

Royal Albert Hall

Recruitment Pack

INFORMATION FOR CANDIDATES

Technical Production Supervisor (BTMS and Engagement)





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.

2024 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 Production Supervisors, Staging, 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.

A handwritten signature in blue ink, appearing to read 'Stuart Crane'.

Stuart Crane



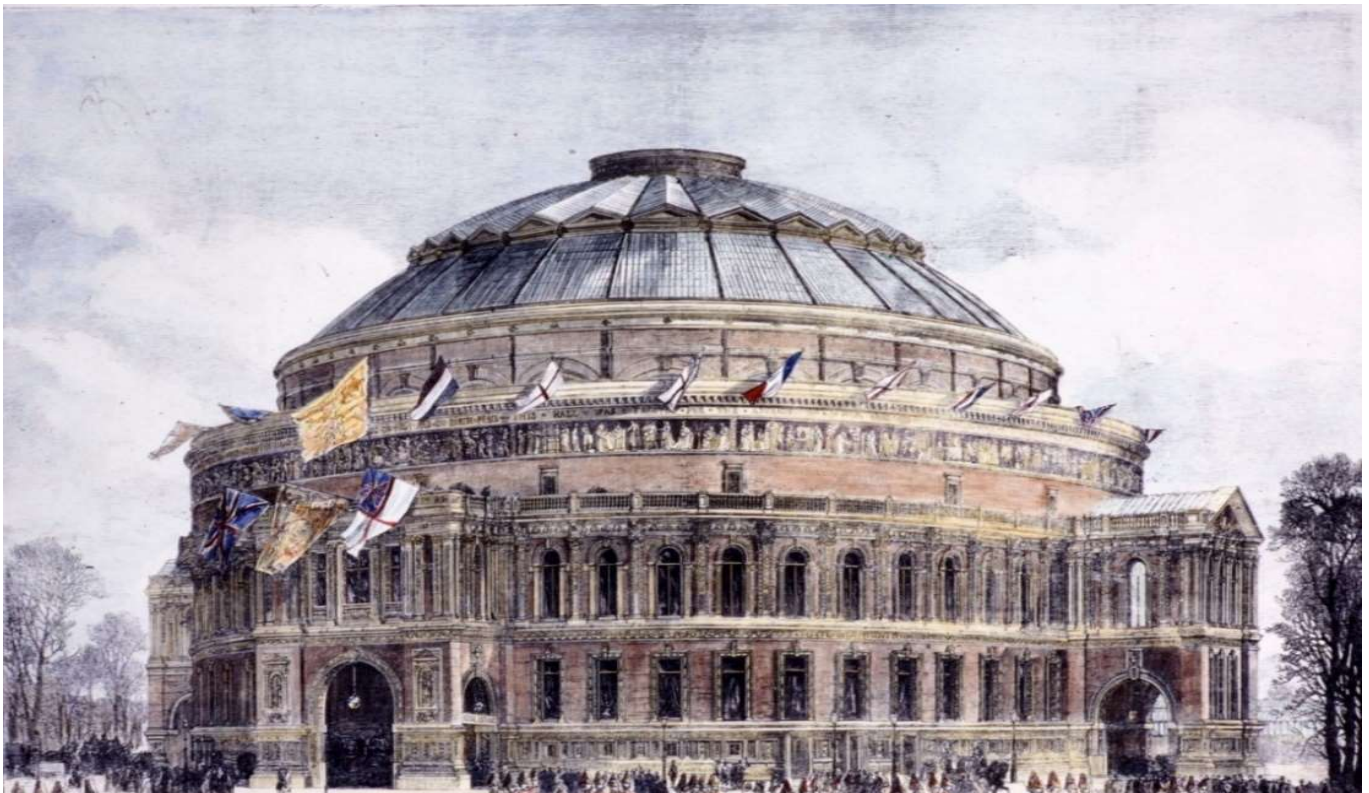
A history dating back to 1871

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.



Official Opening of the Royal Albert Hall of Arts and Sciences, 29 March 1871



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 Royal Variety Performance, Cirque De Soleil, the Olivier Awards, Classic FM Live and a series of events for the Teenage Cancer Trust.

Our Vision and Values

“To be the home of breathtaking moments and lasting memories, for everyone.”

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.





Royal Albert Hall

Equality, Diversity and Inclusion

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

At the Royal Albert Hall, our ambition is to have diversity running through everything we do, bringing new and varied people to the Hall

We are adapting our culture, programme, communication and visitor experience to attract and cater for more diverse people. Our aim is that by the end of 2026 the demographics of our audience, artists and staff represent the London population.

We are working with Inclusive Employers on our training and staff engagement programmes. All current and new staff receive equality diversity and inclusion training and we have updated our recruitment policies and practices to attract and build a more diverse workforce.

Following a significant programme of research in 2022 we have implemented an audience development plan that provides a roadmap for departments right across the organisation to engage and serve diverse audiences.

We have annual goals to increase the number of young and diverse headline acts and performers on our stage and we are investing in initiatives to reach new audiences. We also run an Engagement programme and offer subsidised tickets to audiences who would not otherwise be able to visit the Hall.

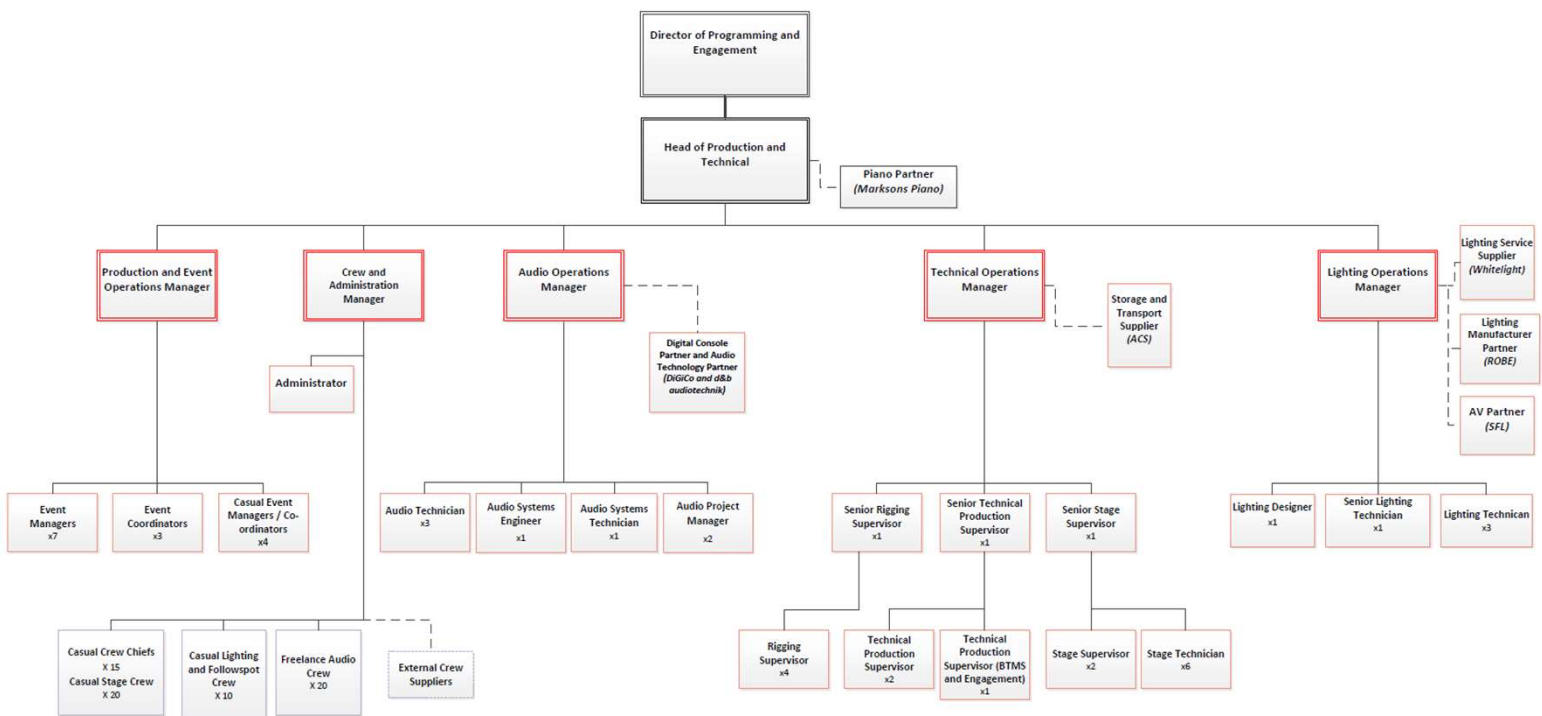
We have a Live Events Access Charter Silver award – an industry standard designed to build disability equality into all aspects of our venue and events. We are working with Attitude is Everything to achieve Gold by 2026. This includes making access tickets available to book online, installing a changing place, and providing accessible seating across our auditorium.





Production & Technical Organisation chart

Production and Technical





Technical Production Supervisor (BTMS & Engagement) Job Description

ROLE: Technical Production Supervisor (BTMS and Engagement)

LOCATION: Royal Albert Hall

REPORTS TO: Senior Technical Production Supervisor

AVERAGE HOURS: 37.5 hours per week

SALARY: £40,941 per annum

THE ROLE

Integral to the building is the Production and Technical department who are responsible for the preparation, set-up, and operational requirements of every event across the Hall from the Main Auditorium, to 'Beyond the Main Stage' areas including the Elgar Room and other spaces within the building.

Alongside the other Production and Technical departments, the BTMS Technical Production Supervisor is responsible for advancing and supervising the delivery of Beyond the Main Stage and Engagement event technical requirements whilst promoting Hall services to both external and internal clients. Key responsibilities include quoting and organisation of equipment, developing and maintaining good relationships with promoters and project management of events and services. The Technical Production Supervisor is required to work closely with the Event Coordinators, Audio, Lighting and Programming Teams to ensure timely and efficient delivery of events.

KEY RESPONSIBILITIES

- To ensure that, for those events for which you are allocated responsibility, the promoter receives a first class, comprehensive, effective and efficient service, and you facilitate any reasonable requests they may require.
- To ensure that the RAH brand is consistently delivered across all spaces.
- Ensuring that all events are viewed with the same level of importance and that each is presented in the best possible way, with adequate staffing and experience.
- Working with other colleagues in the department, attend production meetings to provide advice on all technical aspects to the promoter (and their contractors) on the viability of show design. In particular, matters relating to the rigging of equipment, available power supplies, general lighting and audio for the event, staging and seating arrangements as well as the use of in-house equipment; flagging any conflicts that may arise with Health and Safety or best working practices and promoting the use of the Hall's Lighting, Audio and Rigging services.
- Liaise with Event Coordinators, Audio, Lighting, Rigging and Staging departments to ascertain all technical requirements for events you are allocated responsibility for.



Technical Production Supervisor (BTMS & Engagement) Job Description

KEY RESPONSIBILITIES cont

- Provide quotes for RAH owned equipment including sub-hires, transportation, storage, also quoting any staffing requirements provided.
- Operation of sound, lighting and AV in various Beyond the Main Stage spaces (Verdi, Elgar Room, North Circle bar etc.) to a good level.
- Undertake the safe connection of production equipment to RAH power supplies.
- Working effectively with relevant stakeholders in the planning and execution of projects allocated by the Senior Technical Production Supervisor
- Developing detailed project plans and documentation and revising based on changing needs and requirements.
- Working with and monitoring specialists and sub-contractors on projects.
- The safe and professional operation of the Hall's rigging equipment and motor-board, utilising spotters (or being a spotter) when required. Also ensuring that updated rig plans and motor board plots are saved for future reference.
- To assist when required in providing technical services to events, and to become familiar with the use of the Hall's extensive technical equipment and procedures.
- To liaise with colleagues within the Production and Technical department and other Hall departments to ensure all relevant event information is effectively recorded in a timely manner and updated in the show file and show schedules to ensure the effective dissemination/communication of information.
- Supervise all lifting activities and work at height associated with an event, ensuring that adequate rescue procedures are in place, and where necessary implement the Hall's hard hat procedure.
- Review the relevant event risk assessments and ensure that as far as possible, all event Health and Safety procedures are adhered to throughout the event itself.
- Accurately and objectively produce reports and ensure they are distributed swiftly after the event and all event information is organised and filed for future reference.
- Maintaining and developing Method Statements and Standard Operating Procedures for the Production & Technical Department.
- Be present, available and contactable by radio on the day of events for which you are responsible, throughout the load in and as necessary thereafter to ensure the safe de-rigging and load-out of the show.
- Undertake other technical roles to support the wider team as required.
- Undertake any other reasonable request from the Production and Technical Leadership Team.



Technical Production Supervisor (BTMS & Engagement) Job Description

HEALTH AND SAFETY RESPONSIBILITIES

- Be aware of the implications of the Health & Safety at Work Act 1974 and to always work within the law. Be conversant with other related regulations including, but not limited to, the Working at Height Regulations, the Electricity at Work Regulations, Lifting Operations and Lifting Equipment Regulations and the Provision & Use of Work Equipment Regulations.
- Understand and work within the Hall's Health and Safety guidelines as set out in the Guide to Show Related Health and Safety and the Hall's various other codes of practice.
- Ensure that all Health and Safety requirements are met in equipment and storage spaces, specifically relating to COSHH, manual handling, PUWER, LOLER etc.
- Be completely familiar with the Hall's risk assessments and method statements pertaining to your area of work as well as to those being supervised.
- Be aware of the Noise at Work regulations and taking appropriate action if safe levels become breached.
- As far as is reasonably practicable, supervise the work and conduct of personnel employed or contracted by promoters whilst at the Hall. Ensure that safe working practices are always adhered to and that the safety of those working in and using the Hall is not compromised.
- Report any incidents or accidents immediately using the Hall's reporting methods.
- Input and assist in the improvement of relevant risk assessments and method statements.

GENERAL/MAINTENANCE DUTIES

- To ensure that all equipment is maintained and stored safely, securely and efficiently within the designated storage areas.
- To ensure maintenance and stock levels of equipment are adequate and ensure that the care of equipment is kept to the highest standard, raising any concerns with the Senior Technical Production Supervisor.
- Assist in the planning and implementation of maintenance tasks and dedicated maintenance periods.
- To provide effective administrative support to the team by undertaking tasks such as editing plans, booking crew, maintaining stocks and supplies and completing purchase orders.
- To contribute with suggestions to the improvement of the standards of service provided to the Hall's customers and the success of the Hall's business.



Technical Production Supervisor (BTMS & Engagement) Job Description

GENERAL/MAINTENANCE DUTIES cont

- To contribute to the department's annual special project bids, and where directed to manage the co-ordination and completion of successful special project bids.
- Create, review and improve the relative risk assessment and method statement documents so that all tasks and activities conducted are as safe as is possible, devising rescue plans for any work at height in conjunction with the Senior Rigging Supervisor.
- Participate as required in the moving of Production and Technical equipment both on and off site as necessary under the instruction of the Senior Technical Production Supervisor.
- To contribute by providing suggestions to improving the standards of service provided to the Hall's customers and the success of the Hall's business and remain conversant with developments of technology and its potential effects on services.



Technical Production Supervisor (BTMS & Engagement) Job Description

PERSONAL SPECIFICATION AND PREFERRED EXPERIENCE

- A team player with excellent inter-personal and communication skills.
- Fully able to internally communicate to the wider team, keeping all full-time and casual staff apprised of changes to any relevant procedures or equipment status.
- Self-motivated, able to understand instructions and act on them with an ability to manage your time effectively and prioritise workload.
- A good knowledge and experience of a variety of technical systems.
- Previous project management experience.
- Ability and willingness to work within a roster and able to undertake shifts which may be of long duration over early mornings, late nights, overnights, week days and weekends - The role will require some flexibility of working hours to embrace the responsibilities within the department and the services that it provides.
- Physically fit enough to be able to undertake the required duties of the post and to work the roster of unsociable hours.
- Ability to manage a small team of crew on shift.
- Highly organised and capable of working under pressure.
- Proactive and able to work under own initiative.
- Keen attention to detail and accuracy of work.
- Good IT/PC skills, numerate and literate.

TRAINING PROVIDED WHERE APPLICABLE

- Manual handling
- First Aid at work
- Project Management*
- National Rigging Certificate Level 2*
- Use of in-house rigging equipment and systems
- In-house Kinesys training
- AutoCAD*
- IPAF 3a & 3b Scissor Lift (Genie) training*
- PLASA National Event Lifting Training
- IOSH Managing safely for theatre and production*

**These courses may require considerable investment from the RAH. Should the duty holder leave the Hall's employment within 18 months of completion of any course, the Hall reserves the right to seek repayment for any or part cost of said training courses.*



Royal Albert Hall

Technical Production Supervisor (BTMS & Engagement) Job Description

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, 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.





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](#)

CLOSING DATE:

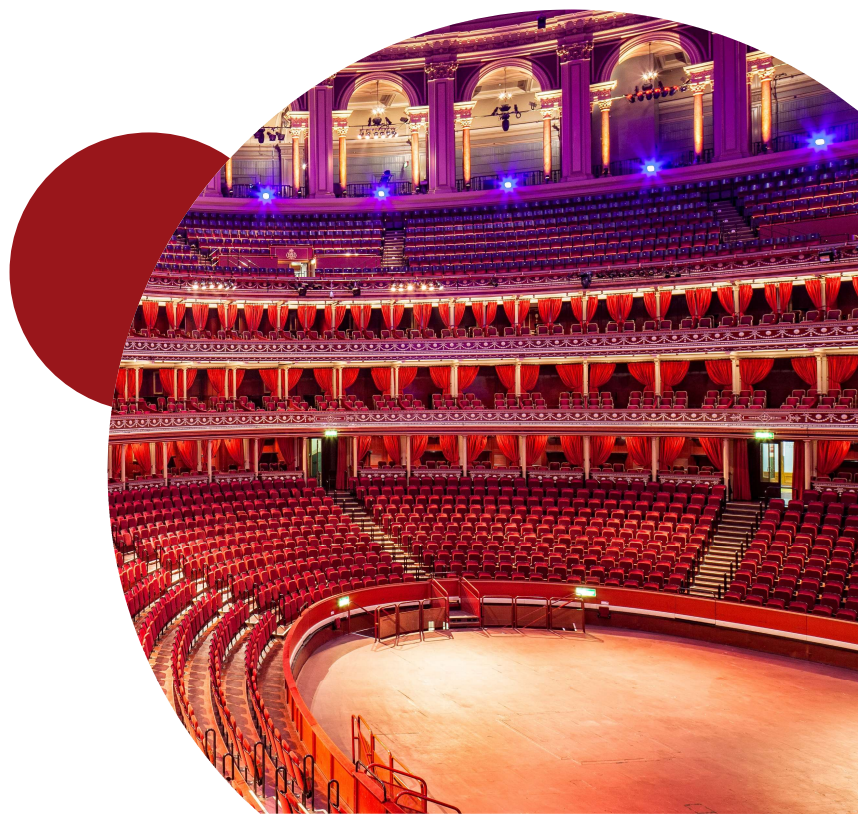
The closing date for applications is 18th November at 09:00

INTERVIEWS:

First interviews will take place in-person at the Royal Albert Hall, w/c 25th November.

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 require any reasonable adjustments to be made as part of the application process, please contact peopleandculture@royalalberthall.com.





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.



Life assurance

This is 6 x your basic salary.



Staff Benefits



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.



