



Venue Logistics Manager

Full time, permanent



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.



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**
- Summer and Winter social parties
- Discounts across our on-site catering units + more

ROLE DESCRIPTION

The **Venue Logistics Manager** is responsible for overseeing the efficient planning, installation and de-rigging of temporary infrastructure across the Park and Palace to support event delivery.

Experience in a similar role within a venue or large-scale environment is essential along with knowledge of event logistics and operational delivery.

The salary is **£40,000 – 42,000 per annum depending on experience**

This is a full-time position working 40 hours per week

HOW TO APPLY

To apply please send your CV and a covering 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 closing date for this position is **9am Friday 24th January 2025**

Due to the volume of applications, we are unable to offer feedback to those not shortlisted for interview.

OUR COMMITMENT TO EQUALITY AND DIVERSITY

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.

Job Title	Venue Logistic Manager
Department	Production and Technical
Responsible To	Head of Production and Technical
Responsible For	Casual House Crew and External Crew.
Overall job purpose	To oversee the efficient planning, delivery, installation and de-rigging of temporary infrastructure while maintaining high standards of safety, quality, customer service, and budget control.
Key internal relationships	Catering Team Event Managers Head of Facilities Parks Manager Marketing Manager Theatre Manager Visitor Services
Key duties and responsibilities	<ol style="list-style-type: none"> 1. Support the planning, ordering, and installation of temporary infrastructure, equipment and resources for all events on-site. Includes scheduling staff (casual crew, house crew and external crew) to deliver set-ups and breakdowns on time and within budget. 2. Coordinate floor and site plans with stakeholders, including contractors and suppliers, ensuring that event requirements are met efficiently 3. Develop and maintain build and breakdown schedules, ensuring timely installation and de-rigging of infrastructure. 4. Ensure all site signage is set out, taken down and stored in line with the department's signage procedures 5. Coordinate overall site presentation activity across the Park and Palace on behalf of the Head of Production and to ensure all House Crew Team actions in this are met and work to support other depts to ensure a tidy and presentable site. This will involve leading on weekly site walks to identify areas of improvement 6. Manage a crew team that handles the storage, scheduling, and distribution of furniture and equipment, ensuring timely delivery to the correct locations. 7. Oversee the maintenance and proper storage of equipment to ensure it remains in good condition, managing the repair and maintenance of stock within budget 8. Track and manage monthly hire equipment and assets, maintaining an up-to-date inventory and addressing maintenance issues 9. Develop and implement processes to meet departmental and event needs within agreed timelines.

	<p>10. Create shift rotas for (casual) crew and submit accurately monthly payroll information to finance for processing</p> <p>11. Using the company venue management tool Halo, identify and respond to tasks and incidents on both normal and event days</p>
--	--

Person Specification	<p><u>Essential</u></p> <p>Education / Qualifications / Memberships</p> <p>Forklift license</p> <p>Clean driving license</p> <p>GCSE in Maths and English Grade C or above <i>or equivalent</i></p> <p>Experience</p> <p>Experience in a similar role within a venue or large-scale event environment.</p> <p>In-depth knowledge of event logistics and operational delivery.</p> <p>Experience of supervising a team</p> <p>Experience interpreting technical drawings and contributing to design processes.</p> <p>Expertise in operational planning for installation and site management.</p> <p>Ability to manage budgets</p> <p>Ability to create and present reports as required</p> <p>Experience of creating and managing staff rota systems</p> <p>Skills and Knowledge</p> <p>Excellent communication skills</p> <p>Strong leadership skills</p>	<p><u>Desirable</u></p> <p>Education / Qualifications / Memberships</p> <p>License to operate a MEWP (cherry picker).</p> <p>License to operate Tele handler.</p> <p>Professional qualification relating to audio visual equipment</p> <p>IOSH Managing Safely</p> <p>Significant experience of working within an events environment</p> <p>Experience of setting up staging, fencing and crowd barriers</p> <p>Working knowledge of audio-visual equipment.</p> <p>Working knowledge of event rigging</p>
-----------------------------	---	---

	<p>Demonstrate ability to work to tight deadlines and possess excellent time management skills</p> <p>Ability to work on Word and excel to deliver reports, rotas and budgets as required</p> <p>Flexible and willingness to work evenings and weekends</p> <p>Physically fit to carry out the requirements of the role</p>	
--	---	--

Dimensions

Financial responsibilities

Budget administrator

Update of Event P&Ls with equipment hire and agency staff costs where appropriate.

People management responsibilities

Line Management of Casual House Crew Team

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 2 (of 4) and therefore should be demonstrating behaviours from level 1 to 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