



Royal Albert Hall

Information for Candidates

Recruitment Pack

Technical Services Project Manager





Welcome

From Neal Hockley, Director of Building and Facilities

The Royal Albert Hall is one of the world's most recognisable and best loved entertainment venues, hosting around 400 performances every year. It is also unique grade I listed building which has been maintained for the enjoyment of the public for generations.

We are looking for a Technical Services Project manager (internal development) to join our Building and Facilities Team reporting into the Head of Building and Facilities.

The successful candidate will be responsible for managing and delivering mechanical and electrical (M&E) projects, and for advising on M&E aspects of wider building and refurbishment works as part of our long-term Estate Plan. This will involve close collaboration with consultants, contractors, and colleagues across the Hall to ensure projects are completed safely, efficiently, and to the highest technical and heritage standards.

The role requires exceptional technical knowledge, communication, and project management skills to succeed, given the complexity of working in a Grade I listed building that operates 364 days per year.

In addition, the ideal candidate will have a proven track record in the delivery of M&E projects, ideally in a heritage or live operational environment, and will be adept at integrating modern systems within a historic setting.

Please attach a cover letter to your application demonstrating how you meet the person specification detailed in the job description below.



Introducing the Royal Albert Hall

The Royal Albert Hall is an iconic venue and a registered charity, held in trust for the nation.

Our charitable purpose is to:

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

Since we opened our doors in 1871, the Royal Albert Hall has been home to the world's leading figures in music, dance, entertainment and conversation. From the Suffragettes to Stormzy, Elgar to Einstein, the Beatles to Bassey... icons grace our stage.

A charity known and loved across the globe, we are home to dreams and determination, contemplation and celebration – bringing people together to lift their spirits and inspire. Every year nearly 2 million people enjoy unforgettable experiences in our spectacular building, with millions more joining us online and through broadcast worldwide.

We are home to the future – working tirelessly to enable talent to thrive. We embrace change as well as tradition, inviting the new, the radical and the bold. We are open to all, a committed force for good, connecting people and communities.



Our Vision

Our vision is for the Royal Albert Hall to be the home of breathtaking moments and lasting memories, for everyone.

Together, we create the amazing.





Our Strategic Objectives

We have four Strategic Objectives that will help us achieve our Vision:

1. Driving progress on the Hall's Vision to be a home for everyone – artists and audiences
2. Generating funds for the Estate Plan and other projects
3. Investing in people and systems
4. Building the Hall's reputation as a Force For Good:
 - A Home For Everyone – Equity, Diversity and Inclusion
 - A Home For Thriving Creativity – Engagement and wellbeing
 - A Home For a Sustainable Future – Towards net-zero and biodiversity.





Royal Albert Hall

Equity, Diversity and Inclusion

The Hall supports an equal, diverse and inclusive environment for all.

We want everyone to feel that the Royal Albert Hall is a place for them, where they truly belong. To do this, diversity and inclusion must be built into everything that we do, so that it's a part of who we are. We want our programme, staff and audiences to be reflective of London and to celebrate the diversity of the communities that we serve. So we look to recruit colleagues who support these ambitions and values.

We aim to be a force for good, and we know that what we programme on our stage has the power to shift and change mindsets. We are increasing the number of global majority headliners and younger performers at the Royal Albert Hall. And we are creating new opportunities for diverse participants across the Hall team.

“I want the Hall to champion a diverse array of performers, and to attract staff and audiences that truly reflect modern Britain. There is much still to do, but we are working hard to ensure the Hall is a home for everyone.”

- James Ainscough OBE, Chief Executive





Equity, Diversity and Inclusion

We are committed to:

- Providing training on inclusivity to all staff.
- Implementing a structured and transparent framework for talent management and promotion to drive consistency, equity, and strategic workforce development.
- Reviewing our recruitment strategies to ensure that we can widen our candidate pool and further increase the diversity of our workforce.
- Leverage data-driven insights from staff engagement and pulse surveys to inform and deliver targeted interventions that cultivate a sense of belonging and high-performing team cultures.
- Establishing end-to-end reasonable adjustments processes that proactively support accessibility and inclusivity for all employees and visitors.
- Strengthening the Hall's mental health and wellbeing agenda by expanding support mechanisms and resources aligned with evolving staff and visitor needs.
- Working with our EDI staff working group to champion our initiatives. By collaborating with this group, we'll ensure our team understands and actively supports our commitment to Equity, Diversity, and Inclusion.
- Ensuring that our tours and archive properly represent the Hall's rich and diverse history.







Job description

Role: Technical Services Project Manager

Location: Royal Albert Hall

Salary: £70,000 per annum

Working hours: 35 hours per week

Reports to: Head of Building and Facilities

Direct reports: N/A

How does the Building and Facilities team deliver the Hall's Vision?

This role is responsible for delivery of mechanical and electrical projects and advising on the mechanical and electrical aspects of other projects within the Building and Development and wider Hall teams.

Our mission as the Building Development Team is to project manage and implement projects within the Estate Plan in line with the Hall's strategic objectives. We will ensure that we shall deliver these projects in a safe and efficient manner for staff, contractors, and customers. The team will also work with other Departments to ensure other teams projects and objectives can be achieved.

Our mission as the Building Services team is to create and provide the highest quality service in a responsive and efficient manner to all. We recognise our staff as our strength and will trust and respect each other while working to support the overall mission of the Royal Albert Hall. We aim to provide a safe, clean, and well-maintained physical environment for the Royal Albert Hall by planning and delivering professional services that are sustainable and supportive of the Hall's vision, now, and into the future.



How does this role fit into the structure/team? And what does success look like?

The Technical Services Project Manager plays a pivotal role in delivering complex building services projects within one of the world's most iconic heritage venues.

Responsible for the full lifecycle of M&E projects — from concept through to completion and handover — you will also advise on M&E aspects of wider capital and estate works.

Success in this role means delivering projects on time, on budget, and to the highest technical and heritage standards, while navigating the complexities of working in a Grade I listed, live operational environment. You will be a key liaison between multiple internal teams, heritage bodies, contractors, and sponsors, ensuring all works enhance the Hall's operational capability without compromising its historic character.



Key accountabilities	Key activities/decision areas
1). Estate Plan & Project Management (M&E specific projects and elements)	<ul style="list-style-type: none">• Advise on the M&E aspects of the Hall's Estate Plan (specifically the BMS, life safety, fire, CCTV, security, access control electrical, plumbing & HVAC systems).• Collaborate with project sponsors and departments to capture requirements, establish appropriate budgets, and manage stakeholder expectations.• Oversee the tendering process to ensure best value for money in all contracts and procurement activities.• Manage consultants, contractors, and suppliers to deliver projects on time, within budget, and to agreed specifications.• Implement project processes and controls to ensure projects are delivered as planned.• Liaise with the Building Projects Managers and Building Services teams to review designs before project initiation.• Conduct regular budget and financial reviews to maintain project financial controls.• Develop and manage annual operating expenditure budgets.• Ensure accurate and up-to-date record-keeping.
2). Estate Plan Projects	<ul style="list-style-type: none">• Lead new Estate Plan projects from concept to design stage (Stage D), potentially handing over to external project managers while retaining overall responsibility and sign-off.• Work with project teams, internal and external project managers, departmental heads, and key planning groups to assess and mitigate operational impacts of works.• Implement an onboarding process for contractors and consultants, ensuring they understand the Hall's procedures and values.
3). Statutory Compliance	<ul style="list-style-type: none">• Maintain a high level of awareness of the building's heritage and proactively identify and address project-related heritage concerns.• Build and maintain relationships with statutory bodies like Historic England, Westminster City Council, and the London Fire Brigade.• Ensure project planning and activities meet all statutory requirements, including listed building consent, building control, health and safety legislation, fire regulations, food hygiene regulations, and venue premises licences.• Enforce adherence to the Hall's health and safety procedures by project team members, consultants, and contractors.



Key accountabilities	Key activities/decision areas
4). Completion & Handover	<ul style="list-style-type: none"> Manage practical completion, snagging, handover processes, and resolution of any issues during the defect's liability period. Oversee effective project handover, including the preparation of handover documents and training for in-house teams.
5). Leadership	<ul style="list-style-type: none"> Assemble and manage project design teams and external contractors. Oversee the work of external project managers appointed for major projects. Maintain Continuous Professional Development (CPD) as required by relevant professional body.
6). General	<ul style="list-style-type: none"> Act as an ambassador for the Hall, promoting its profile and activities. Undertake additional tasks as reasonably requested by the Director of Building and Facilities. Maintain strong professional relationships with colleagues.

Qualifications and Experience	
Criteria	Requirement
Professional qualification HNC, HND, higher or equivalent (building services engineering, mechanical engineering, electrical engineering or related discipline) professional membership (CEng/IEng with CIBSE, IET, or equivalent).	Essential
Proven track record delivering M&E projects (design, installation, commissioning) in operational buildings, ideally from a client's perspective and in a heritage setting.	Essential
Experience operating at a senior level ideally within a heritage site.	Desirable
Strong knowledge of HVAC, electrical distribution, lighting, BMS, and life safety systems.	Essential
In-depth knowledge of UK building regulations, BS7671 (IET Wiring Regulations), and relevant CIBSE Guides.	Essential



Qualifications and Experience	
Criteria	Requirement
Strong grasp of statutory compliance for M&E in public buildings (e.g. fire safety, legionella, gas safety, F-Gas, etc.).	Essential
Demonstrable experience of managing consultants and contractors and managing and negotiating contracts coupled with extensive knowledge of contractual processes and procurement of significant value and prestige.	Essential
Ability to integrate modern M&E systems into historically sensitive environments without compromising fabric or aesthetics.	Desirable
Understanding of energy efficiency measures and modern building services technology.	Essential
Knowledge of BREEAM, LEED, or equivalent sustainability frameworks.	Desirable
Track record delivering carbon-reduction or energy-optimisation projects in existing buildings.	Desirable
Exceptional stakeholder management experience coupled with a track record of delivering high quality service, achieving demanding financial and performance standards.	Essential
Demonstrable experience of project managing professional teams/contractors/projects within a demanding and fast-paced environment.	Essential
Takes full accountability for project budgets and contract management, ensuring compliance with procurement policy.	Essential
Up to date knowledge of statutory building and health and safety regulations.	Essential



Qualifications and Experience	
Criteria	Requirement
Have a strong sense of design and ability to read architectural and M&E drawings, have experience of working with interior designers/architects, and external M&E engineers.	Essential
Computer literacy on MS Project, AutoCAD and other MS Office programmes.	Essential
Experience of working in or around Building Facilities Management.	Desirable

Skills and Abilities	
Criteria	Requirement
Creative and pragmatic solutions to problems	Essential
Excellent time management skills, with the ability to carefully plan workloads and prioritise day-to-day demands alongside managing pressurised projects.	Essential
A team player who is capable of effectively managing relationships.	Essential
Understand the importance of a motivated team of staff and contractors and be able to build and maintain these relationships through challenging circumstances.	Essential
A confident leader who inspires the trust of colleagues and their direct reports.	Essential
Excellent written English and keen attention to detail.	Essential
Strong influencing, persuading and negotiation skill.	Essential
The ability to present on a wide range of issues as a member of the Hall's senior management team.	Essential



Behavioural attributes	
Criteria	Requirement
Remain calm under pressure with a good sense of humour.	Essential
Leads by example, working hard with a focus on further enhancing the building fabric and M&E services.	Essential
Demonstrates excellent interpersonal and communication skills.	Essential

The job description above is intended to be an outline of the duties and responsibilities for this role. This is not exhaustive, and it is likely to change over time. The role holder may be expected to undertake other duties that are commensurate with this role.

Note:

Essential criteria refer to the minimum skills, abilities, knowledge, experience, and professional qualifications required for the role. These are non-negotiable and individuals who do not meet these basic requirements cannot undertake all the duties required for this role.

Desirable criteria are those that are important, but not essential for an individual to perform the duties of the role. They are criteria that an individual can develop while they are in post through training and other developmental type activities.



SUMMARY OF PROJECT ACTIVITY

- Estate Plan Projects – Major development projects initiated as part of the Hall's Building Development Estate Plan, such as replacement of life-expired M&E plant, integration of new building services into heritage spaces, and upgrades to backstage technical infrastructure.
- Capital Projects – Capital expenditure works with an average annual investment of £2–5 million to maintain and enhance the building. Project budgets range from £10k to £2m and may include building fabric upgrades, building services replacement, life safety system improvements, energy-efficiency measures, health & safety enhancements, and show-related infrastructure projects.
- Plant and Services Renewal Projects – Maintenance or replacement of plant rooms, boilers, chillers, air handling units (AHUs), pumps, pipework, ductwork, and control systems, including phased replacements to minimise disruption to performances and public events.
- Catering Capital Expenditure Projects – Delivered in partnership with the Hall's catering provider and funded from the joint capital expenditure budget. Examples include new kitchen ventilation systems, walk-in cold room installations, and refurbishment of food and beverage service areas.
- Partnership Projects and Bars Rebranding – Projects funded and designed in collaboration with external sponsors in the food, beverage, and hospitality sectors. Includes design coordination, installation of sponsor branding, bespoke lighting and AV systems, and rebranding/de-branding works when corporate partnerships end.
- Minor Works Projects – Smaller-scale works such as the supply and installation of new three-phase electrical supplies, small power and data installations, lighting upgrades, and minor plumbing alterations.
- Accessibility Improvements – Projects undertaken as part of the Hall's accessibility strategy, such as installation of platform lifts, hearing loop systems, automated door systems, and compliant WC facilities.
- Fire Strategy Projects – Implementation of fire safety improvements including smoke detection upgrades, emergency lighting enhancements, fire alarm system upgrades etc.



Your first six months

During your 6-month probationary period, our focus is on setting you up for success, so we will invest in giving you skills and knowledge to perform your role.

It is also vital that you build an understanding of our unique working environment, intimately tied to our Grade I listed building, and that you immerse yourself in the Hall's culture. This means exploring our historic building where history has unfolded for over more than 150 years and where legends have performed on our stage, building strong relationships through face-to-face interactions with your line manager, engaging in relevant in-person training and investing quality time with colleagues and peers to foster strong working connections and where possible attending events.

Embracing your team's working pattern, whether hybrid or on-site only, is essential to ensuring a smooth transition and a successful start. The magic happens in our building, so it's vital that you have a regular on-site presence to support us in creating the amazing.



Royal Albert Hall

Application

Thank you for your interest in working at the Royal Albert Hall. To apply for this vacancy,

The Royal Albert Hall is working with Roberta Barlow at Macdonald and Company to recruit for this role.

To download a full candidate brief which contains details on how to apply please visit their [recruitment page](#).

For an informal chat and support with your application, please contact:
rbarlow@macdonaldandcompany.com

The closing date for applications is 12pm on 11 January 2026

Provisional dates for interviews are:

First round interviews:

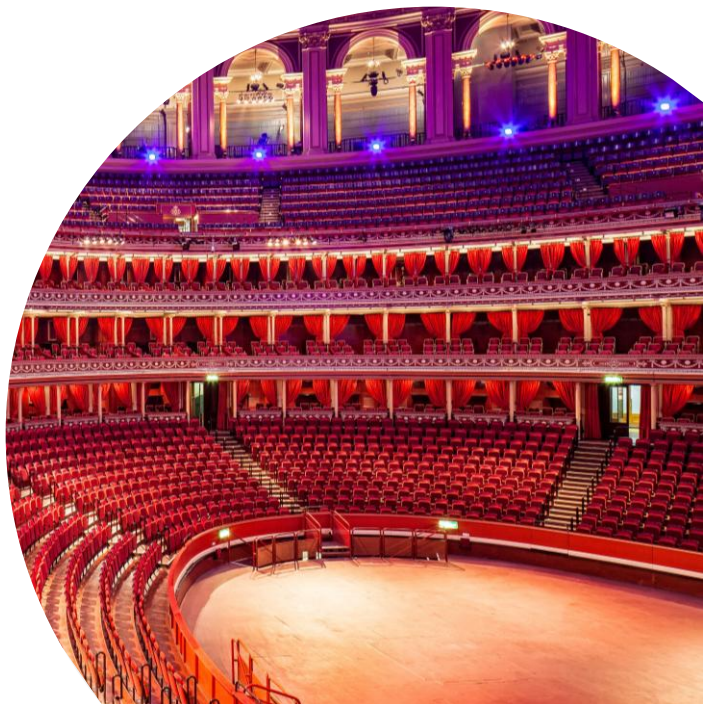
Week commencing 19 January 2025

Second round interviews:

To be confirmed

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

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, these are the health, wellbeing and staff benefits that are available to you as a staff member.



Annual Leave

Entitlement is 25 days per year, with the Opportunity to buy or sell up to five days holiday per calendar 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.



Life assurance

This is 6 x your basic salary.

Care first

Employee assistance programme

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

Aviva DigiCare+

Mental health and wellbeing app

Access to expert care and tailored resources – helping you stay well and feel supported.



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.





Royal Albert Hall
royalalberthall.com

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