



PRODUCTION AND TECHNICAL ADMINSTRATOR

JOB DESCRIPTION

REPORTS TO: **Head of Production and Technical**
SUPERVISED BY: Deputy Head of Production and Events
Deputy Head of Technical

For nearly 150 years we have been inspiring artists and audiences worldwide with the magic of the iconic Royal Albert Hall; creating life-enriching, **unforgettable experiences** for everyone. Hosting over 380 events in the main auditorium and more than 400 in other smaller spaces, it stands true to the vision of Prince Albert in promoting an understanding and appreciation of the Arts and Sciences. As a charity the Hall is dedicated to maintaining the Grade 1 listed building and to giving access to all, through an eclectic mix of events, a thriving education programme and a range of daytime activities including Tours of the Hall.

Our vision and values

Our vision is to inspire artists and audiences worldwide with the magic of the iconic Royal Albert Hall, creating life-enriching, unforgettable experiences for everyone. The Royal Albert Hall is more than just a building. Together we are...

One team

Encouraging and harnessing each other's talents, valuing our differences, supporting one another and celebrating our achievements together

Passionate

Dedicated, creative, embracing new ideas, always seeking a better way; because together we are writing the story of the Royal Albert Hall

Open to all

Welcoming, warm, always professional; committed to providing as many people as possible with unforgettable experiences

The role

Reporting directly to the Head of Department, the role of Production and Technical Administrator is responsible for supporting and assisting the smooth running of the whole Production and Technical team, by fulfilling administrative duties for the Head of Department, their direct reports and the wider team.

The department is responsible for the set-up, preparation and operation of the technical, production and event management requirements in the Main Auditorium and the Elgar room, as well as other spaces within the building. The team is one of the largest at the Hall and operates 24 hours a day. This role will primarily coordinate diaries, organise meetings, collate data, raise invoices, take minutes, answer phones and carry out general filing. This is further detailed below:

General responsibilities

- To be responsible for the administration of PRS (Performing Right Society) and PPS (Phonographic Performance Limited)
- To attend and take minutes for key meetings such as LTM (Production and Technical), department meetings, and other meetings as required. Ensuring that action points are clearly marked and allocated to the relevant persons.
- Answering phones and taking messages for all departmental personnel when not available.
- Being the first point of contact for internal and external queries for the department.
- Collecting and distributing all incoming and outgoing post for the department.
- Ensuring the Production and Technical offices are kept in a clean and tidy manner, highlighting any concerns to the Head of Department.
- Purchasing and stocking all stationery supplies, photocopier paper, tea and coffee supplies, and cleaning supplies.
- To be responsible for the management of Production and Technical folders, ensuring all productions and information is stored effectively and is available to all members of the department.
- To be responsible for the management of Production and Technical photos on the internal image server, DAMS.
- To be responsible for the management of Production and Technical information on Hall-wide databases, including the Show Calendar, Duty Personnel, Production and Technical Duty Roster, Artifax entries, and Backstage blogs.
- Arranging rooms, catering and accreditation for any in-house training, and meet and greet delegates on the day.
During busy periods, support the department in the creation of purchase orders and other show specific admin tasks.
- Processing the weekly payroll, ensuring all timesheets from casual shifts are processed accurately and sent to the halls payroll contractor by 12.30 every Tuesday
- Manage the department's time management system (TMS) and internal hour's board, ensuring all staff have accurately recorded working hours. Produce and provide quarterly reports to the Head of Department and Deputy Head of Production and Event and Deputy Head of Technical.
- To be responsible for the co-ordination of organ tuning, and organ maintenance (humidifiers and blowers) ensuring all dates are communicated to the relevant parties. Highlighting any general concerns regarding the organ to the Head of Department
- To be the first point of contact for work experience placements and liaise with the relevant departmental managers on proposed placements
- Organise internal meeting set ups as required (ELTM, staff meeting)
- Organising departmental social events and organising celebrations as required for departmental personnel if required
- Ensure that confidentiality is maintained at all times
- Managing the orders for snack packs for crew, dressing room supplies, and backstage water supplies.
- To support the Crew Logistics Co-ordinator in the weekly bookings of external crew.

Technical responsibilities

- Assisting with the creation of lighting and sound quotes as required
- Producing CAD plans as required for events, and deal with external requests for sending out relevant plans or other documentation.
- Ad hoc audit and quality control of documentation – checking that documents on the website/sending out folder are current and without errors.
- Supporting the Rigging Manager in admin tasks specifically focusing on inspection and maintenance records in the busy maintenance periods.
- Supporting the Technical Project Manager in admin tasks for larger projects as required.

Production/Event responsibilities

- Support the advancing administration requirements for RAH own promotes productions. Tasks will include obtaining quotes, organising budgets and other advancing admin tasks as required
- Be the point of contact for small to medium internal events making sure that any room layout requests are passed on to the Technical Operations Manager – or passed onto the Beyond team should it require Event Management.
- Book dressing rooms/function room for Beyond events, as directed by the Event Manager (Beyond the Main Stage)
- In the absence of an allocated Event Manager, produce manifests/box office seat holds as required by the Deputy Head of Production and Events.
- Responsible for the organisation and printing of dressing room cards and auditorium seat and row labels, as needed.

Specific administration assistance to Head of Department

- Communicate messages to the Head of Department; ensuring important information is passed on with accurate numbers and information (in some cases this role may be required to respond on behalf of the Head of Department).
- Assist the Head of Department with email inbox management as required. Ensuring that confidentially is maintained
- Manage the Head of Department's diary, ensuring meetings and appointments are scheduled accurately.
- Manage the Deputy Head of Production and Events and Deputy Head of Technical diary if required.
- Booking suitable rooms for meetings using Artifax (RAH's room booking system)
- Organise functions, dinners and external meetings as required
- Organise travel arrangements for off-site meetings nationally or internationally, ensuring all expenses are accurately recorded and submitted

- Assisting with letters, memos and other communication
- Raising purchase orders and following up any late payments as required
- Assist the Head of Department in producing documents, briefing papers, reports and presentations.
- Support the Head of Department (or Deputy Heads of Department) by carrying out additional tasks as may reasonably be requested

Person specification

- Excellent administration and organisational skills, and experience of diary management (ideally for a senior member of management)
- Experience of planning, developing and co-ordinating varied projects, balancing priorities and workloads
- Extensive knowledge of Microsoft Office including Outlook, Word, Excel and PowerPoint
- Experience of conducting research, data manipulation and analysis to produce meaningful information for management and / or to support a case
- Experience of minuting meetings and successfully summarising debate and key decisions taken
- A strictly confidential approach to work
- Excellent interpersonal and communication skills (both verbal and written)
- Meticulous attention to detail
- Have a passion and desire to provide unrivalled customer service
- Self-motivated with an enthusiastic and flexible approach to their work
- A proactive approach to work and the ability to identify initiatives or work which provide additional support
- Be flexible, adaptable and able to work within a fast moving work environment, thrive in a busy and demanding role

- The ability to establish and maintain good working relationships, both internally and externally
- Have empathy with promoters and customers to be able to effectively deliver services required

Health & Safety

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.

Sustainability

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.