



## JOB DESCRIPTION

**Role:** Technical Supervisor

**Location:** Royal Albert Hall

**Salary:** £35,188 per annum

**Hours:** 37.5 hours per week (with flexible working hours)

**Reports to:** Technical Operations Manager

**Responsible for co-ordination:** Casual Crew and Contractor staff as required

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For nearly 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.

### 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

Integral to the building is the Production and Technical department who are responsible for the preparation, set-up, and operational requirements of every event across the Hall from the Main Auditorium, to Beyond the Main Stage areas including the Elgar Room and other spaces within the building. Ensuring that all events are exceptionally well planned and working closely with other colleagues in the team, the Technical Supervisor is responsible for the technical delivery of all events and productions to the highest possible standard. Playing an active role on load-ins and load-outs as well as during rehearsals and the event itself, the Technical Supervisor has an overview of all technical activity taking place and is fully aware of the wider implications this can have on others.



## **KEY RESPONSIBILITIES**

The Technical Supervisor's primary role is to undertake responsibility for the delivery of specific events, giving the best possible service to the Promoter and other customers. Main duties of which include:

1. To ensure that, for those events for which you are allocated responsibility, the promoter receives a first class, comprehensive, effective and efficient service, and receives any reasonable requests for facilities they may require.
2. Working other colleagues in the department, attend production meetings to provide advice on all technical aspects to the promoter (and their contractors) on the viability of show design. In particular, matters relating to the rigging of equipment, available power supplies, general lighting of the event, staging and seating arrangements as well as the use of in-house equipment. Flagging any conflicts that may arise with Health and Safety or best working practices and promoting the use of the Hall's Lighting, Audio and Rigging services.
3. Ensuring all technical requirements for specified Events in the Beyond Main stage spaces are panned and delivered to the highest standard.
4. The safe and professional operation of the Hall's rigging equipment and motor-board, utilising spotters (or being a spotter) when required. Also ensuring that updated rig plans and motor board plots are saved for future reference.
5. Operation of sound, lighting and AV in both the main auditorium and the various Beyond the Main Stage spaces (Verdi, Elgar Room, North Circle bar etc.) to a basic level.
6. Undertake the safe connection of production equipment to RAH power supplies.
7. To assist when required in providing lighting, rigging and audio services to events, and to become familiar with the use of the Hall's extensive technical equipment and procedures.
8. Instigate and assist with seating, stage and riser setups when required as well as setting up other spaces of the Hall such as function rooms and Beyond the Main Stage venues.
9. Obtain relevant sign off sheets once work has been completed (rigging, structural, RCD bypass etc.)
10. When required, take on the role of a Stage Manager to ensure the seamless delivery of stage setups and scene changes, managing properties, musical instruments and other stage items in an organised and considerate manor.
11. To liaise with colleagues within the Production and Technical department and other Hall departments to ensure all relevant event information is effectively recorded in a timely manner and updated in the show file and show schedules to ensure the effective dissemination/communication of information.



12. Supervise all lifting activities and work at height associated with an event, ensuring that adequate rescue procedures are in place, and where necessary implement the Hall's hard hat procedure.
13. Review the relevant event risk assessments and ensure that as far as possible, all event Health and Safety procedures are adhered to throughout the event itself.
14. Accurately and objectively produce reports and ensure they are distributed swiftly after the event and all event information is organised and filed for future reference.
15. To supervise, and when necessary train in-house staff and casual crew in basic technical tasks, for example the rigging of lighting and other ancillary equipment, and ensure that they comply with the Hall's working practices.
16. Be present, available and contactable by radio on the day of events for which you are responsible, throughout the event until the public have left the building and as necessary thereafter to ensure the safe de-rigging and load-out of the show.
17. Safe operation and basic fault finding of the Hall's three stage lifts, ensuring their use is restricted by unauthorised persons.

### **HEALTH AND SAFETY RESPONSIBILITIES**

1. To be aware of the implications of the Management of Health & Safety at Work Act and to work within the law. Be conversant with other related regulations including, but not limited to, the Working at Height regulations, the Electricity at Work Regulations and the Provision & Use of Work Equipment Regulations.
2. Understand and be able to implement, support and monitor the Hall's Health and Safety guidelines as set out in the Guide to Show Related Health and Safety and the Hall's various codes of practice. Be familiar with the Hall's risk assessments and method statements pertaining to your area of work.
3. Be aware of the Noise at Work regulations, setting up monitoring equipment and taking appropriate action if safe levels become breached.
4. As far as is reasonably practicable, supervise the work and conduct of personnel employed or contracted by promoters whilst at the Hall. Ensure that safe working practices are adhered to at all times and that the safety of those working in and using the Hall is not compromised. Checking that electrical equipment brought into the Hall is PAT certified and meets current IEE regulations.
5. Along with other Production and Technical Department staff, be responsible for the safe evacuation of artists, promoter staff and contractors in the event of an emergency.

### **GENERAL/MAINTENANCE DUTIES**

1. To ensure that Hall facilities and all relevant technical working areas are maintained in a safe, clean and tidy state, with particular reference to storage locations such as the rostra store, tech store, rigging store, roof and sub-arena etc.



2. To ensure that the stage, backstage areas and dressing rooms are regularly maintained. To ensure that all equipment is maintained and stored safely, securely and efficiently within the designated storage areas and, where required, are kept free from obstructions.
3. To ensure maintenance and stock levels of stage equipment such as Arena, Orchestra and Choir chairs, music stands, stage risers and accessories, drapes, barriers etc. are adequate and ensure that the quality of the stage and arena surfaces are kept to the highest standard, raising any concerns with the Technical Operations Manager.
4. Assist in the planning and implementation of maintenance tasks and dedicated maintenance periods. This includes any PAT testing on show electrical equipment and other ad hoc tasks as required.
5. To provide effective administrative support to the team by undertaking tasks such as editing plans, booking crew, maintaining stocks and supplies and completing purchase orders.
6. To contribute by with suggestions to the improvement of the standards of service provided to the Hall's customers and the success of the Hall's business.
7. To contribute to the department's annual special project bids, and where directed to manage the co-ordination and completion of successful special project bids.
8. Create, review and improve the relative risk assessment and method statement documents so that all tasks and activities conducted are as safe as is possible, devising rescue plans for any work at height in conjunction with the Rigging Manager.
9. To attend weekly team and department meetings and play an active role whilst in those meetings, taking minutes as required and distributing them within 24 hours.
10. Ordering and stock control of general consumables such as paint and tape, as required.
11. Participate as required in the moving of Production and Technical equipment both on and off site as necessary under the instruction of the Technical Operations Manager.
12. Supervise and assist in the movement of other Hall equipment and furniture when required.
13. Undertake any other reasonable request from the Head of Production and Technical and Deputy Head of Technical or any other Manager within the Production and Technical Department.
14. To carry out first line maintenance of in-house show related technical equipment (basic fault finding) and to advise upon replacements, upgrades, specialist repair etc. as necessary and within budget.
15. To contribute by providing suggestions to improving the standards of service provided to the Hall's customers and the success of the Hall's business and remain conversant with developments of technology and its potential effects on services.



### **PERSON SPECIFICATION**

- A good knowledge and experience of all technical aspects of the set-ups of events including rigging, lighting, audio, AV and staging.
- A basic understanding of sound systems and lighting systems an advantage.
- Knowledge of lighting consoles such as Jands Vista, Avolites Pearl and GrandMA 2 would be an advantage.
- NRC preferred (NRC Level 2 to be achieved within 48 months).
- Ability and willingness to work within a roster and able to undertake shifts which may be of long duration over early mornings, late nights, overnights, week days and weekends - The role will require significant flexibility of working hours to embrace the responsibilities within the department and the services that it provides.
- Physically fit enough to be able to undertake the required duties of the post and to work the roster of unsociable hours.
- Self-motivated with an ability to manage your time effectively and prioritise workload.
- Ability to manage a small teams of crew on shift.
- Highly organised and capable of working under pressure.
- Proactive and able to work under own initiative.
- Keen attention to detail and accuracy of work.
- A team player with excellent inter-personal and communication skills.
- Good IT/PC skills, numerate and literate.

### **TRAINING PROVIDED WHERE APPLICABLE**

- Manual handling
- First Aid at work\*
- National Rigging Certificate Level 2 (to be completed within 48months)\*
- Use of in-house sound equipment and systems
- Moving Light Maintenance
- Use of in-house lighting equipment and systems
- AutoCAD essentials\*

### **TRAINING**

- Training: IPAF Scissor Lift (Genie) training \*
- Rigging for the Entertainment Industry & Work at Height \*
- Basic Electricity for Entertainment Technicians \*
- Portable Appliance Testing \*
- IOSH \*

### **COMPETANCE**

- Ability to operate the RAH hoist control system to an advanced level and demonstrate fault finding relating to the control system and hoists.
- Ability to actively supervise all disciplines on a medium to large scale load-in, monitoring and enforcing the Hall's procedures, specifically the RAH Rigging Code of Practice.
- Competent operation and setup of lighting, audio and AV in all Beyond the Main Stage spaces.
- Good working knowledge of the Hall's three stage lifts and the ability to fault find when required.



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- Be able to demonstrate an intricate knowledge of ancillary and show-critical technical systems, such as comms, show relay, noise monitor, lighting control, power distribution, audio etc.

\*These courses may require considerable investment from the RAH. Should the Technical Supervisor leave the Hall's employment within 18 months of completion of any course, the Hall reserves the right to seek repayment for any or part cost of said training courses.

### **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.