



Royal Albert Hall

Information for Candidates

Recruitment Pack





Welcome

From Matt Todd, Director of Programming

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

This is an exciting time to join us, as we are halfway through Year 1 of our new three-year business plan – a plan that builds on 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.

We are looking for an outstanding leader with a deep understanding of technical production in complex, live event environments. Ideally, you will have experience delivering high-quality technical solutions in large, performance-based organisations or venues and be able to demonstrate an expansive approach to problem solving in a fast-paced environment.

In this role, you will lead a multi-disciplinary team spanning staging, lighting, sound, and broader technical delivery. You will be expected to mentor and nurture your staff, ensuring they are motivated, well-skilled and fully engaged in their work at the Hall. Through your leadership and in keeping with the Hall's vision, you will ensure there is a culture of inclusivity, collaboration and creativity – always prioritising excellence.

You'll be joining a passionate and forward-thinking leadership group, and I look forward to working closely with you to shape the future of your department, driving continuous improvement and maintaining the Hall's status as one of the world's most iconic and inspiring venues.

We are committed to building a diverse and inclusive team and would like to actively encourage applications from individuals from marginalised and underrepresented groups. Your unique perspective and experience will be valued as we work to reflect the full breadth of the communities and audiences we serve.

If you're excited about the opportunity to make a meaningful and lasting impact, I'd be delighted to hear from you.

Thank you

Matt Todd
Director of Programming



Royal Albert Hall

A history dating back to 1871

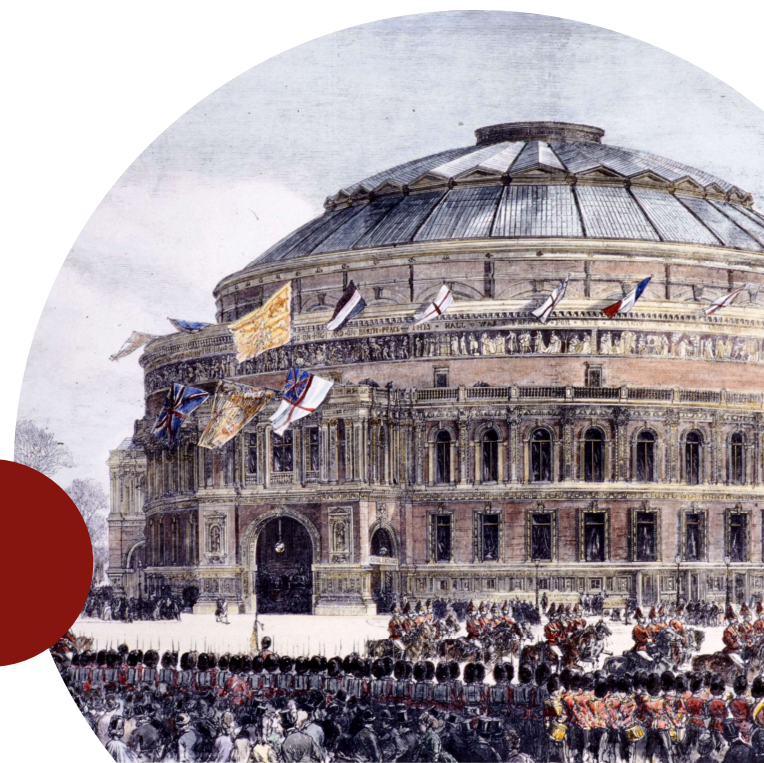
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

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.





Royal Albert Hall

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 premier of the James Bond film 'No Time to Die', Cirque De Soleil, the EE Baftas, Classical Spectacular and a series of events for Teenage Cancer Trust.





Equity, Diversity and Inclusion

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

Diversity was one of the five key strategic objectives agreed for our five-year business plan in August 2019. This means that it is right at the heart of our planning for the future and we will have an action plan to underpin this. Equality, Diversity and Inclusion is part of our mandatory training and we have a committee, set up in 2018 which has representation from staff across all departments, levels and represents the nine protected characteristics.

“I want to use the Hall’s platform to champion and highlight a diverse mix of performers and attract staff and audiences that truly reflect modern Britain”

- James Ainscough, CEO





Equity, Diversity and Inclusion

We are committing to:

- Programming more events with diverse artists and to making our platforms available to black voices – both on the stage and on digital channels.
- Ensuring that our archives and our tours properly represent the Hall's rich and diverse history and we are refreshing our diversity training for our leadership team and trustees.
- Reviewing our recruitment strategies to ensure that we can widen our candidate pool and further increase the diversity of our workforce.





Our Mission, Vision and Values

Who we are

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.

Our Strategic Objectives are:

1. Driving progress on the Hall's Vision
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.



Job description

Role: Head of Production and Technical

Location: Royal Albert Hall

Salary: £77,220

Working hours: Normal hours of work will be 9.00 am to 5.00 pm, Mondays to Fridays, including 1 hour per day for lunch which is unpaid. This totals 35 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: Matt Todd, Director of Programming

Direct reports: Production and Events Operations Manager, Audio Operations Manager, Production and Technical Administrator, Technical Operations Manager, Lighting Operations Manager, Casual Production and Technical Support

For over 150 years we have been fulfilling our vision of inspiring artists and audiences worldwide with the magic of the iconic Royal Albert Hall; creating life-enriching, unforgettable experiences for everyone. Hosting 390 events a year in the main auditorium and more than 800 in other smaller spaces, the Royal Albert Hall stands true to its original purpose of promoting the Arts and Sciences. As a charity, the Hall is dedicated to maintaining the Grade I listed building and giving access to all.



Job description

How does the Production and Technical team deliver the 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 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?

We are home to world-class programming in music, dance, and film, welcoming hundreds of thousands of visitors every year. The Head of Production and 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. The role is responsible for leading 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. The role is a key production and technical liaison with promoters for events from Teenage Cancer Trust to Cirque du Soleil, the BBC Proms to the Royal British Legion Festival of Remembrance, whilst also managing the planning and budgeting of the department's activities.



What the role holder will be responsible for delivering:

Key accountabilities	Key activities/decision areas
1). Management of the Production and Technical operations and services to promoters	<ul style="list-style-type: none">• 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 Production and 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 a multi-disciplinary Production and Technical Team	<ul style="list-style-type: none">• Provide strategic and operational leadership across all technical disciplines.• Oversee and manage the activities of the Production and Technical team including its administration and liaise with other internal departments to ensure a high standard of service for all incoming and own-promoted events.• Be an inspiring and visible leader able to influence, manage and develop the team and act as a role model to others in the organisation.



	<ul style="list-style-type: none">• 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.• Coordinate and define the ethos and day to day running of the department in keeping with the Hall's vision, taking a production-based view of all technical, creative and H&S processes• Put in place measures and systems to ensure the department is well informed, and motivated. At all times effectively communicate essential organisational information including goals and targets.
3). Leading the Senior Management team representing Production and Technical areas	<ul style="list-style-type: none">• In agreement with the Director of Programming, set the objectives for the department and the role's direct reports together with the development of departmental business plans.• Advise the Director of Programming as to the resources, services and structure required to fulfil the department's functions.• Regularly review, develop and implement policies, procedures and methodology to support the smooth-running of the department.

5).



	<ul style="list-style-type: none">• Ensure the application of consistent management style and leadership throughout the department.• Ensure effective communication throughout the department and beyond
4). Compliance with Health and Safety and licensing requirements	<ul style="list-style-type: none">• Be a management member of the Hall's Health & Safety committee.• Ensure department risk assessments and method statements are regularly updated and implemented as needed.• Ensure the departmental risk register is reviewed on a regular basis, escalating any concerns to the Director of Programming.• Ensure all activities comply with the relevant event safety guidance such as the NAA A-Guide and RAH Event Safety Standards.• Establish, promote and maintain a safe environment for promoters, performers, contractors and Hall staff, including promoting positive and inclusive behaviour at all times.• 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.



	<ul style="list-style-type: none">• Ensure Production and Technical activities comply with the Hall's premises license and rules of management as well as the requirements of regulatory bodies, including Westminster City Council (WCC), the Fire Authorities and Health & Safety Executive.
5). Financial control, management and planning for the role's areas of responsibility	<ul style="list-style-type: none">• Set, manage and control departmental budgets within the agreed annual budget plan.• Oversee appropriate managerial spending limits• Ensure effective delegation and levels of responsibility and accountability throughout the departmental teams• Ensure all contracts, tenders and procurement activities achieve the best possible value for money whilst not compromising on delivery.• Ensure that suppliers and contracts are regularly evaluated and tendered as appropriate to ensure best value.• Prepare reports, annual reviews and project applications for the Director of Programming.



6). Communication and guidance to internal and external stakeholders

- Promote and maintain excellent interdepartmental communications to ensure each operational area has the necessary information to deliver their elements of the Hall's activities effectively and to the highest standards.
 - Set up systems and procedures to ensure that the flow of information from the Production and Technical team to the rest of the Hall's staff is thorough, effective, and timely and ensures the delivery of high-quality services and entertainment experience for the Hall's customers and promoters.
 - Work collaboratively with others to manage potentially conflicting requirements to ensure the safe and effective delivery of events.
 - Lead and 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.
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	<ul style="list-style-type: none">• Attend the weekly booking diary meeting, working closely with the programming teams to highlight any concerns regarding the turnaround of shows and events throughout the building.• Promote and maintain excellent inter departmental communications with all departments across the Hall.
7) Service innovation and planning for future	<ul style="list-style-type: none">• Advise on, initiate and implement improvements to the facilities and services provided to incoming promoters maximising revenue generation and identifying new income streams.• Input into the Hall's continuing development plans and research and advise with regards to both the current and potential future requirements of shows and performers.• Lead on the department's strategy for capital projects along with the projects team whilst always working closely with the internal projects team on relevant building projects to assess any impact on the team whilst retaining service levels.• Lead on the department strategy to ensure there is a robust programme of maintenance and replacement for all production and technical infrastructure and equipment.



8) Relationship building to promote and benefit the Hall within the wider industry	<ul style="list-style-type: none">• 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.
9) General	<ul style="list-style-type: none">• As a member of the Hall's senior management team, effectively contribute on a wide range of issues aimed at achieving the Hall's business objectives.• Act as a champion of the department and its aims and objectives.• Carry out such other tasks as may reasonably be requested by the Director of Programming.



What skills and experience the role holder will have:

Qualifications and experience	
Criteria	Requirement (Essential or Desirable)
Experience of managing and developing staff or a department within a high-profile cultural venue	Essential
Proven experience in a senior technical leadership role within a major venue or large-scale event environment	Essential
An understanding, appreciation and passion for the development of services to the entertainment industry	Essential
A good knowledge or understanding of the 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 designing and managing budgets	Essential
Experience of researching and assimilating information into reports and cost analysis/justification	Essential
Experience of change management	Desirable
IOSH/NEBOSH or similar H&S Qualification	Desirable



Skills and Attributes

Criteria	Requirement (Essential or Desirable)
The ability to motivate, develop and inspire staff	Essential
Ability to work under pressure and adapt to the dynamic demands of a live event environment	Essential
A passion and desire to provide excellent customer service	Essential
Capable of leading the team by professional example	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
Ability to thrive in a busy and demanding role	Essential
Knowledge of sustainability practices in technical operations.	Desirable
Experience working with international artists and large-scale touring productions.	Desirable



Behavioural Attributes

Criteria	Requirement (Essential or Desirable)
Excellent interpersonal and communication skills (both verbal and written)	Essential
Excellent attention to detail	Essential
Flexible, adaptable and able to work within a fast-moving work environment	Essential
A good sense of humour and team working abilities	Essential
Enjoy working in a large iconic organisation and passionate about promoting its reputation	Essential
Empathy with promoters, production companies and customers in order to be able to effectively deliver services required	Essential
Solution-focused, supporting staff to deliver outcomes, managing potentially conflicting requirements to ensure the safe and effective delivery of events.	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:

The responsibilities of the role will require flexibility of working hours to ensure that the management of Production and Technical services are effectively provided.



Person specification

General

- A positive and proactive team player who works collaboratively not just with their own team, but across different departments.
- The ability to build positive relationships with a wide variety of people.
- Shows pride and passion in all that they do.
- Happy to contribute/embrace new ideas.
- Flexible and adaptable attitude.
- An ability to organise and prioritise workload.

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 and 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.



The 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 1 listed building and that you, immerse yourself in the Hall's culture. This means exploring our historic building where history has unfolded for over 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 social events. Embracing your team's working pattern, whether hybrid or on-site only, is essential to ensuring a smooth transition and a successful start.



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 16 June.

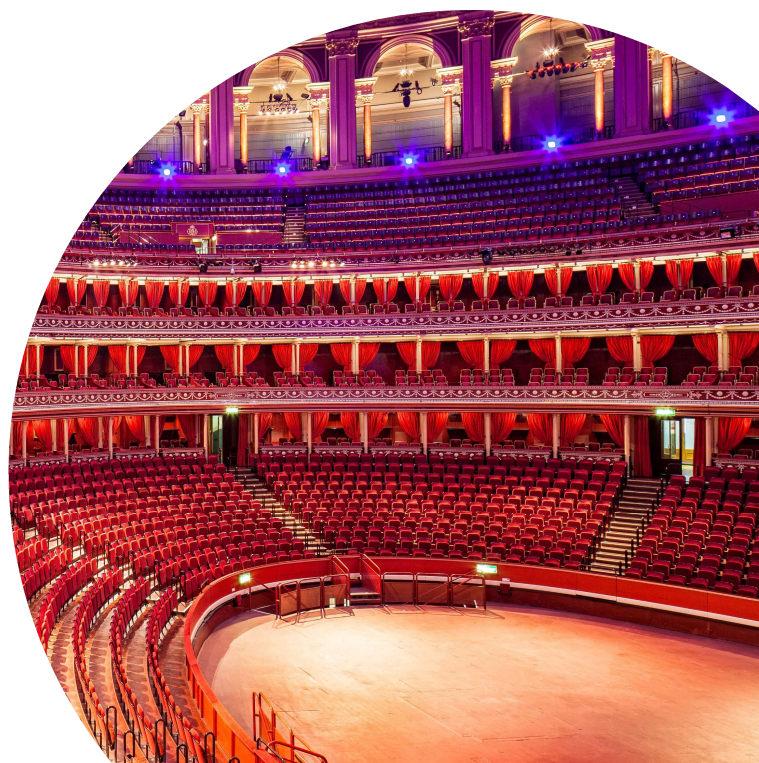
Second round interviews:

Week commencing 23 June.

The closing date for applications is midday Monday 9 June 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

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, 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.

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.



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.



