music stands & chairs, inspecting electrical equipment for safety.
- Responsible for ensuring WNO's Orchestra Hall and Percussion store remain clean and tidy for Orchestral and other use.
- Providing extra technical support to other WNO Teams as required.

Person Specification

Music Operations Supervisor:

- The desire to acquire new experiences and knowledge and to learn new skills.
- Supervisory skills including the ability to listen, delegate and deliver informal practical training.
- A track record of planning and delivering support for music rehearsal and performance with an emphasis on orchestral operations.
- Good communication skills, both written and verbal.
- Self-motivated and pro-active with the ability to work calmly under pressure and prioritise conflicting demands.
- The vision to help shape new ways of working in response to a rapidly changing work environment.
- A sympathetic approach to people working under pressure in an artistic environment.
- The ability to work as a member of a large team as well as the ability to work independently or in small groups.

Essential Skills & experience:

- Excellent skills, knowledge and experience of orchestra operations practice.
- Extensive hands-on experience of the safe handling and transport of instruments and musical equipment.
- The ability to read and interpret ground and stage plans.
- AutoCad drawing skills and/or the willingness and ability to learn.
- A good working knowledge of current Health & Safety practice related to music performance and touring.
- General IT skills including use of Outlook, Word and Excel.

- Ability to travel independently within the UK and abroad.
- Operational experience in the supervision of concert get ins and get outs.
- Ability to interpret orchestrations*.
- An understanding of orchestral instruments and equipment.*
- Experience in Orchestra Pit Get Ins and Get Outs*.
- Experience of large-scale theatrical touring.*
- Up to date knowledge of current practice with the ability to keep abreast of new technologies and working practices.*
- A recognised Health and Safety qualification and/or the skills, knowledge and experience to obtain a qualification with suitable training.*
- The potential to grow into a more senior role within technical theatre*.
- Full, current UK driving licence.*
- An interest in Opera.*
- Welsh language speaker/writer*.
- Understanding of GDPR legislation*.

We also welcome applications from interested candidates who may not meet all of the current criteria. In this case we would offer training and development support over the first year. A lower salary would be offered during the learning period.

Points marked with an asterisk (*) are desirable rather than essential.

Terms & Conditions

- Salary: £38,064.00
- Subsistence Allowances: Touring: UK Theatre Opera & Ballet Rates £515.94 - £644.93 pw for opera touring weeks
- Contract Type: Fixed Term Contract 01st September 2026 to 31st August 2027 with aim of extension.
- The position is WNO/BECTU collective agreement – based on 44hrs per week annualised.
- Notice Period: 1 week in probation rising to 1 month post probation
- Probationary Period: 1 month
- Base Location: Wales Millennium Centre, Bute Place, Cardiff CF10 5AL (Touring Required) i.e. based in Cardiff plus UK Touring

Benefits

- 33 days annual leave days per annum (inclusive of 8 Welsh bank holidays), rising to 36 days after 5 years' service
- Enhanced family leave policies
- Staff are provided with group life insurance cover equal to 3x their annual salary.
- Discounted parking at Q Park carpark in Cardiff Bay.
- Discounts in selected outlets in Cardiff Bay.
- We support colleagues who wish to learn or develop their Welsh language skills and offer optional Welsh lessons at both basic and improver levels.
- Employee Assistance Programme: Free, confidential counselling and advice for staff, freelancers, contractors, and their families.
- Pension scheme available after three months of employment (4% employer contribution / 4% employee contribution).

Reasonable Adjustments

WNO is committed to running an inclusive and accessible recruitment process. If you require adjustments at any stage of your application or interview, we encourage you to let us know. Adjustments may include but are not limited to the following:

- Application materials in alternative formats
- Interview questions shared in advance
- Extra time for interview questions or assessments
- Written copies of questions (including via chat for virtual interviews)
- Access to interpreters, including Welsh Language and British Sign Language

We consider all reasonable adjustment requests individually and will work with you to provide appropriate support wherever practicable. To discuss adjustments, please contact recruitment@wno.org.uk.

How to Apply

- Please submit your application and CV (maximum two A4 pages) in either Welsh or English via our online portal.

Deadline for Applications

- Closing date for this application is Monday 27th July 2026 at 23:59.