GLASS CASTLE

GLASS CASTLE FOUNDATION | JOB PACK

VENUE MANAGER, WAPPING POWERHOUSE

We are looking for a Venue Manager to run Wapping Powerhouse day to day and to help shape how Glass Castle cares for and runs all its sites. This is a chance for an experienced venue, operations or facilities manager to join a small team at an early stage, and to look after an extraordinary Grade II* listed building as it opens its doors again.

THE ROLE AT A GLANCE

Job title	Venue Manager, Wapping Powerhouse
Organisation	Glass Castle Foundation (Glass Castle)
Location	Based at Wapping Powerhouse, London E1W, with regular work from Glass Castle's head office at Somerset House, and occasional travel to Hatch Farm (South Downs) and other Glass Castle sites
Reports to	CEO
Line manages	Casual and contracted teams at first, including front of house, security and cleaning, with a venue team that will grow over time
Contract	Full time, permanent
Salary	£50,000 to £55,000, depending on experience
Hours	40 hours per week on average, worked flexibly across a rota that includes evenings and weekends.
Time split	Approximately 80% running Wapping Powerhouse; around 20% shaping site and venue management across Glass Castle's wider portfolio
Holiday	28 days annual leave plus public holidays
Pension	10% employer pension contribution
Benefits	Private healthcare, life insurance, gym membership and access to a confidential counselling service
Closing date	**5pm, Mon 23 November**

Interviews	**Between Fri 4 and Fri 11 Dec.** Shortlisted candidates will be expected to confirm availability for an in-person interview at Wapping Powerhouse during this period.

ABOUT GLASS CASTLE

Glass Castle exists to enable the extraordinary. www.glasscastle.org

We create the conditions for extraordinary artists from across disciplines to experiment and thrive, and for their work to be made, shared and felt. We give catalytic, early-stage and long-term support to the artists and audiences of the future, and we connect their work with audiences through partnerships, physical spaces and digital environments.

Glass Castle Foundation is a new philanthropic foundation, working across three areas:

- **Grants and partnerships.** We funded the development of the Infinities Commission at Tate Modern and have committed to it for ten years (2025 to 2034). We have also committed funding to the Serpentine's Future Arts Ecology R&D for three years (2026 to 2029).
- **Artist residencies at Hatch Farm.** We are developing residency spaces at Hatch Farm, a working regenerative farm in the South Downs National Park. We hope to open in 2028, welcoming up to 12 artists at a time for stays of up to around three months.
- **Wapping Powerhouse.** Our experimental arts venue in east London, described below.

OUR VALUES

- **Artist-centred.** Prioritising the fundamental role and needs of artists in a thriving society.
- **Experimental.** Embracing curiosity, creative risk and the potential of the new.
- **Collaborative.** Acting as partners, not patrons, to build a shared, healthy arts ecology.

ABOUT WAPPING POWERHOUSE

Wapping Powerhouse (Wapping Hydraulic Power Station) was built in 1890. When it closed in 1977 it was the last hydraulic power station of its kind in the world. In 1999, the building was reborn as The Wapping Project and staged a pioneering arts programme. The Grade II* listed building passed to Glass Castle in May 2026, after 14 years of closure.

Glass Castle is in its **Prelude** phase for Wapping Powerhouse, testing and learning to inform a long term sustainable future for this extraordinary site, its artists, communities and audiences. Over the last six months we have undertaken a number of improvements to the site, which has enabled us to reopen the building for events with trusted cultural partners, alongside commercial hires. What we learn will shape a major capital project of refurbishment, conservation and access work, followed by the full relaunch of the site.

We have a programme of continued improvements to the site planned, alongside our Prelude cultural programme with partners into 2028, ahead of the fuller redevelopment. Wapping Powerhouse will predominantly be closed for further building work from January to April 2027. This will be followed by our

next Prelude season from Spring to Autumn 2027 spanning performances, participation in city-wide events and festivals and ticketed installations, all of which involve working with cultural partners.

The Venue Manager joins at a formative moment. The venue's operating model, team and policies are still being built, and the Venue Manager will play a crucial role in the set up, enabling Glass Castle to fulfil its ambitions for Wapping Powerhouse

PURPOSE OF THE ROLE

The Venue Manager makes sure Wapping Powerhouse is safe, compliant, well cared for and ready for use, for everyone interacting with the site and at every event. You will be the person who knows the building best. You will look after its fabric and services, coordinate everyone who works on it, lead on health and safety, and regularly act as Duty Manager at events.

Your knowledge and passion for the building and buy-in to Glass Castle's values will ensure that audiences attending events at Wapping Powerhouse have a consistently positive visitor experience.

Around a quarter of your time will go on sharing what you learn. Your insight into how the building performs during Prelude will shape the brief for Wapping's capital redevelopment and how we run our other sites, including Hatch Farm.

KEY RESPONSIBILITIES: RUNNING THE VENUE (AROUND 80%)

Overarching

- Run the building day to day, including opening and closing, site checks, keyholding, alarm response and security.
- Responsibility for maintaining and updating the Venue Operations Management Plan and for ensuring that all events at Wapping Powerhouse work within these guidelines.
- Act as Designated Premises Supervisor and ensure all activity at Wapping Powerhouse falls within the terms of our Premises License.
- Maintain the Wapping Powerhouse calendar to ensure that all events and maintenance are correctly recorded in order to avoid clashes.

Building and site

- Coordinate site access for the Prelude programme and building works with Glass Castle, cultural programme partners, architects, consultants and contractors.
- Manage the venue operating budget and report on spend.
- Establish a core network of approved tradespeople and specialists to provide routine maintenance, with planned and call-out arrangements and agreed response times.
- Plan and manage preventative and reactive maintenance and its budget, and run a single route for logging and tracking progress.
- Keep statutory testing and inspections up to date, from fire alarms and emergency lighting to CCTV, electrical, PAT and water hygiene.
- Manage cleaning, waste and recycling, in line with venue rules and reviews with Tower Hamlets Environmental Protection.

- Keep accurate building records, including the asset register, maintenance logs, certificates, incident log and COSHH register.

Contractors and suppliers

- Manage suppliers, including accredited Security and CCTV providers.
- Coordinate all contractors and consultants on site, and maintain Glass Castle's approved contractor list, checking insurance, competence, employment and sustainability criteria.
- Run permits to work, inductions and sign-in, so contractors and programme partners know the licence conditions and our commitments to neighbours.

Health, safety and compliance

- Lead on health and safety at Wapping Powerhouse, owning the risk assessment, risk register, Fire Risk Assessment and Health and Safety Policy Statement.
- Make sure incidents are logged within 24 hours, investigated and reported under RIDDOR where required.
- Lead our response to the Terrorism (Protection of Premises) Act 2025 as it comes into force.
- Run the venue training programme, and work with our safeguarding lead to apply the Safeguarding Policy on site.
- Support insurance renewals and claims with accurate building and incident information.

Events and licensing

- Review event enquiries for practical suitability before they are confirmed, and work with Event Managers to solve problems.
- Run the event documentation process: sign off RAMS, fire risk assessments, noise and dispersal plans, production schedules and site plans, and check certificates before anything comes on site. [Working with a Health & Safety consultant as required.]
- Manage the Boiler House rigging regime with Starlight Productions, including LOLER certification and structural sign-off of loads.
- Agree security and stewarding levels for each event, and ensure that Security and front of house team are appropriately briefed and managed.
- Brief hirers and partners, and lead post-event reviews that feed back into the Venue Operations Management Plan.
- Become the Designated Premises Supervisor and Personal License Holder, keep the venue compliant with its Premises Licence, monitor sound levels, and keep the Venue Operations Management Plan current.

Visitors, neighbours and community

- Act as Duty Manager on a rota that includes evenings and weekends to give every visitor a safe, welcoming experience and leading the response to incidents and emergencies.
- Build and manage the venue team as it grows, including casual front of house and duty management staff.
- Be the on-site contact for neighbours, keep the complaints log, attend the monthly Neighbours' Forum, and give advance notice of load-ins and late events.
- Work with the Community Engagement & Communications Manager to establish a process for local groups to request use of the site for agreed purposes

Sustainability, access and inclusion

- Lead on environmental sustainability at Wapping Powerhouse, tracking energy, water and waste and putting practical improvements in place.
- Lead on access and inclusion, including:
    - work with our Access Consultant to improve the site and inform the capital brief
    - make sure every event has accurate access information and evacuation plans for disabled visitors.

KEY RESPONSIBILITIES: SHAPING OUR SITES (AROUND 20%)

- Gather and analyse operational information from Prelude events, from audience flow and sound to running costs and maintenance, and report regularly to the leadership team on what works and what it costs.
- Contribute operational requirements to Wapping's capital brief, and help develop the long-term operating model for after relaunch.
- Advise on site and operations management for Glass Castle's other capital projects, including Hatch Farm, and help develop shared standards across our sites.
- Keep up to date with legislation, industry practice and heritage guidance, and advise on what it means for our sites.

PERSON SPECIFICATION

We are looking for an experienced venue, operations or facilities manager who is equally comfortable with a toolbox, a risk assessment and a strategy meeting.

Essential

- At least five years in venue, building, facilities or operations management, including two at manager level in a public venue that hosts live events, performances or exhibitions.
- Experience of managing contractors, service contracts, planned and reactive maintenance, and an operational budget.
- Experience of leading health and fire safety in a public building, including writing risk assessments and signing off third-party RAMS and production documentation.
- Experience as a Duty Manager, including leading incident response.
- Working knowledge of UK health and safety, fire safety and licensing law, including the Licensing Act 2003 and the Regulatory Reform (Fire Safety) Order 2005.
- Working knowledge of event safety guidance, such as the Purple Guide, and awareness of the Terrorism (Protection of Premises) Act 2025.
- Understanding of access, inclusion and sustainability in venue operations.
- A recognised health and safety qualification, such as IOSH Managing Safely or a NEBOSH general certificate, or willingness to gain one within six months.
- A Personal Licence, or willingness to obtain one within three months.
- Calm, decisive and highly organised, and a clear communicator with crews, hirers and neighbours alike.
- Able to turn operational information into clear recommendations.
- Committed to access, inclusion, safeguarding and reducing environmental impact, and interested

in experimental contemporary art.
- Able to work evenings and weekends on a rota. The venue only opens when there are events.

Desirable

- Experience of capital works, or of shaping an operational brief for a capital project.
- Experience as a Designated Premises Supervisor.
- Experience in a listed heritage building.
- First Aid at Work, fire marshal or Mental Health First Aid certification.
- Experience of rigging, LOLER, temporary electrical systems or technical production.
- Experience of film location or commercial event hires.
- Experience of working with residents on noise, dispersal and community relations.

WORKING PATTERN

This is a full-time role. Hours will be planned around the events calendar, including evenings and weekends on a rota, with time off in lieu for additional hours.

The post is based at Wapping Powerhouse, with regular work from Glass Castle's head office at Somerset House and occasional travel to Hatch Farm (Liphook) and other Glass Castle sites.

The appointment is subject to a standard DBS check, given the role's safeguarding responsibilities.

EQUAL OPPORTUNITIES

Glass Castle Foundation is an Equal Opportunities Employer. The foundation values diversity and is committed to creating an inclusive environment for all employees. If you're excited about the role but your experience does not fully align, we encourage you to get in touch for a conversation anyway. We actively encourage applications from underrepresented groups such as the global majority, LGBTQA+, and those with a disability and neurodiverse conditions.

We are happy to adapt our recruitment process to accommodate your needs. If you would like this pack in another format, or need any adjustments to apply or to attend an interview, please contact us work@glasscastle.org

GLASS CASTLE

HOW TO APPLY

Please fill in our short form here, and include:

- your CV (max 2 pages)
- a cover letter (max 2 pages), telling us why you are interested in the role and how your experience matches the person specification

We encourage applicants to fill in our equal opportunities monitoring form here.

Submit your application by 5pm on Monday 23rd November.

Interviews will take place between 4th and 11th December, including a site visit to Wapping Powerhouse.

If you have questions about the role, please contact Jo Paton Htay on work@glasscastle.org.