



Royal Albert Hall

Information for Candidates

Recruitment Pack

Senior Support Technician





Welcome

From Olivia Sangster-Bullers, Head of Production & Technical

Thank you for your interest in the role of Senior Support Technician at the Royal Albert Hall.

As we move through 2026, our department continues to grow and evolve, enhancing our resources and investing in cutting-edge technology and infrastructure to uphold our rich heritage and reputation for presenting the broadest range of world-class entertainment in one of the most historic performance venues in the world.

In this role, you will champion safety and organisation, coordinating servicing and inspections with the Deputy Head of Production & Technical, reviewing and updating risk assessments and method statements with the Production & Technical Operations Managers group, and ensuring all technical areas remain safe, clean and well managed.

Aligned with the Hall's values, you will foster a culture of transparency, collaboration, and continuous improvement, enabling production and technical excellence across the scenes.

Should you join us, you'll become part of a highly skilled and passionate department, committed to delivering extraordinary events to the highest possible standard. Every member of our department plays a vital role in maintaining the excellence audiences expect from the Royal Albert Hall.

Wishing you the very best with your application.

Olivia Sangster-Bullers



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.





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.





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Proms

BBC
Proms



Job description

Role: Senior Support Technician

Location: Production and Technical

Salary: £39,813 to £45,500 per annum – Band 5

Working hours: 37.5 hours per week, plus one-hour unpaid lunch break. The post will involve working some unsocial hours.

Reports to: Giacomo Carabellese, Staging Operations Manager

Shift/working pattern: Hours can be worked 7 days a week

Direct reports: N/A

How does the Production & Technical department deliver the Hall's Vision?

The highly skilled staff of the Production and Technical department provide first class service and support to all Promoters and Artists ensuring the Royal Albert Hall is the home of breath-taking moments and lasting memories, for everyone.

Our specialist technical teams operate, manage and maintain our state-of-the-art technical equipment, designing solutions that add to an unforgettable experience for our audiences.



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

Success in this role means ensuring the Hall's technical equipment and workshop/storage spaces are maintained to an exceptional standard, overseeing the day-to-day running, maintenance and quality of technical equipment and keeping the asset management system accurate and reliable.

The Senior Support Technician is a steady, proactive presence across the building, maintaining an active presence during key activity onsite and supporting the wider Production & Technical department during maintenance periods, inspections and complex event operations.

They champion safety and organisation, coordinating servicing and inspections with the Deputy Head of Production & Technical, reviewing and updating risk assessments and method statements with the Production & Technical Operations Managers group, and ensuring all technical areas remain safe, clean and well managed.

Success also means building strong relationships with colleagues, suppliers and contractors, responding quickly to repairs, and contributing to a smooth, professional technical operation that supports delivery of the world-class events every day.

Operational excellence in this role means delivering consistently high standards of care, safety, organisation and technical readiness across all workshop and storage areas, holding ultimate accountability for these functions within the Staging team while collaborating closely with all Production & Technical teams.



Key accountabilities	Key activities/decision areas
1). Equipment Management	<ul style="list-style-type: none">• Act as a recognised specialist lead and take ownership of the day-to-day running, maintenance and quality of technical equipment within our workshop/storage areas liaising with the technical team leads, including but not limited to; lighting, audio, rigging, infrastructure, PAT testing.• Set and monitor delivery standards targets periodically• Manage and oversee the use of the Production & Technical asset management system (HireHop), ensuring data entry is consistent across all teams.• Lead on inventory and Input correctly all new equipment delivered into the asset management system• Lead on continuous improvement of systems (e.g., asset management, maintenance processes)• Coordinate safe and correct decommissioning and disposal of equipment when required
2). Administration	<ul style="list-style-type: none">• Liaise closely with the Production & Technical Administration Manager• Assist with administrative tasks (e.g., consumables and tools ordering, maintenance schedules and documentation)• Input into Production & Technical show reports and action repairs raised on the report• Undertake data entry as required
3). Team collaboration and Communication	<ul style="list-style-type: none">• Maintain an active presence during key activity onsite (maintenance periods, service and inspections, complex load-ins/loadouts)• Undertake other technical roles to support the wider department as required• Influence cross-team collaborative working• Feed into relevant communication channels for planned maintenance and compliance information
4). Health & Safety Compliance	<ul style="list-style-type: none">• Adhere to industry and Hall specific Health and Safety regulations• Lead the various servicing and inspection periods• Undertake safe operation of Hall's technical equipment, including the stage lifts and motor control as required• Review and update risk assessment and method statements• Monitor technical areas, for safety, cleanliness and proper storage of all equipment• Organise the annual external MEWP licence



Key accountabilities	Key activities/decision areas
5). Maintenance and General Support	<ul style="list-style-type: none">• Take ownership in the planning and implementation of maintenance tasks within the scheduled maintenance periods both internally and externally• Ensure that Production & Technical facilities and all relevant working areas are maintained in a safe, clean and tidy state with particular reference to storage locations such as B3, sub-stage/arena, gallery, day store and the loading bay.• Support moving Production and Technical equipment both on and off site.• Assist with equipment and infrastructure improvement projects• Facilitate promoter pick-ups as required• Build strong relationships with suppliers and service companies to support the Hall's equipment repairs
6). General	<ul style="list-style-type: none">• Attend team, department, and Hall meetings as required• Act as a technical ambassador for the Royal Albert Hall• Carry out such other tasks as may reasonably be requested by the Production & Technical Operation Managers team



Qualifications and Experience	
Criteria	Requirement
Experience of workshop maintenance	Essential
Recognised electrical testing course, qualification, and/or training	Essential
IOSH working safely or managing safely	Desirable
Mobile work platform qualification (IPAF 3a)	Desirable
Working a Height	Desirable

Skills and Abilities	
Criteria	Requirement
Excellent communication skills – both written and oral	Essential
Keen attention to detail and accuracy of work	Essential
Ability to organise and prioritise workload	Essential
Computer literacy on Word, Excel and Outlook	Essential
Ability to create positive relationships with industry manufacturers and the wider industry community	Essential

Behavioural attributes	
Criteria	Requirement
Ability to work independently with minimal supervision	Essential
A logical, thorough and detailed approach to planning and managing workload and deadline-focused	Essential
Supportive team player with a flexible approach	Essential
Approachable with strong listening skills	Essential
Ability to relate and build positive relationships with a wide variety of people	Essential
Ability to remain composed under pressure	Essential



The above job description 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:

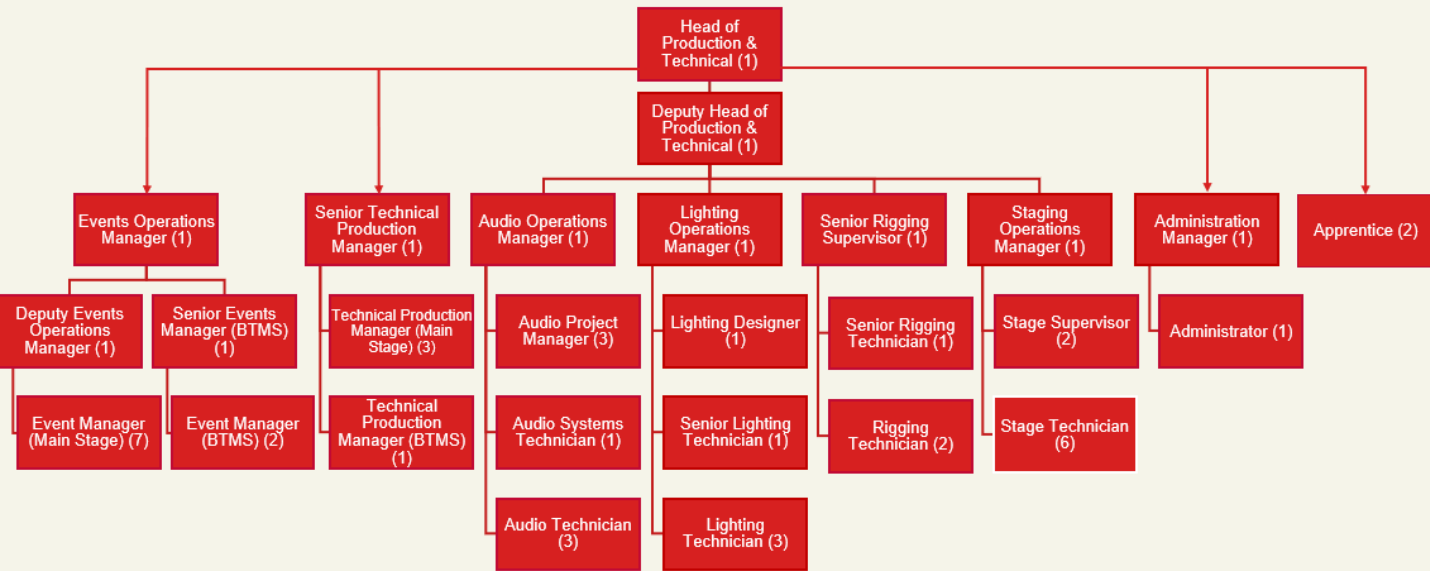
Essential criteria refer to the minimum skills, abilities, knowledge, experience, and professional qualifications required for the role. These are non-negotiable and individuals who do not meet these basic requirements cannot undertake all the duties required for this role.

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.

This role requires flexibility to work within a roster, including evenings, nights and weekends.



Department chart



Casuals and Freelancers



Your first four months

During your 4-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 department'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, 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:

To be confirmed

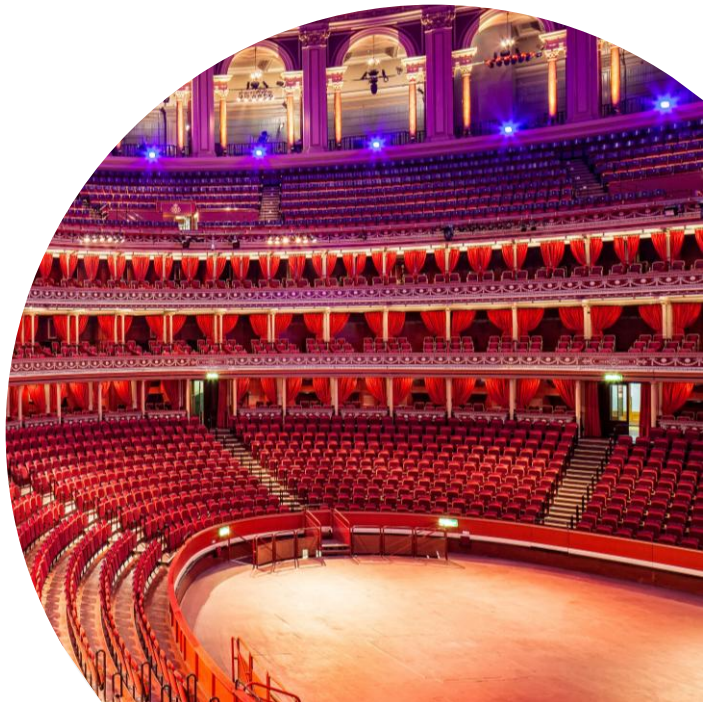
Second round interviews:

To be confirmed

The closing date for applications is 12pm on *2nd July 2026*.

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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