



Royal Albert Hall

Information for Candidates

Recruitment Pack

Staging Operations Manager





Welcome

From Olivia Sangster-Bullers, Head of Production & Technical

Thank you for your interest in the role of Staging Operations Manager 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'll lead and inspire our stage team and crew, overseeing stage builds, building turnarounds, and day-to-day operations to ensure seamless, safe, and high-quality experiences for visiting productions, promoters, and artists. With a hands-on approach and a sharp eye for logistics, you'll help shape a responsive, multi-skilled team that thrives under pressure and takes pride in delivering excellence.

But this role is about more than just operations, it's about people. You'll foster a positive, two-way relationship with our salaried and casual technicians, championing their development through regular communication, mentoring, and skills-building. You'll work closely with colleagues across the Hall to ensure our staging offer is not only technically robust, but also inclusive, adaptable, and future facing.

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.





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: Staging Operations Manager

Location: Royal Albert Hall

Salary: £56,779 per annum

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

Reports to: Deputy Head of Production & Technical

Direct reports: Stage Supervisors, Stage Technicians, Casual Crew, Apprentices

How does the Production and Technical team deliver the Hall's Vision?

The highly skilled staff of the Production & Technical department provide first class service and support to all Promoters and Artists ensuring the Royal Albert Hall is the home of breathtaking 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 Staging Operations Manager is a key member of the department leading our stage team, managing and contributing to stage builds and building turnrounds, and developing our stage and crew team into a multi-skilled team to deliver first-class service to promoters and visiting production teams.

Success in this role means having a positive two-way relationship with our salaried and casual technicians, nurturing this talented and engaged team through regular communication and attention to their personal development plus working closely with the technical teams and supporting colleagues across the Production & Technical department and the Hall.



What the role holder will be responsible for delivering

Key accountabilities	Key activities/decision areas
1). Team leadership and development	• Lead and support the stage team to fulfil their roles • Manage and coach the stage team to ensure the highest standards of customer service, promoter support, conduct and professionalism • Maintain an active on site presence during event days and/or overnight shifts • Manage team performance, professional development, and welfare • Create a training and personal development programme for multi-skilling the team • Build and implement a competency checklist for all technicians and crew • Allocate stage team work/shifts effectively to meet operational needs • Ensure the team adhere to the TOIL and breaks policies • Establish team boundaries for communication times and channels • Chair crewing meetings, liaising with Administration Manager on the live documentation and resource outcomes • Advise on crew numbers required for specific tasks • Work with the Administration Manager in all crew matters including training, induction and discipline
2). Financial budgeting	• Manage the casual crew annual budget and specific event crew budgets when required, creating reports for Promoters and P&T Management • Oversee the technical budget for the stage area • Oversee the exhibition flooring budget • Build yearly forecasts for the labour budgets



What the role holder will be responsible for delivering

Key accountabilities	Key activities/decision areas
3). Administration of logistics	• Monitor performance and value of external crew contractors and feedback to the Deputy Head of Department on issues relating to performance and conduct. • Lead on storage logistics i.e. booking transport, organising movement of equipment • Lead on and support with crew recruitment and onboarding • Ensure clear and regular communication of Hall wide messaging to the crew. • Manage relationship with external crewing suppliers. • Keep required documentation up to date and actively suggest any new process improvement ideas. • Ensure crew are correctly attired at all times. • Be a trusted and reliable team member proactively planning and swiftly reacting to changes. • Understand the P&T dept processes and suggest improvements where possible. • Organise and chair monthly meetings with senior crew members • Support the Deputy Head of Production & Technical to manage any performance and disciplinary issues using the Hall processes in place.
4). Stage Operations	• Supervise and contribute to overnight stage, arena and building turnrounds when required. • Report any defects in equipment • Create and regularly update Method Statements, Risk Assessments and Standard Operating Procedures • Oversee and advise on Stage team projects and design seating, stage and riser setups as required



What the role holder will be responsible for delivering

Key accountabilities	Key activities/decision areas
5). Team leadership and development	• Comply with Health & Safety at Work, Working at Height, Electricity at Work, Lifting Operations and Lifting Equipment and Provision and Use of Work Equipment Regulations. • Adhere to the Noise at Work regulations and act accordingly if safe levels become breached. • Adhere to the Hall’s Health and Safety guidelines. • Ensure equipment and storage spaces meet H&S requirements (e.g., COSHH, manual handling, PUWER, LOLER etc). • Be familiar with the Hall’s risk assessments and method statements for the area of expertise. • Provide team training on H&S matters when required. • Ensure H&S compliance by visiting technical staff and promoter personnel. • Implement safe working practices • Report and document any incidents, accidents and near misses using the Hall’s reporting systems. • Develop and maintain Method Statements and Standard Operating Procedures • Maintain external flag-pole banner equipment, oversee users training to ensure safe deployment



What the role holder will be responsible for delivering

Key accountabilities	Key activities/decision areas
6). Maintenance Support	• Support on the design, build, and sign off on exhibition floor builds • Organise and supervise the maintenance and examination of the Hall’s stage lifts • Assist in the planning and implementation of maintenance periods • Ensure that Production and 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. • Assist with moving Production and Technical equipment both on and off site.
7). General	• Deputise for the Deputy Head of Department as required • Carry out such other tasks as may reasonably be requested by the Deputy Head of Production & Technical



<u>Skills and Attributes</u>	
<u>Criteria</u>	<u>Requirement</u>
The ability to manage and inspire staff	Essential
Excellent communication skills – both written and verbal	Essential
Attention to detail and accuracy of work	Essential
Experience working with international artists and large-scale touring productions	Essential
Health and Safety regulations awareness	Essential
Ability to create positive relationships with industry and the wider technical community	Essential
Computer literate – confident with the Microsoft suite of software and generally strong with using systems	Essential

<u>Qualifications and Experience</u>	
<u>Criteria</u>	<u>Requirement</u>
Line management experience	Essential
A good knowledge or understanding of the technical and event management aspects of a venue environment and its potential pressures	Essential
Experience of working in a similar role	Essential
Experience of working with Staff Savvy or similar staff management software	Essential
Strong understanding of the GDPR framework	Essential
Excellent understanding of seating and staging layouts	Essential
IOSH/NEBOSH or alternative	Desirable



Behavioural attributes	
Criteria	Requirement
Ability to build positive relationships with a wide variety of people	Essential
Approachable and empathetic	Essential
Self-motivated, with the ability to work independently with minimal supervision	Essential
Proactive attitude to problem solving	Essential
Logical, thorough and detailed approach to planning	Essential
Keen interest in the arts and popular culture with knowledge of the Hall's history	Desirable

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.



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, 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 15 December 2025

Second round interviews:

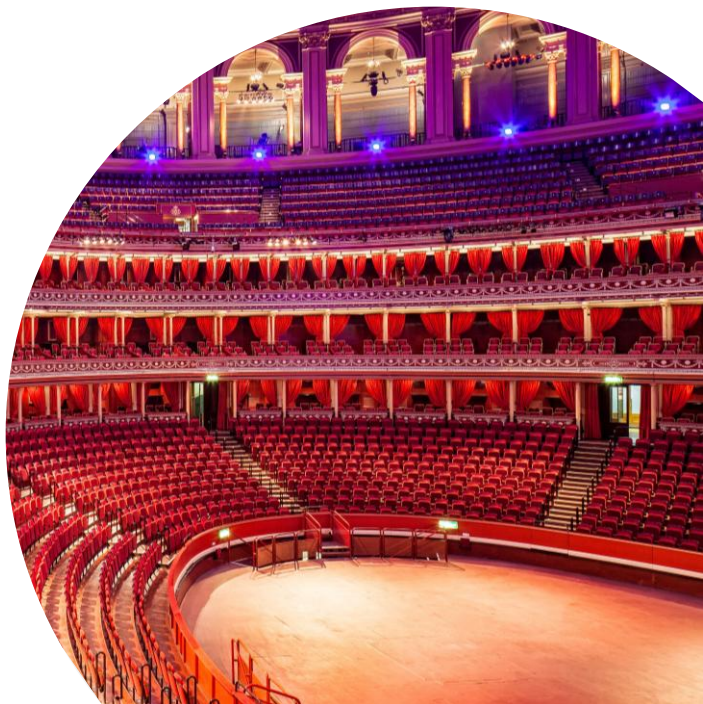
To be confirmed

The closing date for applications is 12pm on Monday 8 December 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

Kensington Gore
London, SW7 2AP



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