



Royal Albert Hall

Information for Candidates

Recruitment Pack

Deputy Head of
Production &
Technical





Welcome

From Olivia Sangster-Bullers, Head of Production & Technical

Thank you for your interest in the role of Deputy Head of Production and Technical at the Royal Albert Hall.

As we move through 2025, 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 support me in managing a dynamic, multi-disciplinary department responsible for staging, rigging, lighting, audio, and wider technical operations. You'll play a key role in mentoring and supporting your staff - fostering a motivated, skilled, and engaged team that thrives within the Hall's unique environment. Through your management, and in alignment with the Hall's vision, you will champion a culture of inclusivity, collaboration, and creativity, with an unwavering commitment to excellence

Should you join us, you'll become part of a highly skilled and passionate team, 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.





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: Deputy Head of Production & Technical

Location: Production and Technical

Salary: £65,000 per annum

Working hours: Normal hours of work will be 9.00 am to 5.30 pm, Mondays to Fridays, including 1 hour per day for lunch which is unpaid. This totals 37.5 working hours per week, although you may be required to work outside these hours, including some weekends and evenings to fulfil your role satisfactorily.

Reports to: Olivia Sangster-Bullers, Head of Production & Technical

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

Direct reports: Lighting Operations Manager, Audio Operations Manager, Senior Rigging Supervisor, Senior Stage Supervisor

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?

The Deputy Head of Production & Technical ensures world class technical delivery and operational excellence.

We are home to world-class programming in music, dance, and film, welcoming hundreds of thousands of visitors every year. The Deputy Head of Production & Technical plays a leading role at one of the most vibrant cultural institutions in the world by ensuring the smooth delivery of events throughout the building, with particular responsibility for technical operations.

The role is responsible for working with the Head of Production & Technical to lead a large team of event managers, crew, audio, lighting, rigging and staging teams who deliver over 1,500 events and performances a year throughout the Royal Albert Hall.

Success in this role means motivating and inspiring the Production and Technical teams, ensuring they are integrated within the wider organisation, always prioritising high standards of customer care and service to artists, promoters and their technical support teams.



Key accountabilities	Key activities/decision areas
1). Management of the technical operations and services	• Ensure that all promoters and organisations bringing events to the Hall receive outstanding, comprehensive and prompt customer service together with appropriate advice on the staging and delivery of events to maximise the safe and successful execution of the event • Ensure that all events are delivered to the highest standards and within logistical, technical and financial parameters • Lead on the technical aspects for all shows and events, working closely with stakeholders to ensure the delivery of well-run and technically impressive shows and events
2). Leadership and development of the multi-disciplinary technical teams	• Provide strategic and operational leadership across all technical disciplines • Oversee and manage the activities of the technical teams including their administration and liaise with other internal departments to ensure a high standard of service for all incoming and own-promoted events • Collaborate with the Head of Department to shape and implement the department's vision, aligning with wider Royal Albert Hall goals • Recruit, manage, mentor and appraise direct reports to ensure that business and departmental objectives are achieved and that high standards of customer service, conduct and professionalism are consistently demonstrated. This also includes monitoring personal development, training, and welfare. • Oversee the rostering of the technical teams, ensuring it adheres to overtime and working time directive policies
3). Maintenance management	• Lead on ongoing maintenance and ensure areas of responsibility are kept to the highest standard. • Oversee rigging and LOLER equipment maintenance and ensure users undergo regular training • Manage maintenance tasks and the planning and implementation of dedicated maintenance periods
4). Health and Safety Compliance	• Create, and review department risk assessment and method statement documents, ensuring the highest level of safety is consistently maintained • Lead on implementation of relevant practices and procedures • Attend the H&S Committee as required • Work closely with the Health and Safety Manager to ensure appropriate standards are set and operated in relation to all aspects of event and technical management. Champion these safe working practices and procedures and ensure they are embedded in the day-to-day conduct of the team.



Key accountabilities	Key activities/decision areas
5). Financial control	• Oversee appropriate managerial spending limits • Set, manage and control relevant team budgets within the agreed annual budget plan, delegating budget management as required • Ensure that suppliers and contracts are regularly evaluated and tendered as appropriate to ensure best value.
6). Technical Coverage	• Oversee the creation and management of CAD plans (e.g., rig plans, seating plans, structural floor plans and stage plans) • Lead on exhibition floor builds • As required, lead on technical capital purchases and replacements • Support the delivery of technical capital projects • Develop detailed project plans and documentation • Act as a Duty Technical team member if required • Maintain an active presence during event days and/or overnight shifts • Ensure Promoters receive first-class service • Attend production meetings and provide advice on technical aspects to promoters (and their contractors) • Promote the Hall's Lighting, Audio and Rigging services • Organise external equipment/supplies trucking and transportation
7). Communication and guidance to internal and external stakeholders	• Promote and maintain excellent interdepartmental and inter-team communications to ensure each operational area has the necessary information to deliver their elements of the Hall's activities • Work collaboratively with others to manage potentially conflicting requirements to ensure the safe and effective delivery of events. • Enable the delivery of your department's strategic objectives ensuring compliance, responsiveness and flexibility. • Meet regularly with direct reports and department forum representatives to ensure staff welfare and issues are discussed and acted on where possible • Act as an ambassador for the Hall and to promote the Hall's profile and activities. • Develop and establish good working and network relationships with other venues to ensure that the Hall remains competitive within the entertainment industry • Represent the Hall at industry-related events, groups and conferences.



Key accountabilities	Key activities/decision areas
8). Service innovation and planning for future	• Advise on, initiate and implement improvements to the facilities and services provided to incoming promoters maximising revenue generation and identifying new income streams • Ensure there is a robust programme of maintenance and replacement for all production and technical infrastructure and equipment
9). General	• Deputise for the Head of Department as required • Carry out such other tasks as may reasonably be requested by the Head of Production & Technical



Qualifications and Experience	
Criteria	Requirement
Experience of managing and developing staff Essential or a department within a high-profile cultural venue	Essential
A good knowledge or understanding of the Essential technical and event management aspects of a venue environment and its potential pressures	Essential
Experience of managing multidisciplinary technical teams, including Audio, Lighting, Screens, Rigging and working with external contractors and suppliers	Essential
Experience of lighting, PA and audio-visual systems	Essential
Excellent understanding of seating and staging layouts	Essential
IOSH/NEBOSH or alternative	Desirable

Skills and Abilities	
Criteria	Requirement
The ability to motivate, develop and inspire staff	Essential
Excellent communication skills – both written and verbal	Essential
Keen attention to detail and accuracy of work	Essential
Ability to organise and prioritise workload	Essential
Ability to work under pressure and adapt to the dynamic demands of a live event environment	Essential
Computer literacy (Word, Excel, Outlook)	Essential
Ability to create positive relationships with industry and the wider technical community	Essential
CAD drafting skills, analysis of design and the ability to produce working drawings and plans	Essential
In-depth understanding of health and safety, licensing, and statutory compliance in live event environments	Essential
Ability to be an ambassador for the Hall	Essential
Knowledge of sustainability practices in technical operations.	Desirable



Behavioural attributes	
Criteria	Requirement
Logical, thorough and detailed approach to planning and managing projects and deadline-focused	Essential
Ability to remain composed under pressure	Essential
Ability to empathise with promoters and customers	Essential
Supportive leader and 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
Positive, can-do attitude to problem-solving	Essential
Keen interest in the arts and popular culture with knowledge of the Hall's history	Desirable

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.

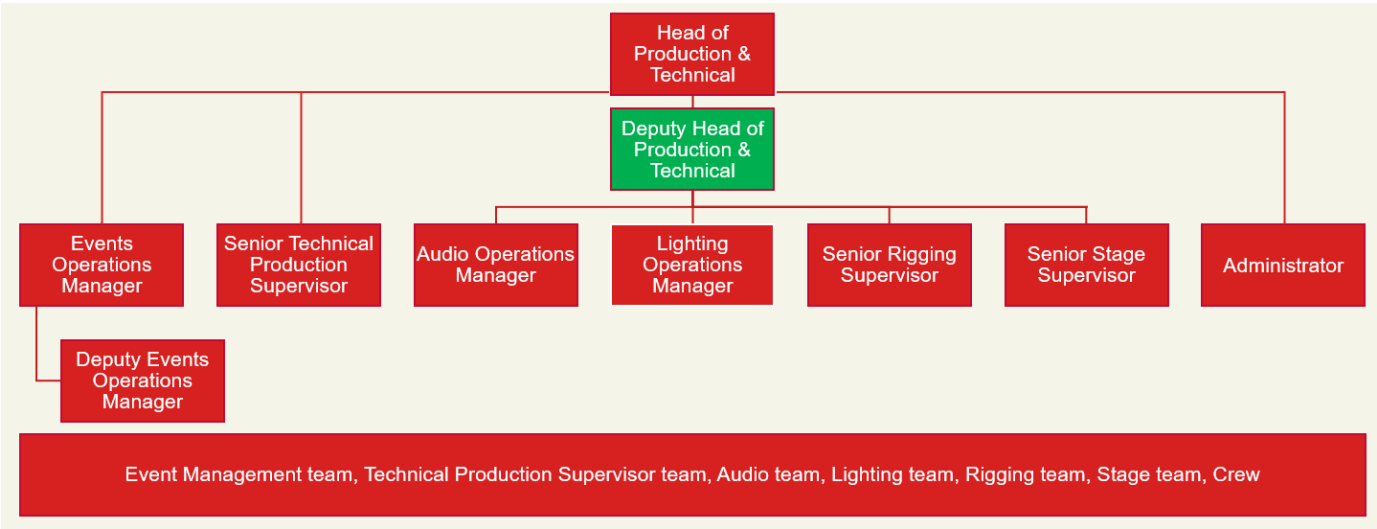
Desirable criteria are those that are important, but not essential for an individual to perform the duties of the role. They are criteria that an individual can develop while they are in post through training and other developmental type activities.

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

This role demands physical fitness for manual handling of equipment.



Department chart





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 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:

Week commencing 11 November 2025

Second round interviews:

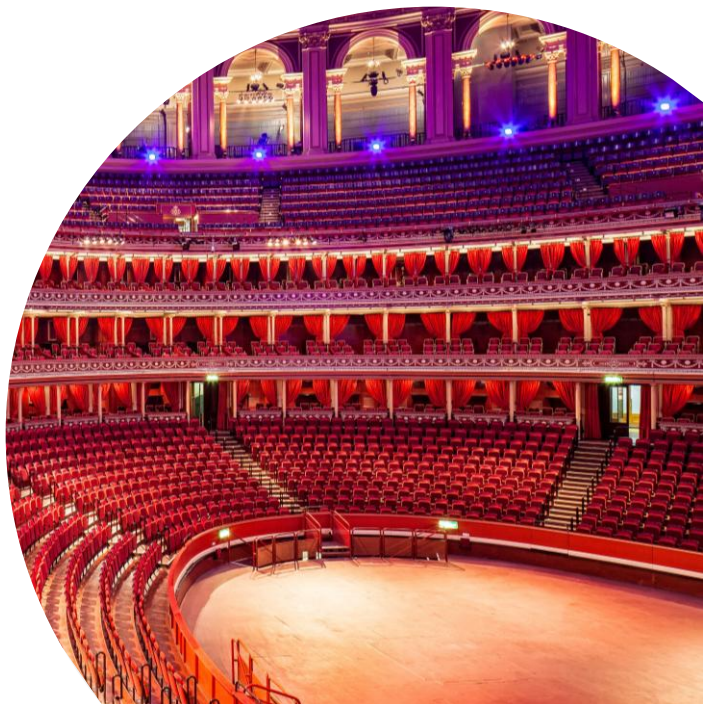
To be confirmed

The closing date for applications is 12pm on Wednesday 5 November 2025.

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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