



Technical Production Supervisor

Full time, permanent

ALEXANDRA PALACE, ALEXANDRA PALACEWAY, LONDON, N22 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. All the money that is generated by events goes back into maintaining and restoring Ally Pally, to celebrate and share the past, deliver extraordinary experiences at present and regenerate for the future.

We are known for our diverse entertainment programme, our natural parkland, and panoramic views of the city, receiving over 3 million visits a year.

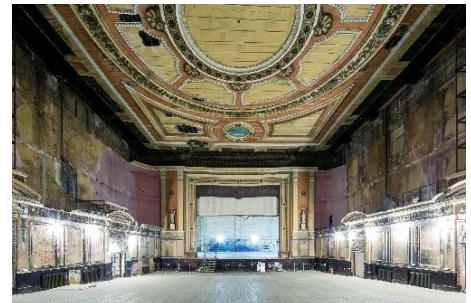
BENEFITS

In return for your hard work, we offer a generous benefits package including:

- 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.
- Free on-site parking

ROLE DESCRIPTION

The Venue **Technical Production Supervisor** will work with the Head of Production and Technical and the Events team to understand client requirements providing expert advice in support of the advancing and delivery of operations, primarily in the Great Hall, West Hall, but also in other indoor and outdoor spaces across site.



As part of the wider Technical and Production team, you will collaborate with colleagues to scope technical requirements for Ally Pally's in-house programme such as Kaleidoscope and Fireworks Festival, as well as providing CAD plans and technical reviews of drawing across site-wide operations, excluding the Theatre.

Proven experience working in a technical role in a multi-purpose venue or large-scale live music touring is essential along with experience working with stakeholders to advance shows, events or festivals. Strong generalist technical knowledge is a must with a willingness to learn and undertake further training.

The salary is circa **£37,500** depending on experience.

HOW TO APPLY

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

Applications will be shortlisted on receipt

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.

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	Venue Technical Production Supervisor
Department	Events
Team	Production and Technical.
Responsible To	Head of Production and Technical
Responsible For	No direct reports. May be required to supervise casual technicians or agency crew. Point of contact for Technical Contractors. Eg. Outback (Rigging), Tait (Staging).
Overall job purpose	To co-ordinate the delivery of Events and support teams across site with their technical and production requirements.
Key internal relationships	Event Managers Theatre Technical Manager Head of Health and Safety Chief Engineer Crew Chief
Key duties and responsibilities	<div> <ol style="list-style-type: none"> 1. Support the Events team with the set-up and operation of production and technical requirements of client shows held in the Great Hall and West Hall. Coordinate with all stakeholders to understand, advise and deliver the technical requirements of these event. This may include but is not limited to: <ul style="list-style-type: none"> - Acting as production lead in general communications and at production meetings. Being point of contact between productions and External contractors for technical services. Eg. Outback (Rigging), Tait (staging), RNE (Event Power). - Providing specialist technical/ production advice and recommendations. - Giving advice and direction relating to the venue Standard Operating Procedures. 2. Assist with the technical review of all drawings and plans for event operations across the site, <i>excluding</i> the Theatre. Ensuring they are compliant, safe and in keeping with the venues 'comfort zone' 3. Author and update AutoCAD plans for events and productions across the site including our Park. 4. Provide in-house technical expertise supporting the delivery of department specific production requirements across public events. For example, Creative Learning and Ice Rink activity. 5. Collaborate with colleagues to advance and deliver the required production needs of Ally Pally's in-house event programme including Kaleidoscope, Fireworks Festival and live music in our park. </div>

	<p>6. Monitor and overseeing the allocation of production equipment and resources across the site (excluding Theatre). Managing the servicing, storage, and upkeep of this equipment. Identify any damages or maintenance needed and routinely report faults or issues with equipment to the Head of Production and Technical.</p>	5%
	<p>7. Lead on the setup and management of small audio systems across the site where required.</p>	5%

Person Specification	<u>Essential</u> Education / Qualifications / Memberships Suitable industry specific further or higher education qualification and awareness of current technology IOSH managing safely qualification. Experience Demonstrable experience working in a multi-purpose venue in a production/technical role. Experience working with producers and artists to stage events, productions, or festivals. Skills and Knowledge Comprehensive understanding of the technologies involved in the delivery and execution of large-scale live music events. Strong all-round knowledge of the documentation and planning involved in the delivery and execution of large-scale live music events. Excellent AutoCAD skills. Comprehensive understanding of the fundamentals of production rigging. Strong organisational skills and the ability to work under pressure.	<u>Desirable</u> Vectorworks User. IPAF. 3a and 3b or counterbalance Forklift. Production Rigging experience qualification Chamsys, ETC, MA Avolite, and HOG. Laser Display safety certificate. Pyro and Special Effects Safety Cert. FOH sound engineering or Monitor engineering experience. Multiple light desk operator experience. Experience working with events and / or production budgets. Experience overseeing or supervising a team. Understanding of the use and operation of moving lights. Understanding and experience in the setup and use of audio systems
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	<p>Willingness to work variable hours including some late nights, bank holidays and weekends.</p> <p>Excellent customer service, interpersonal and communication skills with the ability to understand the needs of a variety of stakeholders.</p>	
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DIMENSIONS

Financial responsibilities

Budget administrator

People management responsibilities

No direct reports but may be required to supervise casual or agency staff

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 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.

iii. Safeguarding

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

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.

v. Sustainability

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

CUSTOMER SERVICE STANDARDS



VALUES AND BEHAVIOURS

I. 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**.

1. 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