



Royal Albert Hall

JOB DESCRIPTION

Role: Crew Logistics Coordinator

Location: Royal Albert Hall

Reports to: Technical Logistics Manager

Direct reports: Crew Chiefs (casual and FTC) and Casual Crew

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, Verdi restaurant, North Circle Bar and other spaces within the building.

Helping the Production and Technical department deliver the 400 annual events in the Main Auditorium and in excess of 600 Beyond the Main Stage events is a large team of casual crew. The Crew Logistics Coordinator is responsible for the effective resourcing and allocation of over 80 casuals and 40 freelancers on a wide variety of tasks including building



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wide turnarounds, stage setups, load-ins and load outs, rigging lighting and audio tasks, projects and installations.

KEY RESPONSIBILITIES

Crew Management

1. In conjunction with the Technical Manager (BTMS), Lighting Design Manager, Audio Manager and Rigging Manager, organise recruitment of new crew in order to maintain adequate numbers to fulfil the requirements of the Hall's busy schedule. Also removing inactive crew when necessary.
2. Implement and monitor a training matrix to ensure **all** crew undergo adequate training in their allocated area(s) including initial inductions, Manual Handling, Fire and Evacuation procedures, show related Stage Management, ladder usage etc.
3. Manage and develop PARiM Staff Management Software, used to book crew, Keeping crew data up to date and ensuring that data protection requirements (GDPR) are met.
4. Manage the allocation and booking of crew ("crewing up") to limit the numbers of externally contracted crew booked as possible.
5. Play a key role in weekly Technical Planning Meeting (TPM) and Technical Team meetings, advising on all matters pertaining to equipment logistics and crew management.
6. Manage sickness information and where possible, arrange cover for such shifts. Following up on prolonged sickness and in conjunction with the HR Advisor, referring to Occupational Health when required.
7. Complete weekly payroll for casual staff.
8. Make certain that all crew have adequate and suitable uniform and that uniform is looked after and worn by crew at all times while on duty. Ordering new clothing when necessary in conjunction with the Production and Technical Administrator.
9. Monitor the performance and value of external crew contractors and feed back to the Technical Logistics Manager when necessary on issues relating to performance and conduct.
10. In conjunction with the Technical Logistics Manager, monitor and optimise standards and practices by implementing and managing a performance related incentive scheme.
11. Keep a close relationship with the Crew Forum Representative, monitoring crew welfare and addressing/reporting concerns as they arise.
12. Organise quarterly crew forum sessions with an agenda that is both informative and beneficial for all involved.



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13. Be responsible for the cleanliness of the crew room, ensuring that all posters and displayed information is up-to-date and relevant. Keeping a close eye on the room's usage, monitor the effective use of lockers, tools and other items kept there within.
14. Look after overnight snacks, keeping a stock of ready hot snacks in the crew room for overnight shifts and ensuring that adequate snack packs are ordered and collected daily.
15. Calculate and advise on annual crew income and expenditure budgets, assisting in any reforecasting that may be required.

Health and Safety Responsibilities

- Be aware of the implications of the Management of Health & Safety at Work Act and working 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.
- 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.
- Be aware of the Noise at Work regulations, setting up monitoring equipment and taking appropriate action if safe levels become breached.
- 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.
- 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.

Duty Technical Supervisor Responsibilities

In addition, the Crew Resources Coordinator will act as the Duty Technical Supervisor for specific events for which they undertake responsibility for. In addition to the responsibilities listed above, the following also apply:

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 in conjunction with the Event Management team, attend production meetings and provide advice on technical aspects to the promoter (and their



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- contractors) on the viability of show design. In particular, matters relating to the rigging of equipment, available power supplies, general lighting of the event and the use of in-house equipment. Flagging any conflicts that may arise with Health and Safety or best working practices
3. To liaise with other Hall departments where necessary, and colleagues within the Production and Technical department to ensure that all needs of the event are effectively recorded in a timely manner and updated in the show file and show schedules to ensure the effective dissemination/communication of information.
 4. 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.
 5. 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 Rigging Code of Practice. Be familiar with the Hall's risk assessments and method statements relating to your area of work.
 6. Supervise all work at height associated with the event, ensuring that adequate rescue procedures are in place, where necessary implementing the Hall's hard hat procedure.
 7. To remain conversant with the City of Westminster Rules of Management and ensure that the demands of individual events and those of the promoter and artists do not infringe such rules and requirements.
 8. 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 and that the safety of those working in and using the Hall is not compromised. Ensure that all electrical equipment brought into the Hall is PAT certified and meets current IEE regulations.
 9. To comply with any reasonable requests from the Hall's Fire Officers, Duty Managers or Event Managers.
 10. 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.
 11. 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.
 12. 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.
 13. To assist when required in providing basic lighting services to events and to become familiar with the use of the Halls lighting equipment and procedures.



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14. To carry out first line maintenance of all 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

- Previous experience of PARiM would be an advantage
- Good working knowledge of GDPR data protection regulations
- Exceptional organisational skills
- Previous experience in booking and organising teams associated with manual tasks.
- Ability to lead group training sessions on a variety of subjects
- Able to demonstrate technical knowledge and practical experience of all technical areas associated with a venue (or similar environment), including issues relating to Health & Safety.
- High standard of computer literacy, especially pertaining to Microsoft Office products.
- IOSH or NEBOSH qualification (or other relevant H&S qualification) would be an advantage.
- Physically fit enough to be able to undertake the duties, including working at height and manual handling.
- Flexible, adaptable and capable of prioritising and working under pressure.
- A team player with excellent interpersonal skills and capable of taking sole responsibility for an event.
- Willing and able to work within a roster and able to undertake some evening and night-time and weekend working patterns.

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.