



# TECHNICAL MANAGER



## 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 **Technical Manager** will plan, schedule and deliver event technical requirements for events across the site, primarily in the Theatre.

The ideal candidate will hold an IOSH qualification and IPAF license and have experience working in a Theatre and / or Venue in a similar role. Experience supervising a technical team and working with producers and artists to stage events is essential. Expertise of engineering with sound, AV and lighting is also required alongside extensive knowledge of all aspects of technical procedures in a multi-purpose role.

The salary is circa **£34,280 - £38,089** depending on experience.

This is a full time, permanent role.

## HOW TO APPLY

To apply for the role of **Technical Manager** please send your **CV** and a **cover letter** outlining how you meet the requirements of the role to [recruitment@alexandrapalace.com](mailto: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.

The closing date for applications is **9am Monday 29<sup>th</sup> November**

<b>Job Title</b>	<b>Technical Manager</b>	
<b>Department</b>	Events	
<b>Responsible to</b>	Head of Production and Technical	
<b>Responsible for</b>	Supervision of casual technical crew	
<b>Overall job purpose</b>	To plan, schedule and deliver event technical requirements for events across the Alexandra Palace, primarily in the Victorian Theatre.	
<b>Key internal relationships</b>	House management team Event Managers Theatre Manager Theatre Sales Manager Facilities Team	
<b>Key duties and responsibilities</b>	<ol style="list-style-type: none"> <li>1. Coordinating with all stakeholders to understand, advise and deliver the technical and production requirements of an event. This may include but is not limited to: <ul style="list-style-type: none"> <li>- Acting as production lead where necessary in general communications and at production meetings</li> <li>- Providing specialist technical, production advice and recommendations</li> <li>- Giving advice relating to the venue Standard Operating Procedures.</li> </ul> </li> <li>2. Where agreed to be present throughout tenancy to: <ul style="list-style-type: none"> <li>- Act as the on-site point of contact for any production requirements</li> <li>- Responsible for ensuring productions are set in accordance with pre-agreed plans and returning to business as usual set if required</li> <li>- To react to any late request relating to technical and production requirements i.e. staging, seating, lights, PA and rigging</li> </ul> </li> <li>3. To be a member of the technical team required to provide a dedicated technical service on an event day as required (AV, Lighting, Sound)</li> <li>4. To coordinate and manage the casual technical team as required for events and productions</li> <li>5. To support the Head of Technical and Production in managing, servicing, storing and upkeep of all Alexandra Palace equipment that falls under the ownership of the production and Technical team</li> <li>6. Act as Duty Manager on nominated events upholding standard operating procedures to deliver a safe and exemplary customer / visitor experience</li> </ol>	<p><b>30%</b></p> <p><b>20%</b></p> <p><b>20%</b></p> <p><b>10%</b></p> <p><b>10%</b></p> <p><b>10%</b></p>

<b>Person Specification</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	<p data-bbox="504 221 799 315"><b>EDUCATION / QUALIFICATIONS / MEMBERSHIPS</b></p> <p data-bbox="504 353 724 387">IOSH qualification</p> <p data-bbox="504 423 651 456">IPAF license</p> <p data-bbox="504 492 863 586">AutoCAD or similar to exact information and edit technical plans and drawings.</p> <p data-bbox="504 658 703 692"><b>EXPERIENCE</b></p> <p data-bbox="504 696 890 790">Experience working in a theatre and/or venue in a production/technical role</p> <p data-bbox="504 826 890 891">Experience managing a technical team</p> <p data-bbox="504 927 895 1032">Experience working with producers and artists to stage events, productions and festivals</p> <p data-bbox="504 1068 876 1133">Experience of working with events and production budgets</p> <p data-bbox="504 1193 844 1227"><b>SKILLS / KNOWLEDGE</b></p> <p data-bbox="504 1263 855 1328">Expertise of engineering with Sound, AV and Lighting</p> <p data-bbox="504 1364 871 1469">Expertise of temporary power supply systems and rigging techniques</p> <p data-bbox="504 1505 882 1668">Excellent communication skills with the ability to liaise with a variety of stakeholders and understand technical needs and requirements</p> <p data-bbox="504 1704 882 1769">Excellent organisation and time management skills</p> <p data-bbox="504 1805 882 1910">Extensive knowledge of all aspects of technical procedures in a multi-purpose venue</p> <p data-bbox="504 1946 858 2011">Knowledge of relevant health and safety regulations</p>	<p data-bbox="925 353 1235 418">NEBOSH managing safely certificate</p> <p data-bbox="925 696 1315 828">Experience of delivering the technical aspects of events, productions or festivals within a greenfield space</p>

	<p>Knowledge of CDM regulations</p> <p>Confident in Microsoft Office including work and excel</p> <p>Ability to work well under pressure</p>	
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## DIMENSIONS

### Financial responsibilities

Budget holder

### People management responsibilities

Some supervision of casual Technical Crew whilst on duty

## 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 1 (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”

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

## 2. We are **BOLD**

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

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

## 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.”

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

**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”

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

**5. We are RESOURCEFUL**

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

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

**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/>