



Theatre Technician

Full time, 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. 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 **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 of responsibility will include managing lighting systems and fixtures, lighting design, fixture maintenance, production power distribution, Luminex Networks, and supporting with sound engineering and production rigging.



Experience working in a theatre with a capacity of over 1000, or demonstrable professional experience in a multi-disciplined events venue is essential, along with a comprehensive understanding of theatre technical requirements. Candidates must be willing to work at heights and available to work variable hours according to the Theatre programme.

The salary is circa. **£32,000 depending on experience**.

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.

Job Title	Theatre Technician	
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 highest quality 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 • House 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 - Fixture maintenance. - Production power distribution. - Luminex Networks. - Sound system installation and system support. - Front of house sound engineering. - Monitor sound engineering. - Qlab operation and support. - Video systems and equipment. - Production rigging. 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, LX, Sound, AV, Stage, and for 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. 5. Monitor technical set ups and installations making sure that equipment adheres to health and safety standards and codes of practice. 6. Identify any damages or maintenance needed and routinely report faults or issues with equipment to the Head of Production and Technical 	<p>60%</p> <p>10%</p> <p>10%</p> <p>5%</p> <p>5%</p> <p>5%</p>

	<p>7. Support on other event planning and delivery outside of the Theatre and East Court as required by the Head of Technical and Production</p>	<p>5%</p>
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<p>Person Specification</p>	<p><u>Essential</u></p> <p>Education / Qualifications / Memberships</p> <p>GCSE Maths and English grade A- C <i>or equivalent</i></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</p> <p>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 • Fixture maintenance or • Production power distribution. • Production Rigging <p>Willingness to learn and develop skills</p> <p>Skills and Knowledge</p> <p>Excellent customer service, interpersonal and communication skills with the ability 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>	<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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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 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

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

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.

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

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/>