JOB DESCRIPTION

ROLE:	Production Manager (2 Positions Available)
DEPARTMENT:	Technical Production
REPORTS TO:	Head of Production
CONTRACT:	Permanent
BAND:	5
HOURS OF WORK:	Annualised Hours (Average of 37 hours per week including evenings, weekends and unsociable hours due to business needs)

ROLE SUMMARY

As part of the Belfast Waterfront and Ulster Halls' (BWUH) Production Department, you will play a key role in the planning, coordination, and seamless delivery of production elements across a diverse programme of events held within BWUH venues. This includes conferences, concerts, exhibitions, and live entertainment, each requiring a high standard of technical planning and execution. You will contribute to the design and implementation of production solutions that meet the needs of clients, performers, and event organisers, ensuring every event is delivered safely, efficiently, and to an exceptional standard.

In this role, you will help maintain and further develop the BWUH venues' reputation as world-class event spaces by upholding the highest standards of production design, preparation, and on-site delivery. Working closely with the Head of Production, you will collaborate with Technicians, Crew, the Operations Manager, and the Crew Team Lead to coordinate resources, support event requirements, and ensure production operations run smoothly from initial planning through to event completion.

BWUH Ltd is committed to its vision to create a world class stage where people make great things happen. Through the energy, expertise and constant innovation of our people we play a vital role in setting the standards for business tourism, live entertainment and events that deliver socially, culturally and economically for Belfast and Northern Ireland. When we win, everyone wins today, tomorrow and beyond. All employees are expected to commit to the company values of "Do It Right, Do It Now".

Customers First: We always put our customers first.

One Team: We own shared goals as one team and support each other's growth.

Environment: We protect our environment and keep ourselves and others safe.

Respect: We treat each other with respect at all times.

Pride: We work with pride, purpose and urgency.

Driven: We are driven by our pursuit to be world class.

Structured: We take a structured approach - plan, do, check, act.

Unique: We are proud to be unique and original.

We value diverse perspectives and encourage applications from people of all backgrounds, identities and experiences.

KEY DUTIES

- Oversee the planning and delivery of technical production elements for events across all BWUH venues.
- Lead the creative and technical design and planning of production solutions in collaboration with clients and event organisers.
- Work flexibly across all BWUH venues to ensure consistently high standards of technical production service delivery.
- Plan and coordinate all technical services required for events, including ICT, lighting, sound, AV, staging, production equipment and personnel.
- Deliver events in line with agreed budgets, timelines and revenue targets while meeting client requirements and maintaining high service standards.

Service Delivery

- Work closely with clients and production companies during the planning process, acting as the primary contact for technical planning, organisation and administration of allocated events.
- Ensure the event purpose and client objectives are delivered through creative and effective technical solutions.
- Produce comprehensive event briefs using internal systems, detailing technical personnel, equipment, room setups, schedules and required resources.
- Ensure technical checklists are completed thoroughly with attention to detail, focusing on service delivery standards using the VEMS system.
- Maintain and action the department risk register as appropriate.
- Ensure technical health and safety compliance, monitoring and documentation within areas of responsibility.
- Coordinate the efficient provision of facilities and services delivered by business partners and external suppliers during event planning.
- Manage the delivery and implementation of technical solutions during events, responding effectively to changes and ensuring client satisfaction.
- Ensure any additional technical services or charges are agreed with the client and communicated appropriately for delivery and invoicing.
- Maintain accurate technical event information within the venue CMS system to ensure relevant information is accessible to colleagues.
- Ensure technical briefs and checklists are completed and distributed in a timely manner for each event.
- Work with the Head of Production, Operations Manager and Senior Technicians to maintain the safe condition and operational effectiveness of technical equipment and facilities through scheduled inspections, routine maintenance and repairs.
- Identify opportunities to introduce emerging conference and event technologies to enhance service delivery and support revenue generation.

- Develop technical proposals for events outlining additional production opportunities and services where appropriate.
- Implement and comply with all BWUH policies, processes and procedures relating to technical event delivery.
- Keep informed of industry trends and technological developments within the conference, exhibition and live entertainment sectors and introduce relevant ideas where appropriate.

Health and Safety

- Maintain safe working practices during event build, operation and de-rig within all venues.
- Ensure the presentation and condition of technical equipment and spaces are maintained, reporting any defects to the Facilities team.
- Ensure events are delivered safely and in line with current health and safety legislation and industry guidance, including the review and management of RAMS documentation.
- Ensure compliance with the venue's LOLER policy and other relevant safety procedures.
- Liaise with relevant authorities and regulatory bodies where required.
- Represent members of the Event Planning team and other managers within the post holder's area of responsibility when required.

Management and Collaboration

- Provide clear leadership, guidance and support to technicians delivering events, fostering a collaborative and respectful working environment.
- Work with the Head of Production to develop costings and proposals relating to capital expenditure (CAPEX).
- Build and maintain effective relationships with external suppliers and contractors.
- Maintain and develop positive client relationships to encourage repeat business and long-term partnerships.

Strategy

- Participate in all appropriate and relevant induction and in-service training and in the induction and support of all newly appointed staff.
- Act in accordance with BWUH policies and procedures including customer care, equal opportunities and health and safety procedures.
- Undertake all duties in such a way as to enhance and protect the reputation and public profile of BWUH Ltd.
- Undertake such other relevant duties as may from time to time be required.

KEY RELATIONSHIPS

Internal

- Head of Production
- Production Operation Manager
- Technical Production Staff
- Event Management
- Crew Team Lead

External

- Clients
- Subcontractors
- Visiting Artists/Performers
- Touring Production

PERSON SPECIFICATION

Competencies

Applicants will be required to demonstrate evidence of the following competencies through the selection and recruitment process:

- **Collaboration:** Builds effective working relationships with colleagues, technical teams, clients, promoters, performers and external contractors to ensure successful event delivery.

- **Communication:** Provides clear verbal instructions and operational information to production teams and accurately completes required documentation, reports and operational forms.

- **Technical Expertise:** Demonstrates a high level of technical competence and strong knowledge of event production equipment, stage management systems and specialist technical setups.

- **Professionalism and Ambassadorship:** Maintains a positive, enthusiastic attitude, representing the organisation professionally and consistently demonstrating organisational values.

- **Customer Focus:** Understands the needs of internal and external customers and provides a professional, responsive and helpful service to clients, visitors and colleagues.

- **Health and Safety Awareness:** Applies a strong understanding of health and safety legislation and safe working practices in technical production environments, including high-risk activities such as rigging, working at height and pyrotechnics.

- **Operational Decision-Making:** Uses sound judgement and analytical thinking to make effective operational decisions, particularly in the fast-paced and high-pressure environment of live events.

Essential Criteria
Applicants must:

- Hold 5 GCSEs (Grades A-C) or the equivalent qualifications.
- Have at least 5 years' experience in a Technical Production related position in a professional environment.
- Be able to demonstrate an understanding across all technical elements including Lighting, Sound, Audio Visual and Stage.
- Possess excellent interpersonal skills.
- Possess a good basic level of numeracy and literacy.
- Have an understanding of Health and Safety requirements in within a technical environment.
- Have excellent attention to detail in all areas.
- Have excellent computer literacy skills.

Desirable Criteria

- Degree or equivalent professional qualification in an applicable field.
- ISOSH or NEEBOSH Qualification (copy of certificate to be included within the application form)
- Experience in the use of Vectorworks.

Shortlisting criteria

BWUH Ltd. reserves the right to shortlist only those applicants who have demonstrated the appropriate level of experience as noted in the Job Description.

The applicant should highlight on their CV industry specific qualifications, certificates and experience as well as educational achievements.

Please note that it is the applicants' responsibility to ensure that their CV, covering letter and Monitoring Form are submitted by this closing date and time. Any offer of employment is subject to the receipt of proof of eligibility to work in the UK and proof of any required qualifications.

BWUH Ltd. treats personal data collected during the recruitment process in accordance with the organisations data protection policy. Information about how your data is used and the basis for processing your data is provided in the BWUH Ltd. applicants' privacy notice, a copy of which is available on our website.

To Apply

To apply for this post, please upload your CV, and a covering letter detailing how you meet the essential criteria via the following link:

https://iccbelfast.com/careers

or

by post to; HR Team, Waterfront Hall, 2 Lanyon Place, Belfast. BT1 3WH

The deadline for applications is 12 noon on Friday 27 March 2026.

The applicant should highlight on their CV industry specific qualifications, certificates and experience as well as educational achievements.

Please note that it is the applicants' responsibility to ensure that their CV, covering letter and Monitoring Form are submitted by this closing date and time. Any offer of employment is subject to the receipt of proof of eligibility to work in the UK and proof of any required qualifications.

Short-listing, testing and interview dates

It is envisaged that interviews will be held on W/C Monday 20 April 2026.

BWUH Ltd. will make all reasonable efforts to accommodate applicants who are unavailable on the specified interview date, but it is under no obligation to do so.

Requiring Reasonable Adjustments Section

We encourage any applicants with a disability to contact us to discuss reasonable adjustments, the intention of which is to enable full participation in the application and selection process.

If you want to contact us to discuss reasonable adjustments, please call us on 07585888240 or Hrinbox@waterfront.co.uk

Guaranteed Interview Schemes

We welcome applications from people with disabilities and operate a Guaranteed Interview Scheme. This means if you have a disability, and you apply and meet the essential criteria for one of our positions, we will consider your application under this scheme and guarantee you an interview.

Your application will be considered like all others, by measuring it against the essential criteria as set out in the employee specification but any short-listing or desirable criteria will not be applied to you.

Selection methods, such as computer-based skills tests, paper-based aptitude tests, situational judgement tests, driving assessments and assessment centers, are

deemed to be part of the essential criteria. This means that all applicants must sit and pass these tests or assessments.

If you want to more information about the Guaranteed Interview Scheme, please call us on 07585888240 or send an email to HRinbox@waterfront.co.uk