



Theatre Technician permanent

ALEXANDRA PALACE, ALEXANDRA PALACEWAY, LONDON, N2 2 7AY • 02 08 36 5 2121 •
ALEXANDRAPALACE.COM
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TRATION NUMBER: 281991



ABOUT ALEXANDRA PARK AND PALACE

Alexandra Park and Palace is a major event, heritage and cultural destination in north London. It is a rare survivor of the great Victorian age of entrepreneurship, exhibition, and spectacle and was the birthplace of BBC Television in 1936.

We have some amazing events coming up over the next few months including comedy shows with Nish Kumar, Iain Stirling and Tommy Tiernan, music from Black Midi, Yussef Dayes and Saint Etienne, leading into a run of A Christmas Carol- A Ghost Story with Mark Gatiss over the festive period.



In return for your hard work, we offer:

- Generous annual leave allowance – **28 days** (pro rata for part time employees)
- Additional 4 privilege days usually set around Christmas and New Year
- Opportunity to enter a ballot for **free event tickets**
- **Discounts** across our on-site catering units
- Access to an **employee assistance programme**
- Training and development opportunities including access to **e-learning**
- Cycle to work scheme
- Eye care vouchers

ROLE DESCRIPTION

The **Theatre Technician** will ensure the highest quality of technical provision in support of the delivery of events and shows within Alexandra Palace's beautifully restored Victorian Theatre and the East Court. Areas or responsibility may include managing lighting systems and fixtures, lighting design, sound installation, production rigging and front of house sound engineering.

A minimum of 2 years' experience working in a theatre with a capacity of over 1000, or 3-years' professional experience in a multi-disciplined events venue is essential, along with excellent customer service skills and a willingness to learn.

The salary is circa **£29,355** depending on experience.

This is a full time, permanent role.

HOW TO APPLY

To apply for the role of **Theatre Technician** please send your **CV** and a **cover letter** outlining how you meet the requirements of the role to recruitment@alexandrapalace.com.

Please also complete and return an [Equalities Monitoring Form](#) with your application. The information remains confidential but is essential to track progress against our EDI Action Plan and understand what more we can do to be more representative of our local and wider communities.

Applications will be shortlisted on receipt.

OUR COMMITMENT TO EQUALITY AND DIVERSITY

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

Job Title	Theatre Technician	
Department	Events	
Team	Events / Production and Technical/ Theatre	
Responsible To	Head of Production and Technical	
Day to Day Reporting	Theatre Technical Manager	
Responsible For	Supervising Casual Technicians and Agency Crew	
Overall job purpose	To ensure the highest quality of technical provision and delivery of all events and shows within the Theatre and East Court providing quality customer and visitor experience.	
Key internal relationships	<ul style="list-style-type: none"> • Technical and Production Team • Events Team • Health and Safety • Facilities Team 	
Key duties and responsibilities	<ol style="list-style-type: none"> 1. Assist with the set-up and operation of production and technical requirements of shows and events held in the Theatre and East Court. This may include managing / supporting in one or more of the following areas: <ul style="list-style-type: none"> - Lighting systems and fixtures - Lighting design - Sound system installation and system support - Front of house sound engineering - Monitor sound engineering - Production rigging - Fixture maintenance - Production power distribution 2. Under the direction of the Theatre Technical Manger and Head of Production and Technical ensure that the Theatre and East Court are in a state of readiness for incoming Clients, and that the correct pre-agreed requirements are in place at the start of tenancy 3. Support the wider team in the set-up, delivery and break down of all technical areas including: Sound, LX, AV, Stage, and Broadcast 4. Uphold the standard operating procedures that govern activity across Alexandra Park and Palace's event spaces, working within set processes and procedures ensuring compliance with legislation and industry best practice 	<p>60%</p> <p>10%</p> <p>10%</p> <p>5%</p>

	5. Monitor technical set ups and installations making sure that equipment adheres to health and safety standards and codes of practice	5%
	6. Identify any damages or maintenance needed and routinely report faults or issues with equipment to the Head of Production and Technical	5%
	7. Support on other event planning and delivery outside of the Theatre and East Court as required by the Head of Technical and Production	5%

Person Specification	<p><u>Essential</u></p> <p>Education / Qualifications / Memberships</p> <p>GCSE Maths and English grade A- C or equivalent</p> <p>Suitable industry specific further or higher education qualification and awareness of current technology</p> <p>Experience</p> <p>Minimum 2 years' experience working in a theatre with a capacity of over 1000, or 3 years' professional experience in a multi-disciplined events venue</p> <p>Comprehensive understanding of theatre technical requirements all-round general experience and skills. As well as Excellent working knowledge of one, and good working knowledge of two of the following:</p> <ul style="list-style-type: none"> • Lighting systems and fixtures • Lighting design • Sound System Installation and system support • FoH Sound Engineering • Monitor Sound Engineering • Production Rigging • Fixture maintenance or • Production power distribution. <p>Willingness to learn and develop skills</p> <p>Skills and Knowledge</p> <p>Excellent customer service, interpersonal and communication skills with the ability</p>	<p><u>Desirable</u></p> <p>IPAF</p> <p>Multiple light desk operator experience Chamsys, ETC, MA Avolite and HOG.</p> <p>Knowledge and understanding of Alexandra Park and Palace's events</p>
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	<p>to understand the needs of a variety of stakeholders</p> <p>Strong organisational skills and the ability to work under pressure</p> <p>Willingness to work at heights</p> <p>Willingness to work variable hours including some late nights, bank holidays and weekends</p>	
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DIMENSIONS

Financial responsibilities

n/a

People management responsibilities

n/a

GENERAL OBLIGATIONS

i. Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

ii. Equality

Commitment to equality of opportunity in the service we provide to our customers and as an employer.

iii. Safeguarding

Demonstrate commitment to safeguarding of children, young people and vulnerable adults.

iv. GDPR

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

The Core Competency Framework

Each competency has an overall description. It is then broken down by level into "We will" and "We won't" indicators. This role is a level I (of 4) and therefore should be demonstrating behaviours at **level 2**.

I. We are **COLLABORATIVE**

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Work with other teams to raise and solve issues • Hold regular meetings to gain team input • Be visibly available to my team • Book weekly catch ups with other teams • Think and act as one organisation • Pro-actively talk to others rather than sending emails 	<ul style="list-style-type: none"> • Encourage silos or working in isolation • Think our work is more important than that of other teams • Make decisions without consulting other teams that may be impacted

2. We are **BOLD**

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Try new ideas and think outside the box • Look for possibilities and opportunities everywhere – taking time to think creatively • Have faith in my ideas and find my voice • Encourage the ideas of others more often • Utilise the experience of the whole team • Strive to improve the customer experience • Encourage others to see mistakes as learning 	<ul style="list-style-type: none"> • Say “I can do better” but then do nothing • Accept something just because it is the way it's always been done • Shut down ideas without thinking about the pros and cons • Resist change because it is too challenging • Think “I can't do it” • Say “No” but not explain why

3. We are **OPEN AND GENUINE**

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Get to know my team members • Be human – show empathy and care for others • Thank people and make them feel good • Accept all - embrace different points of view • Confront difficult situations with openness, sensitivity, care and empathy • Pro-actively address exclusion and discrimination 	<ul style="list-style-type: none"> • Exclude people because I find them difficult or challenging • Ignore or belittle the ideas or thoughts of others • Allow our own view to prevail not taking into account differences of opinion or approach • Tolerate exclusion or discrimination • Delegate to the same people as they always say “Yes” and avoid delegating to others

4. We are **PASSIONATE & FUN**

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Act as a role model for others by demonstrating passion for my job and energy every day • Go the extra mile – setting an example for the team • Make time to celebrate success • Inspire, develop and build my team • Focus on delivering quality for myself and my team • Create a culture of fun so that we can all enjoy what we do 	<ul style="list-style-type: none"> • Act negatively - moaning and criticising • Forget to celebrate • Just do the minimum to get by • Accept negativity or inappropriate behaviours in our teams

5. We are **RESOURCEFUL**

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Bring solutions not just problems and complaints • Take a “see it and own it” approach • Make smart use of our resources • Actively look outside for new ideas and research • Attend and encourage others to attend training and conferences and bring back new ideas • Understand what generates profit • Free up budgets to spend where most needed • Empower and coach my team to come up with their own solutions • Make use of people’s skills from outside of work as well as at work 	<ul style="list-style-type: none"> • Use resources just because we have them • Say “no” just because of lack of resource • Just go for quick wins because they are easy • Allow wastage in our work areas • Take on too much at once • Create a stressful environment for myself or those around me

JOB APPLICANT PRIVACY NOTICE

As part of any recruitment process, Alexandra Palace collects and processes personal data relating to all job applicants. Alexandra Palace is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. For further information please see our job applicant privacy notice on our website: <https://www.alexandrapalace.com/about-us/jobs/>