



BRADFORD 2025
UK City of Culture

XR Experience Manager - Built by Sound

Built by Sound is a mixed-reality experience exploring how British South Asian communities in the 1970s and '80s found joy in defiance, in community and in music – from the thump of dhol drums in community halls to pirate radio buzzing through bedroom walls.

Created by **No Ghost** and **Dialled In** with **Bradford 2025**, this immersive experience uses archival footage, personal testimonies and a stirring soundtrack to recreate a momentous era for South Asian communities in the UK – and particularly in Bradford. It takes us back to a time when young South Asians carved out new space in society, soundtracked their resistance against oppression, and stood up to the fascist rhetoric of the National Front – not in silence but in celebration.

Role: XR Experience Manager

Built by Sound is a Mixed Reality Experience (combining elements of virtual reality and physical set). Groups of up to 6 people can access the experience every hour.

The XR Experience Manager will be responsible for the smooth running of the experience, working as part of a core team of three, alongside a Technical Manager and XR Experience Host. They will be responsible for the safe and efficient running of all Front of House and operational functions, ensuring that the experience runs to schedule and that audience members are supported to navigate the experience safely and comfortably.

This is an audience-facing role and we are looking for a friendly, proactive team player with a willingness to problem solve and manage a team. You will be required to lead/supervise audience briefings and assist them with using the VR headsets (training will be provided) and ensure that headsets are cleaned & fully charged between sessions.

Dates: 17th November – 14th December 2025

Essential Training Day: Monday 17th November 2025

Times: Tuesday – Thursday or Friday – Sunday - 12.00- 9.30/10pm

We are ideally looking for people who can commit to a minimum of 3 days week (30 hours) during the opening period working, Tues- Thurs or Fri – Sunday. Please outline your availability in your application.

Payment: £20/hour. This is a freelance, self-employed contract. You will be responsible for your own tax & national Insurance contributions.

Reporting to: Bradford 2025 Producer & Senior Producer

Application:

Please apply with a CV and covering letter explaining why you think you'd be a good fit for this role and outlining your availability to recruitment@Bradford2025.co.uk by 28th October 2025.

Job Description

Key responsibilities

- Responsible for the smooth running of the experience, including ensuring that it runs to schedule, problem solving or escalating any issues as required.
- Manage the XR Experience Host and volunteer team to support the running of the experience, including running start of day briefings, end debriefs, passing on any information and feeding back as required.
- Working with an XR Host and Volunteer team, have overall responsibility for all front-of-house functions including welcoming audience members to the experience, scanning tickets, onboarding and offboard audiences and providing excellent customer service.
- To oversee delivery of audience briefings and onboarding /offboarding guests into the experience (a script and training will be provided).
- Be responsible for ensuring that all aspects of the experience are safe for staff and audiences, including ensuring walkways and fire exits are clear of obstructions or hazards, reporting and resolving any issues as required.
- Responsible for ensuring audience members are confident and comfortable using the VR equipment provided and that the equipment is running correctly (equipment training will be provided)
- Ensure that audience members are supported and accompanied through the experience, supporting them with any issues and troubleshooting where necessary.

- Supporting audience members with any access requirements and providing information on available provision or adjustments.
- To assist the Experience Technical Manager where required, providing support where needed, flagging issues for attention in a calm, professional and methodical manner.
- To assist with managing same-day rebooking of any latecomers (subject to availability)
- Oversee the cleaning and sanitising of equipment between performance slots
- Be responsible for ensuring the VR headsets and any other equipment are put on charge and swapped out regularly as planned between sessions.
- To be responsible for the morning / end of day setup and checks (as scheduled), ensuring that all hardware and other installation technical elements are switched on and off at the start and end of each day.
- Promptly report and escalate any operational, technical or front-of-house issues to the Technical Manager or Bradford 2025 Producing team.
- Assist with gathering any audience evaluation as required.
- Be an open, friendly team player and team leader, supporting others where you can.
- Be responsible for safely evacuating audience members in the event of an evacuation.
- Complete an online end of day Event Report
- Work with Loading Bay venue management as required
- Carry out any other task that may be deemed necessary for the smooth running of the experience.

Person Specification

- Previous experience of duty or event management in a gallery, exhibition space, film festival, arts venue or theatre in a customer facing role.
- Experience of working in a fast-paced environment, juggling multiple priorities.

- An interest in culture, arts, film or immersive technologies.
- Confident using technology and devices and picking up new systems with relative speed (specific training will be given)
- A friendly and welcoming manner and enthusiasm for assisting members of the public, with excellent customer facing skills.
- Ability to act responsibly under pressure with a solution focused approach.
- A confident problem solver, who can take initiative to resolve issues but can exercise good judgement, escalating appropriately.
- Experience of managing staff and volunteers
- Excellent communication skills and professional approach to dealing with people at all levels.
- A 'can do' attitude and willing to assist where needed.
- Awareness of accessibility and understanding access provision.
- Good organisational skills and the ability to prioritise and manage conflicting demands.
- A commitment to training and developing new skills.
- A team player who is also confident working independently.

Desirable

- Keen interest in XR, VR, AR or other immersive technologies (please mention in your application if you have experience of operating VR headsets or immersive technical equipment).
- Valid first aid certificate
- Ability to work flexible hours including late evenings and weekends.
- Lived experience of some of the themes and experiences explored in Built by Sound