

## **RECRUITMENT INFORMATION PACK**

**Technology Director at the  
Queen Elizabeth II Centre**

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## Foreword

Thank you for your interest in the position of Technology Director for the Queen Elizabeth II Centre (QEII Centre). We are seeking to appoint an exceptional candidate to be appointed ideally by December 2025.

The QEII Centre is the largest dedicated conference, events, and exhibition space in central London, providing 32 areas across 10 floors, totaling 30,000 SQMs and hosting circa 300-400 events per annum.

The QEII Centre is an Arm's Length Body reporting to the Ministry of Housing, Communities and Local Government (MHCLG). Operating as a commercially driven Trading Fund, the QEII Centre has a global reputation for excellence and this role provides an exciting opportunity to be involved in shaping the business for the future.

The QEII Centre welcomes a wide range of clients from all over the world. Last year c300 events were held at the Centre, which can accommodate meetings of up to c2,500 delegates (1,300 in a single hall). The Centre's turnover in the last financial year, 2024/25 was £19 million. This is forecast to continue to rise as the business recovers from the effects of the global pandemic. The Centre's future looks exceedingly positive with events contracted out to 2029 and a multi - million-pound investment program in the planning.

Just as importantly the Centre plays an important economic role in generating foreign and domestic earnings for the UK economy with GVA estimated at £170.6m in 2024/25 by Grant Thornton.

We are looking to appoint a dynamic, flexible, innovative, and energetic individual to work closely with the Chief Executive and Directorate Team to continue to drive forward the business by developing a progressive business strategy focusing on revenue growth.

This is a unique and rare opportunity to join a highly dedicated team in a fast paced, thriving environment. If you're passionate about delivering first class events and service excellence through empowering, inspirational leadership then we'd love to hear from you.

The QEII Live operation generates annual revenues of over £6m PA for the supply of audio visual and ICT services to event clients. The operation delivered £6.4m in 23/24 and has achieved significant growth in the last few years achieving £6.9 m for 24/25.

The QEII Live team has a core full time complement of 20 audio visual, sound and lighting professionals which is supported by a large network of freelance event specialists in delivering events.

The QEII Live operation also has a remit to purchase and maintain equipment to ensure that the Centre remains at the cutting edge of technical capabilities and world class event delivery.

Full details of the role, responsibilities and commitments are set out in this document, and we hope you will decide to apply. We welcome applications from a wide range of individuals regardless of race, ethnic or national origin, age, religion or belief, sex, marital status, disability, part time status or sexual orientation. We look forward to receiving your application.

## History of the Queen Elizabeth II Centre

The QEII Centre was built in 1986 as a secure venue for Government meetings. It became an executive agency in 1989 and in 1997 received trading fund status. The Centre directly employs c.50 permanent members of staff, and these are employees of MHCLG. The Centre also works in close partnership with 4 key contractors providing catering, security, cleaning portage and facilities management services.

The Chief Executive, Mark Taylor took up his role in 2013 and has overseen the Centre achieve a revenue growth rate of 98% over the period 2013/14 – 2024/25 with the latter being the Centre's most successful financial year since its opening achieving a profit of £2.9m.

As of 2025, we've proudly achieved over 50 industry awards since 2014—an ongoing recognition of our excellence in the events sector. Most recently, we were awarded three Gold Eventex awards for **Best Venue**, **Most Versatile Venue**, and **Best Event Space**. These accolades reflect our unwavering commitment to delivering outstanding experiences for every client and delegate.

Our people are central to our success. From our acclaimed in-house caterers, **QEII Taste by Levy** – a sustainable catering partner that offers Michelin-star food to our expert AV and IT teams, every member of staff play a vital role in delivering outstanding experiences.

An extensive building and facilities investment and refurbishment programme is currently being planned to cover the next 15 years.

The QEII Centre remains committed to maintaining its position at the heart of the UK events industry. The core trading risk facing the business has been the uncertainty created by the proposed future plans to potentially use the Centre as the decant location for the House of Lords during the restoration of Parliament. However, there is no commitment by MHCLG, the building freeholder, to the Houses of Parliament and the Centre has no trading restrictions or future booking constraints with events contracted to 2029. The Centre is continuing to grow its revenues and invest in its facilities with the full support of its parent department MHCLG.



## JOB DESCRIPTION

<b>Job Title:</b>	Technology Director
<b>Salary Range:</b>	(Grade 6 equivalent) £80-85k plus bonus
<b>Organisation:</b>	The Queen Elizabeth II Centre
<b>Parent Department:</b>	Ministry of Housing, Communities and Local Government (MHCLG)
<b>Reporting to:</b>	Chief Executive, QEII Centre
<b>Term:</b>	Permanent

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### **Status:**

The Queen Elizabeth II Centre is an Executive Agency of the Ministry of Housing Communities and Local Government with Trading Fund status. The Centre does not have legal status in its own right - although it is not consolidated into the department's financial statements and produces its own stand-alone Annual Report which is laid before parliament each year.

### **Strategic Objectives:** - Currently the Agency's main strategic objectives are:

To devise, oversee and implement the business/finance strategy for the Centre focusing on maximising revenues, minimising expenditure and delivering best value for the taxpayer whilst ensuring good governance and the delivery of financial and other performance targets as the Secretary of State may determine.

### **Building and operations**

To develop and implement long term planning and investment in respect to the Centre's maintenance, technological competitiveness and the opportunities to further drive commercial revenues, whilst maximising efficiencies across all operational areas with the Centre's core providers.

### **People**

To meet the objectives of the Business Strategy by attracting, developing and retaining employees and fostering a happy and engaged workforce. To effectively lead, manage and motivate Operational heads of Department and their teams.

### **Revenue**

To continue to drive a proactive business development ethos across all the revenue streams that delivers a strong "new business" development focus, maximises existing business relationships and takes full advantage of the removal of previous forward trading restrictions.

### **Financial planning and governance**

To devise, oversee and implement the business/finance strategy for the Centre focusing on maximising revenues, minimising expenditure and delivering best value for the taxpayer whilst ensuring good governance and the delivery of financial and other performance targets as the Secretary of State may determine.

### **Clients and profile**

To maintain the Centre's position as one of the finest events venues in London with a global reputation for excellence, successful client partnership working and the delivery of creative, professional and innovative events.

### **Job Purpose:**

The postholder has overall accountability for both the audio-visual and IT infrastructure for the organisation ensuring smooth and cost-efficient operational delivery of services for both clients and staff whilst addressing technical issues and event market requirements and growth opportunities both internal and external.

The postholder will manage and direct AV/IT sales, revenue growth strategies, review and implement new technologies, and provide technical guidance to internal teams and clients.

The postholder will develop and enhance the QEII AV in house team, branded "QEII Live". You will work with the CEO and Directors to develop and implement a forward-looking technology strategy including any necessary improvement work programs, contribute to the development of an annual business plan, and budgets, demonstrating strong leadership capability and role model behaviours aligned to our core values - Teamwork, Quality, Exceptional, Innovation and Integrity.

### **Main Areas of Responsibility**

#### **AV/IT**

- Overall accountability for AV/IT service delivery including conference and exhibition set ups; branding and design; digital signage; Wi-Fi; and staff IT workstations and systems.
- Management and implementation of AV and IT related projects both "front of house" and "back of house". Preparation and coordination of tender processes for Capex projects and ensuring Capital Investment plan is updated.
- Responsibility for managing AV/IT budget and contributing to revenue targets.
- Health and safety as it relates to AV/IT, including electrical safety; working at height; and cyber security
- Manage the licensing and availability of IT applications including but not limited to Microsoft 365, Ungerboeck/Momentum venue management platform, AutoCAD, and Adobe Suite products
- Manage the IT infrastructure, including networking, servers, and workstations.
- Instill and operate an IT service desk and oversee the creation of new starters and the leaver's process.

#### **Customer and Service delivery**

- Overseeing event delivery for AV Production and ICT services, ensuring the Centre is presented to clients in accordance with our brand and quality standards.
- Drive new revenue streams both internal to the QEII and externally (where feasible and commercially viable);
- To ensure that customer complaints are dealt with/resolved in a prompt and professional manner, personally handling complaints as and when required; taking necessary steps to apply lessons learned from feedback processes, liaising with the CEO Office and other Directors; use KPI's and SLA's where required

- Work in close collaboration with the Sales & Marketing Director and Operations Director to provide a holistic approach to customer service, systems, and processes, drive standards, and improve venue and event delivery; and anticipate and address issues, leading and collaborating to ensure all teams are equipped to deliver the customer experience together as one
- Maintain and drive the AV technical strategy and leading-edge ICT infrastructure to ensure the Centre can deliver all aspects of events to the high standards required to meet expectations and maintain the Centre's reputation for delivering outstanding technical deliver and customer service. Explore the use of AI (artificial intelligence) in the AV next generation service delivery.

#### **Leadership and Relationship Management**

- To lead the QEII Live team to be high performing and motivated, consistently meeting or exceeding customer expectations as well as maximising revenues and profitability.
- To work collaboratively with the QEII Directorate in driving forward the business strategy and fostering an inclusive and forward-looking culture.
- To coach and develop staff, particularly in the delivery of a 'customer experience' and 'whole event' approach; implement succession planning where needed.
- Build relationships with tech freelancers; 3<sup>rd</sup> party suppliers; SAAS providers; and other service providers to create a strong network of support for the QEII Live team and ICT team.
- Active and effective membership of QEII Boards, Committees and Meetings, producing clear, concise and meaningful briefing/information and reports as required; support the QEII's sustainability targets and deliverables.
- Engagement and liaison with external event industry bodies.

#### **Data Protection**

- Act as the QEII DPO (data protection officer), oversee the Data Protection and Data Retention policies and the cyber security policies.
- Oversee records management including structured data folders, data retention periods and information asset register.

***This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties and responsibilities. The job description will be reviewed regularly and may be changed in the light of experience and changed circumstances.***



## Person Specification

### Experience

#### Technical Expertise

##### Essential:

- Experience of managing AV and IT systems, including hardware, software, and networking.
- Leads and manages technical projects, ensuring timely and successful implementation of new technologies.
- Resolves technical issues, provides technical support, and trains staff on using technology.
- Develops and implements technical strategies, ensuring the organisation's IT and AV needs are met.
- Oversee the audio and visual production process for events and productions.
- Design, set up, and operate AV equipment for events and productions.
- Provide technical input for a variety of events, including conferences; exhibitions; fashion shows; AGM's; etc.
- Support and advise the technical and sales teams on commercial aspects and revenue driving.

##### Desirable:

- Experience of managing and operating a multi-million-pound event delivery organisation;
- Experience of the industrial theatre sector or the arts or event production

#### Leadership Expertise:

- Demonstrated expertise in customer delivery, with a strong commercial track record of developing customer-facing strategies that enhance customer retention and drive revenue.
- Proven experience in leading, managing, and developing diverse, high-performing teams.
- Strong background in managing organisational change and transformation initiatives.
- Exceptional interpersonal and client liaison skills, with a focus on stakeholder engagement.
- Skilled in producing succinct and well-structured reports, business cases, and board-level papers.
- Maintains up-to-date knowledge of emerging technologies and trends in the IT and AV industries

### Behaviours

- Leadership
- Working together
- Seeing the Big Picture
- Delivering at Pace
- Managing a Quality Service

Information on the Civil Service Success Profiles framework, and how they relate to this role, can be found [online](#), on the QEII Teams site, or from the HR Team.

### [QEII Centre Annual Report 2023-24](#)

### QEII benefits will include:

- Bonus scheme (discretionary) calculated on corporate and individual performance
- Membership of the Civil Service Pension Scheme
- 25 days' annual leave with an additional day per year to a maximum of 30 days plus 1 privilege day
- Subsidised staff restaurant/coffee bar
- Interest free season ticket loan
- Cycle to work scheme
- On site cycle rack
- 3 days paid volunteering leave
- Participation at staff events; celebratory, educational, team
- Access to learning and development tailored to you
- A working culture which encourages inclusion and diversity
- Regular employment engagement activities

## How to apply

Please submit the required documentation listed below via the following link <https://andersonquigley.com/job/aq3354/> by 11pm on 17<sup>th</sup> October 2025 if not provided your application will not be taken forward. Late applications will not be considered.

- A **current CV**, including your educational and professional qualifications and full employment history explaining any gaps, and highlighting key achievements.
- A **supporting letter**, no more than **two A4 pages**, explaining why this appointment interests you and how you meet the criteria set out in the job description.
- There will be a two-stage interview process. where candidates will be required to give a presentation at a second interview.
- Applications will be sifted on candidates' experience against the requirements of the role week commencing 20<sup>th</sup> October 2025.
- Interviews will take place on 28<sup>th</sup> /29<sup>th</sup> October 2025
- 2<sup>nd</sup> stage interviews will take place week commencing 3<sup>rd</sup> November 2025.

### Diversity

The QEII Centre is committed to ensuring equality of opportunity and that all our systems and processes are fair, open and objective. We endeavour to promote this approach in those with whom we come into contact. We are responsible for ensuring that the highest principles of equal opportunities policy are put into effect.

As an equal opportunities' employer, we make no distinction between people on grounds of their race, ethnic or national origin, age, religion or belief, sex, marital status, disability, part time status or sexual orientation.

### Equality Monitoring

As part of our commitment to equality, diversity, and inclusion, applicants will be invited to complete an equality monitoring form as part of submitting their application. This information is confidential and used solely for monitoring purposes.

### The Civil Service Recruitment Principles

The Centre's recruitment processes are underpinned by the principle of selection for appointment on merit on the basis of fair and open competition, as described in the Civil Service Commissioners Recruitment Code which can be found at [www.civilservicecommissioners.org](http://www.civilservicecommissioners.org)

### Nationality

To be eligible for employment you will need to be either a UK national or a national of another European Economic Area Member State, or a Commonwealth citizen and have the right to work in the UK. Swiss nationals are also eligible. In addition, if you have dual nationality, you will be eligible as long as one of the nationalities meets the requirements.

### Security clearance

Before the appointment of the successful candidate can be confirmed, the Centre will undertake background security checks to ensure eligibility.