



Royal Albert Hall

Information for Candidates

Recruitment Pack





Welcome

From Stuart Crane

Head of Production & Technical

Thank you for showing interest in joining the Production and Technical team at the Royal Albert Hall.

2023 sees the department continuing to develop and expand, adding additional resources and investing further in technology to ensure we remain a world class venue with a reputation to match.

The team consists of Event Managers & Co-ordinators, Technical Supervisors, Production Support Technicians, Lighting, Audio and Rigging specialists as well as a valuable team of casual workers who, along with other professionals and suppliers from the wider industry, support us in delivering over 400 events a year throughout the venue.

We have a highly successful Apprenticeship Scheme that offers opportunities to work as part of the Production & Technical team specialising in various technical disciplines.

Our connections with many drama schools and universities allows us to help nurture talent, preparing individuals for their journey within this fantastic industry.

If you are successful in joining our department you will become part of an exceptionally talented team, who work incredibly hard throughout the year on an amazing variety of events across the building.

All of the team are committed to ensuring the shows are delivered to a world class standard at this iconic venue.

I wish you all the best in your application.

Stuart Crane



Royal Albert Hall

A history dating back to 1871

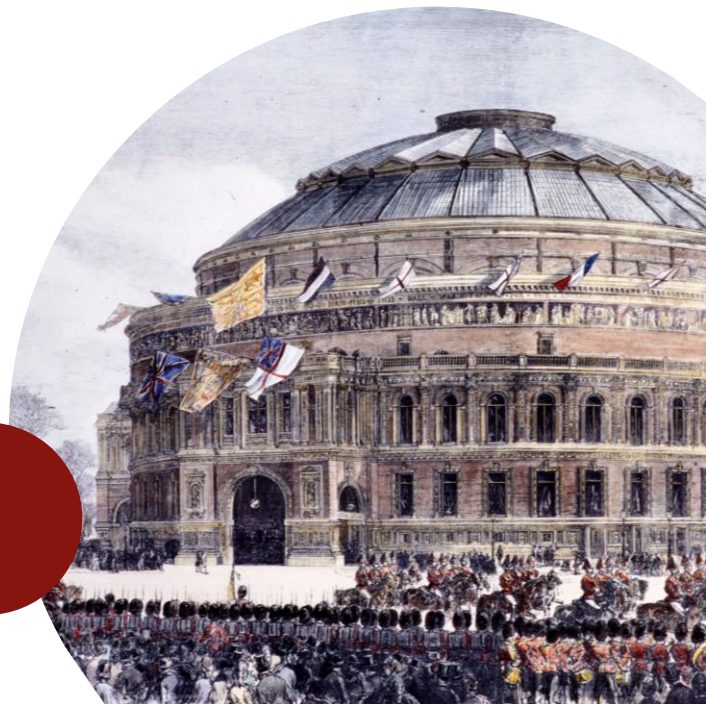
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

Since then, we have become the world's village hall, known and loved across the globe for events and moments in history that have, in many cases, shaped the nation and in doing so, realised Albert's vision.

More than a concert hall, we are also a home for those who dream of making the world a better place.

We hosted 25 suffrage meetings, and numerous great patriotic rallies in support of the armed forces. Sir Winston Churchill, the Dalai Lama, Emmeline Pankhurst, Stonewall, Nelson Mandela, the Royal family and world leaders have graced our auditorium. History is played out on our stage.

The Royal Albert Hall may be 150 years old, but we have more history to make, and you could help us write it.





Royal Albert Hall

About us

Based in South Kensington, the Royal Albert Hall is an iconic venue. The Royal Albert Hall is a registered charity held in trust for the nation's benefit.

Our purpose is to:

- promote the Arts and Sciences
- preserve and enhance our Grade I listed building.

The world's leading figures in music, dance, sport and politics have appeared on our stage since we opened in 1871, and now over 1.7 million people enjoy live experiences here every year, with millions more experiencing our events through broadcasts, recordings and new media channels. Today, the Royal Albert Hall hosts around 400 events each year and our amazing staff play a huge part in ensuring the success of all our events.

The BBC Proms have called the Hall their home since 1941. Shirley Bassey has had more than 45 performances at the Hall since 1971. Statesmen, sportsmen and a galaxy of stars have graced our stage, creating unforgettable memories. From Albert Einstein, to Arctic Monkeys, The Beatles to Beyoncé, Churchill to Coldplay. Recently, we have hosted the premier of the James Bond film 'No Time to Die', Cirque De Soleil, the EE Baftas, Classical Spectacular and a series of events for Teenage Cancer Trust.





Royal Albert Hall

Engagement

Our public benefit work is of paramount importance to us and features most prominently through our inclusive and ground-breaking Engagement programme.

As a charity, the Royal Albert Hall believes in providing an Engagement programme that aims to enrich people's lives and offer fairer access to the arts.

“Our Engagement programme includes concerts in care homes, schools’ workshops, careers masterclasses, Relaxed performances and much more.”





Equality, Diversity and Inclusion

The Hall supports an equal, diverse and inclusive environment for all and we know we can do more.

Diversity was one of the five key strategic objectives agreed for our five-year business plan in August 2019. This means that it is right at the heart of our planning for the future and we will have an action plan to underpin this. Equality, Diversity and Inclusion is part of our mandatory training and we have a committee, set up in 2018 which has representation from staff across all departments, levels and represents the nine protected characteristics.

“I want to use the Hall’s platform to champion and highlight a diverse mix of performers and attract staff and audiences that truly reflect modern Britain”

- James Ainscough, CEO





Equality, Diversity and Inclusion

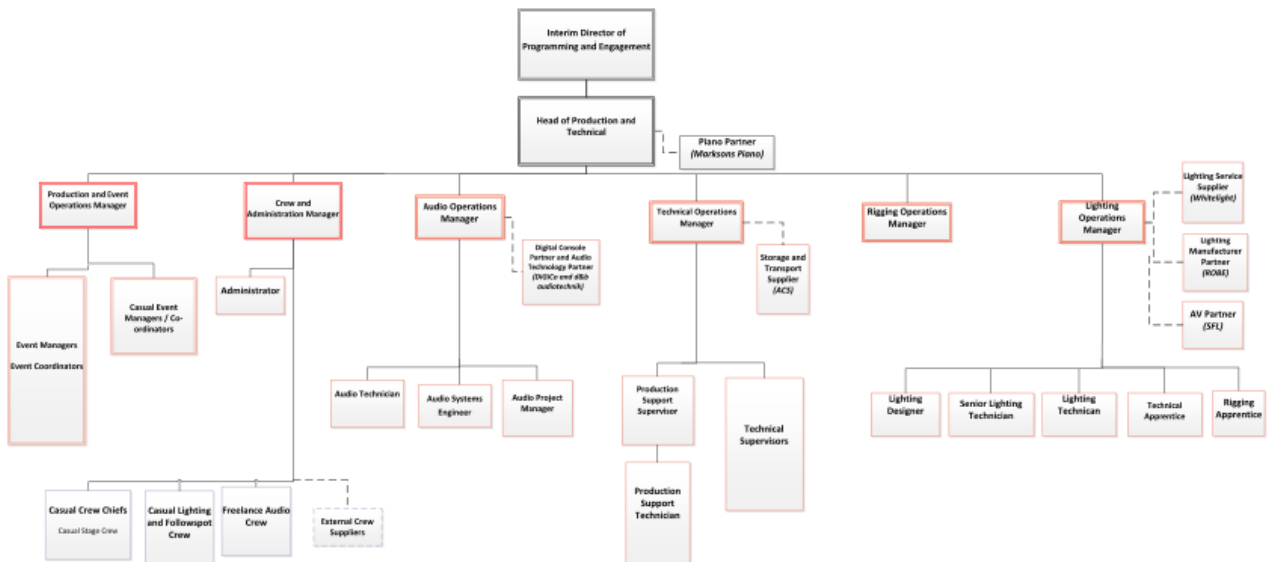
We are committing to:

- Programming more events with diverse artists and to making our platforms available to black voices – both on the stage and on digital channels.
- Ensuring that our archives and our tours properly represent the Hall's rich and diverse history and we are refreshing our diversity training for our leadership team and trustees.
- Reviewing our recruitment strategies to ensure that we can widen our candidate pool and further increase the diversity of our workforce.





Production & Technical Organisation chart





Our Mission, Vision and Values

Our mission is to:

- Promote the Arts and Sciences
- Preserve and enhance our Grade I listed building

Our vision is:

- To bring people together for inspirational experiences at the world's most eclectic venue

We are proud that our values are:

Responsible: We own challenges and find solutions.

Ambitious: We are creative and driven, always looking for a better way.

Human: We are team players, welcoming, warm and open, and we embrace diversity

Our Strategic Objectives are:

- To diversify and develop our programme, audiences and engagement activities
- To strengthen our finances and operations resilience
- To enhance the experience in a modernised Victorian venue
- To nurture a talented and engaged team



Job description

Role: Casual Crew

Location: Royal Albert Hall

Reports to: Crew and Administration Manager

Supervised by: Technical Supervisors

Hourly rate: Day rate £13.95/Night rate £17.53

For over 150 years we have been fulfilling our vision of inspiring artists and audiences worldwide with the magic of the iconic Royal Albert Hall; creating life-enriching, unforgettable experiences for everyone. Hosting 390 events a year in the main auditorium and more than 800 in other smaller spaces, the Royal Albert Hall stands true to its original purpose of promoting the Arts and Sciences. As a charity, the Hall is dedicated to maintaining the Grade I listed building and giving access to all.



Job description

The role:

The Royal Albert Hall's Production and Technical department is responsible for staging over 400 performances in the main auditorium each year. Integral to the delivery of each performance is the team of Production and Technical Crew who execute the setup and preparation of the main auditorium and other spaces within the Hall in order to deliver successful events and excellent customer service.

To assist the Technical Supervisors and Event Managers (and their deputies), and Crew Chiefs in the set up and running of the following:

- Heavy manual handling of staging
- Setting out orchestra layouts
- Arranging seating configurations
- Setting up tables and follow spot platforms.
- Installation of flooring and risers
- Installation of banners and drapes
- Installation of arena lift barriers safely
- Assistance with load-ins and loadouts
- Dressing room and office preparation
- Painting and cleaning



Job description

- Assistance onstage and backstage with specific event requirements
- Assistance with other RAH departments, e.g., manual handling of office equipment
- Assisting technical teams (e.g., audio, lighting and rigging) when required
- Any other duties that may be assigned to you by the Technical Supervisors, Crew Chiefs, Event Managers or Duty Managers

Person specification

- Successful candidates should be physically fit enough to be able to undertake the required duties.
- Many of the shifts occur during mornings, late nights, overnights, weekdays and weekends so the ability to work unsociable hours is essential.
- Ability to get to and from the Royal Albert Hall at any time of day or night as required
- Occasionally able to travel to off-site locations to work for the Hall, for example to help with an off-site rehearsal.
- Be self-motivated, able to understand instructions and act on them quickly and efficiently, be a good team worker and be able to use initiative when required.
- Ability to remain calm under pressure and work logically through problem solving of equipment and setups.
- An understanding and appreciation of theatre and live events, staging or similar.
- work within a team-working scenario would be advantageous.



Job description

Requirements of the role

- The hours are allocated with regard to Casual Crew members' availability and the availability of shifts that the Hall can offer.
- There is no obligation by the Hall to offer Casual Crew members work and there is no obligation for Casual Crew members to accept.
- Once a Casual Crew member commits to a shift, the Hall would request that the Casual Crew member does not cancel - cancellations could result in a lower preference for shifts in the future and repeated cancellations could result in offers of shifts ceasing altogether.
- Casual Crew members must ensure that all health and safety rules are followed at all times
- Casual Crew members are required to arrive for their shift in plenty of time, wearing suitable clothing or any other PPE that may be required. Casual Crew members must wear steel toe cap shoes for all shifts. (The Hall have stock available if required.) Please note that the Hall will provide all other PPE when required.
- When on duty and not during show time, Casual Crew members are required to visibly wear a Royal Albert Hall Crew t-shirt along with presentable dark trousers or jeans. However alternative own clothing may be worn for painting and dusty jobs.
- When on duty during a show, Casual Crew members are expected to wear smart black clothes, i.e. a long-sleeved black collared shirt and smart black trousers (not jeans), and black shoes.
- Casual Crew members are expected to look tidy and presentable at all times.



Job description

TERMS AND CONDITIONS

- Shifts will only be offered to successful candidates who pass an interview and
- manual handling test
- Shifts are paid by the hour after a minimum four hour shift. Night rates are payable for work carried out after midnight until 8am
- End times stated on shifts are listed as guidance only and should not be taken as final. There may be a requirement to work beyond the anticipated end time. Should you need to leave work at or after the stated end time, then this must be made clear at the time of accepting the shift
- Shifts are allocated via the Hall's rostering software Staff Savvy, crew will need access to a computer or phone with internet.
- Casual Crew members will have up to 3 months from their first shift to prove their competencies for the role as measured against the Competency Checklist (see below)
- If the competencies set out on the Competency Checklist are not proven by the end of the 3 month period from their first shift, no further shifts may be offered by the Hall
- The working week runs from Sunday to Saturday
- Payment is made on a Friday direct to your bank account, one week in arrears
- All engagements are paid through the Hall's PAYE payroll system with tax and NI
- contributions deducted



Job description

- **Casual Crew members must prove their right to work in the UK before starting their induction**
- **Casual Crew members must carry their Hall pass on their person at all times whilst in the building**

The Royal Albert Hall Crew 3 Strike Rule: An Explanation

Working as a member of Casual Crew at the Royal Albert Hall is an important role. Along with Safe Working Guidelines and Practices, the Crew are expected to follow a simple structure of general rules of conduct and behaviour. All Royal Albert Hall policies and procedures should be adhered to at all times, failure to do so will be treated seriously and may result in no further shifts being offered. This applies to all Stage and Technical Crew.

These rules are explained below and if breached, the Crew Member will receive a 'strike'. On the receipt of the first strike, an e-mail will be to the crew member. If a second strike is issued, an e-mail will be sent to the TSs and the Crew member. If the Crew member receives a third strike within a three-month period, they will be informed to confirm that they will not be offered any further shifts and will be removed from the pool of Casual Crew.



Job description

Reasons for receiving a Strike;

1) Timing

If the Crew member is late without notification, or completely fails to attend for their shift they will receive a strike. This stands unless the Crew member has a very good explanation for their absence or has called in advance to say that they are going to be late and have provided a good reason.

1) Cancelling, Swapping and Leaving Early

If the following has happened at any time, they will receive a strike.

- If a crew member cancels a shift without informing either the Crew and Administration Manager or the Technical Supervisors team.
- if a Crew member swaps with another Crew member without informing a member of the technical team that they have done so before the shift.
- If a crew member leaves early without informing your crew chief or Technical Supervisor

If, within a 1-month period, there are 2 or more of the incidents below, the strike procedure will be implemented.

- the Crew member takes a shift they cannot commit to and cancels within 24hrs of the shift.



Job Description

Correct Clothing and PPE

Crew members are expected to look tidy and presentable at all times.

The Crew member is required to wear:

- A Royal Albert Hall Crew T-shirt visibly or a simple dark coloured top if you have not yet been given a crew T-shirt,
- Presentable dark trousers or jeans.
- If they are on duty during a show, they will be expected to wear smart blacks, i.e., long-sleeved black collared shirt and smart black trousers (not jeans), and black shoes.
- Crew members must also adhere to the Hall's PPE requirements and are expected to wear steel toe capped boots, gloves etc. and hard hats when necessary.
- The Crew member must carry their Hall pass on their person at all times whilst in the building.

Failure to adhere to the above will warrant a strike.

Mobile Phones

Mobile phone usage should be kept to a minimum when on shift. We request that when working on a performance your phone is switched off and not accessible whilst in performance areas (unless it is required for Show purposes). If you are found consistently on your phone instead of working, then you will receive a strike.

General Attitude and Conduct

It is acknowledged that the work environment can be stressful and fast paced at times with tight show turnarounds. However, Crew are expected at all times to fulfil the requirements of their role in a proactive, helpful, efficient, and committed way.



Job Description

General Attitude and Conduct

It is acknowledged that the work environment can be stressful and fast paced at times with tight show turnarounds. However, Crew are expected at all times to fulfil the requirements of their role in a proactive, helpful, efficient, and committed way.

If a Crew member is found to be insubordinate, argumentative, or obstructive whilst on shift, this will be treated as a serious matter and as such will be investigated by the Crew and Administration Manager. Any investigation will then be reviewed and, depending on the seriousness of the incident, may result in the Crew member receiving a written notification which will instantly result in them being awarded two strikes. This may lead to the Crew members not being offered any further shifts and result in them being permanently removed from the Hall's system for future work. Any such outcome will always be followed up in writing with the Crew member concerned



Person specification

General

- A positive and proactive team player who works collaboratively not just with their own team, but across different departments.
- The ability to build positive relationships with a wide variety of people.
- Shows pride and passion in all that they do.
- Happy to contribute/embrace new ideas.
- Flexible and adaptable attitude.
- An ability to organise and prioritise workload.

Health & Safety

You will have a good understanding of the Hall's Health and Safety guidelines and your responsibilities within these. Your role will include promoting a safe working environment and fostering a non-blame culture, adhering to any Health & Safety requirements, flagging any conflicts that may arise with Health and Safety and working towards finding effective solutions.

Sustainability

The Hall is committed to maintaining and furthering greater sustainable practices in all areas of the organisation to act on climate change. Whilst working at the Hall, you will be expected to embrace the Hall's Sustainability Policy and work to meet its objectives, putting sustainability at the forefront of all decisions.



Application

Thank you for your interest in working at the Royal Albert Hall. To apply for this vacancy, please visit our website using the link below, locate the role and select 'apply'.

[Vacancy Search Results - Royal Albert Hall](#)

Provisional dates for interviews are:

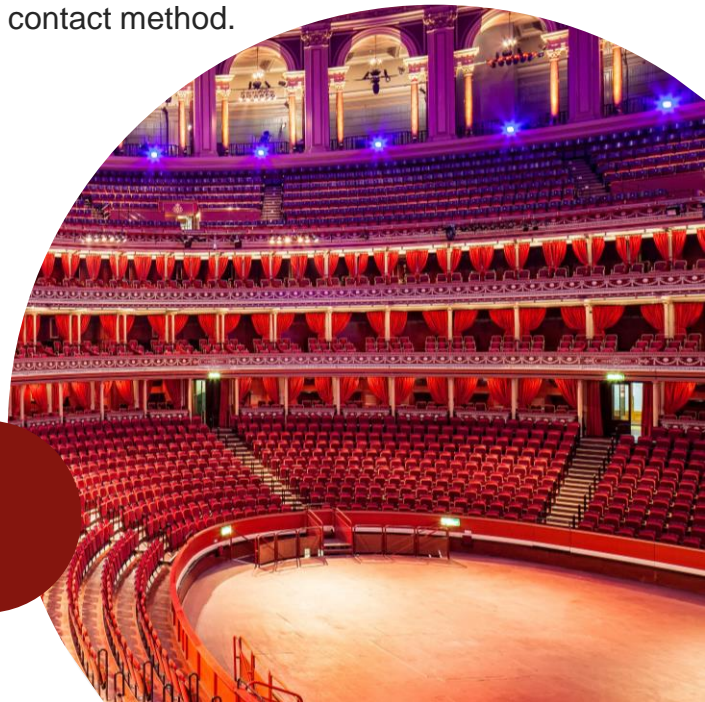
First round interviews:

w/c 22 May 2024

All applicants must have the right to work in the UK without the need for sponsorship. The closing date for applications is 13 May 2024 at midday.

The Royal Albert Hall is a registered charity (no. 254543) and strives to be an equal opportunities employer.

The Royal Albert Hall is committed to creating a diverse and inclusive environment in which everyone can thrive. We encourage candidates from all cultures and backgrounds to apply. If you believe you need a 'reasonable adjustment' with the recruitment process then please email the People and Culture team via peopleandculture@royalalberthall.com. Please state 'Request for Reasonable Adjustments' in the email subject header and provide details of your preferred contact method.





Staff Benefits

Our commitment to you

We fully recognise that our people are our greatest asset and play a role as active ambassadors for the Hall. In recognition of your commitment and in support of the work that you do, we want to share with You the portfolio of health, wellbeing and staff benefits that are available to you as a staff member.



Annual Leave

Entitlement is 25 days per year,



Personal development

Development is really important to us and there are a variety of options available to staff at the Hall.



Family leave

We offer enhanced pay during maternity, paternity and shared parental leave.

Care first

Employee assistance programme

Care First offers support, information, expert advice and specialist counselling to help you when you need it.



Cycle to work scheme

This allows you to obtain a new bike to use to ride to work. You can then repay it through your salary.



Interest free season ticket loan

We pay for the ticket and you repay the money out of your monthly salary



Employee discounts scheme

From groceries to wellness products, travel and more, with our employee discount scheme you can start saving more money right away, on things you're already buying using our Backstage portal.



Wellbeing

We take the health and wellbeing of our staff at the Hall seriously. We have a dedicated Wellbeing Committee and Mental Health First Aiders. Well-being sessions are run throughout the year, some of the recent sessions run included Menopause and Emotional resilience training.



Pension

When you join us we'll automatically enrol you into our pension scheme. You will have the option to join our stakeholder pension scheme after 6 months service and successful completion of your probation at six months.



Complimentary tickets

Following three months continuous service, you will be eligible to apply for complimentary tickets to performances within the auditorium at the Hall.



Staff canteen

Our canteen offers free hot and cold meals, including vegetarian options to staff whilst at work.



