Royal Albert Hall

Information for Candidates

Recruitment Pack

Production Operations Manager

Royal Albert Hall

Welcome

From *Olivia Sangster-Bullers, Head of Production and Technical*

Thank you for your interest in the role of Production Operations Manager 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 lead the operational planning and technical advancing of events across the Hall's Auditorium and other performance spaces, working closely with promoters, artists, contractors and internal teams to ensure every production is delivered safely, efficiently and with exceptional attention to detail. From coordinating complex technical requirements to overseeing major builds and high-profile events, you will provide the leadership and oversight needed to maintain our reputation for excellence

Aligned with the Hall's vision and values, you will foster a culture of transparency, collaboration, accountability, and continuous improvement, enabling your team to perform at their best and maintaining the highest standards of production and technical delivery.

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

Wishing you the very best with your application.

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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.

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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.

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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 the home of breathtaking moments and lasting memories for everyone
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 – Principally our reimagined Engagement Programme
   - A Home For a Sustainable Future – Greening the Royal Albert Hall towards net-zero and enhancing local biodiversity.

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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

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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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BBC
Proms
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Proms

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Job description

Role: **Production Operations Manager**

Location: **Royal Albert Hall**

Salary: **£47,250 to £54,000 per annum**

Working hours: **37.5 Hours (including weekend and overnight work)**

Reports to: **Head of Production & Technical**

Direct reports: **Technical Production Managers (Auditorium), Technical Production Manager (BTMS & E), Casual Technical Production Managers (BTMS & E), Casual Technicians (BTMS & E)**

How does the Production and Technical team 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.

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

The Production Operations Manager plays a pivotal leadership role within the Production & Technical department, responsible for the operational planning, technical advancing, and safe delivery of all production activity across the Auditorium and BTMS spaces.

You will lead and develop the team of Technical Production Managers (TPMs) and a large pool of Casual Technicians and TPMs, ensuring consistent standards, clear communication, and a culture of professionalism, safety and service excellence.

You will act as the Hall's Principal Contractor for CDM-regulated builds, ensuring compliance, coordination and safe systems of work across complex productions and construction-style activities.

You will also own and lead elements of the Hall's maintenance week workstream, ensuring planning, resourcing and delivery are robust, efficient and aligned with departmental and hall wide priorities.

Success in this role means:

A confident, empowered TPM team delivering consistently high-quality advancing and technical management.

Safe, compliant, well-coordinated CDM builds with clear documentation and strong contractor relationships.

A motivated, well-trained casual team deployed effectively across the Hall.

Maintenance Week activities delivered on time, on budget and to a high technical standard.

Promoters, artists and internal stakeholders receiving a first-class service.

A calm, organised, and solutions-focused approach to operational challenges.

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Key accountabilities	Key activities/decision areas
1). Operational Leadership & Technical Delivery	• Lead the operation of the technical advancing and operational planning for all Auditorium and BTMS events, ensuring the TPM team deliver accurate, timely and professional support to promoters and internal clients. • Quote for new complex shows ahead of the advancing process formally starting • Oversee the coordination of rigging, power, lighting, audio, staging and seating requirements, ensuring safe and efficient delivery. • Promote the Hall's technical services and identify opportunities to enhance service quality and revenue. • Ensure effective communication of technical event details across all Production & Technical teams, maintaining accurate show files, schedules and documentation. • If required to do so, advance shows to support the wider team, incl. leading the Cirque Du Soleil residency • Be present for key events, providing senior oversight from load-in to derig, ensuring safety, quality and promoter satisfaction. • Manage the overhead budget for the TPM budget and TPM related nominal codes, and the capital budget for assigned projects
2). Team Leadership	• Line manage the Technical Production Managers, providing coaching, guidance, performance management and professional development. • Lead, motivate and deploy a large team of casual Technicians and TPMs across the Auditorium and BTMS, ensuring appropriate skill mix, shift planning, welfare and workload distribution. • Oversee the training programme for salaried and hourly staff. • Foster a positive, collaborative team culture with strong communication and shared accountability.

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Key accountabilities	Key activities/decision areas
3). CDM Responsibilities and Maintenance	• Act as the Hall's Principal Contractor for CDM-regulated builds, ensuring all legal duties are met. • Coordinate contractors, suppliers and internal teams to ensure safe systems of work, clear sequencing and robust documentation. • Ensure risk assessments, method statements, construction phase plans and rescue plans are in place, reviewed and adhered to. • Monitor site safety, contractor performance and compliance throughout build periods. • Develop project plans, schedules and documentation. • Own and lead major elements of the maintenance workstream.
4). Health & Safety	• Ensure all work complies with the Health & Safety at Work Act 1974 and associated regulations including CDM, Working at Height, PUWER, LOLER, Electricity at Work and Noise at Work. • Maintain and improve departmental risk assessments, method statements and safe systems of work. • Promote a proactive safety culture across the Hall. • Report incidents promptly and support investigations and corrective actions.
5). Continuous Improvement	• Contribute to departmental planning, workflow improvements and strategic initiatives. • Identify opportunities to enhance service standards, technical capability and operational efficiency. • Stay informed of technological developments and industry best practice, recommending improvements where appropriate. • Support special project bids and capital planning as required.

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Skills and Abilities	
Criteria	**Requirement**
Extensive experience in technical production management within live events	Essential
Proven leadership experience managing salaried and hourly paid staff	Essential
Demonstrable experience of working within CDM regulations	Essential
Strong project management experience	Essential

Behavioural Attributes	
Criteria	**Requirement**
Excellent interpersonal and communication skills, able to build strong relationships with all stakeholders	Essential
Highly organised, detail-focused and calm under pressure	Essential
A collaborative team player	Essential
Ability to lead, motivate, and develop teams	Essential
Physically fit to undertake manual handling and onsite supervision	Essential

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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.

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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 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.

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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 23 November 2026

Second round interviews:

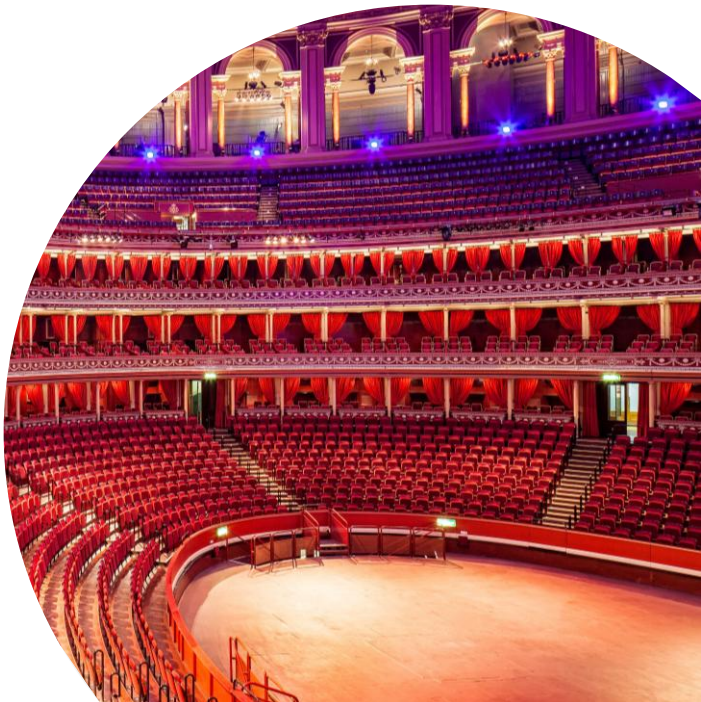
To be confirmed

The closing date for applications is 11.59pm on 19 November 2026.

Please note that all applicants must have the right to work in the UK.

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 Recruitment team via recruitment@royalalberthall.com. Please state ‘Request for Reasonable Adjustments’ in the email subject header and provide details of your preferred contact method.



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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.

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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.

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royalalberthall.com

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