Royal Albert Hall

Information for Candidates

Recruitment Pack

Casual Crew

Royal Albert Hall

Welcome

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

Thank you for your interest in the role of Casual Crew - Production and Technical at the Royal Albert Hall.

As we come to the end of 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 be part of the teams that help deliver world-class events in the auditorium and surrounding spaces. From setting up equipment and supporting turnarounds to maintaining the backstage areas, your work will make sure everything runs smoothly on the day.

By working in line with the Hall's values, you'll contribute to a positive, collaborative environment where everyone plays their part. Your efforts will help maintain the high standards of excellence that make the Royal Albert Hall a unique and inspiring place to experience live performance.

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

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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 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.

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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
BBC
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Job description

Role: Casual Crew

Location: Royal Albert Hall

Hourly rate: Day rate £15.53 / Night rate £20.46

Working hours: Ad hoc casual hours

Reports to: Staging Operations Manager

Direct reports: N/A

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

The Royal Albert Hall's Production and Technical department is responsible for staging over 400 performances in the main auditorium each year. Integral to the delivery of each performance is the team of Production and Technical Crew who execute the setup and preparation of the main auditorium and other spaces within the Hall in order to deliver. successful events and excellent customer service.

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

The Royal Albert Hall Casual Crew team are critical to the success of the Hall. Providing essential services and support during the day and overnight, the team ensure the stage, backstage areas, auditorium and other performance spaces around the building are set up correctly ready for the incoming show ensuring promoters and production teams receive a first-class welcome and service.

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Key accountabilities	Key activities/decision areas
1). Staging	• Installation and removal of temporary flooring and orchestral risers • Adjustments to seating configurations • Installation and removal of banners and drapes • Installation and removal of arena barriers • Installation and removal of Followspot platforms • Arena and stage painting • Any other duties required
2). Working Safely	• Comply with Hall Risk Assessments, Method Statements and policies • Aware of the safety and wellbeing of others • Ensure all work areas are kept neat and tidy
3). Production Assistance	• Assisting with load in / outs • Setting stage layouts • Truck loading/unloading • Dressing room set up and backstage area maintenance
4). Hall Assistance	• Support other departments as required • Assist visiting technical teams when required • Ensure all areas of responsibility are kept clean and tidy

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Qualifications and Experience	
Criteria	**Requirement**
Understanding and appreciation of theatre and live events staging or similar	Essential
Experience working long hours and overnights	Desirable
An understanding of the building	Desirable

Skills and Abilities	
Criteria	**Requirement**
Physically fit to be able to undertake duties	Essential
Ability to work unsocial hours	Essential
Good adherence to manual handling guidance	Essential
Physically fit to be able to undertake duties	Essential

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Behavioural Attributes	
Criteria	**Requirement**
Proactive and good at working as part of a team	Essential
Ability to work unsocial hours	Essential
Good adherence to manual handling guidance	Essential

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 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.

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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 2 February 2026.

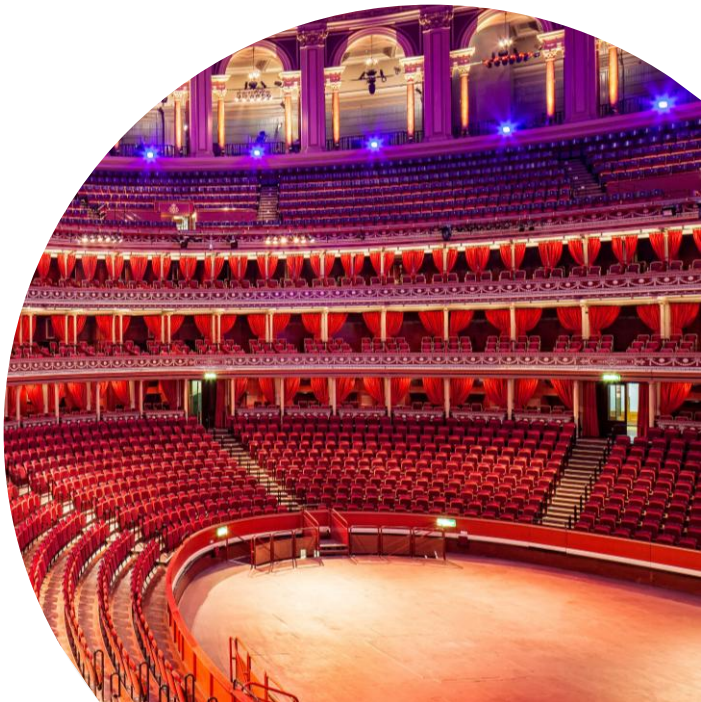
Second round interviews:

To be confirmed.

The closing date for applications is **12pm on *23 January 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.



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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.

Staff canteen

Our canteen offers free hot and cold meals, including vegetarian options to staff whilst at work.

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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.

We are a Living Wage Employer

HEALTHY WORKPLACE ACHIEVEMENT 2021

Mental Health First Aider MHFA England

Royal Albert Hall
royalalberthall.com

Kensington Gore
London, SW7 2AP

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