

# Mark Ivan Benfield. MIET

Event Duty Manager based in London / Norwich

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**Combining business, technical and creative skills, Mark is an excellent problem solver and Manager. With extremely good customer service skills and an attention to detail he is an asset in any venture this, and a keen sense of humour make him popular on any team.**

## Key skills

Event Manager, Duty Manager, Service Management, Production Management, Producer, Technical Theatre, Stage Manager, Sound Engineer, Live Sound Mixer (Band and Theatre), AV, QLab4, Lighting / Sound Design and First Aider.

## Background

Mark has 35 years working in and around the Entertainment industry and has gained good solid Management and Technical experience. It's all about the customer journey and ensuring the best experience possible. This knowledge has helped Mark in the corporate world too where he has applied these skills to an office environment managing different sized teams of people. [Testimonials are available on Facebook and online at markbenfield.com](#) Mark is a member of the Institute for Engineering and Technology and EQUITY.

## Career History

### *Freelance 2015 - date*

Providing Event, TV, Radio and Theatre Engineering services on a Freelance basis. Sound / Audio Engineer and Sound Recordist, Lighting specialist, Stage Management, Production Management, Event Management and Technical Engineering.

- *Event Duty Manager – Cambridge Live Events*
  - Event Management at the Cambridge Corn Exchange which holds 1700 customers. Managing events from Standing concerts through to seated events, ensuring the safety of the public, completing the admin tasks and reports for the shows and ensuring that the customer experience is the best it can be.
- *Event Duty Manager – King's Place Music Foundation*
  - Manage corporate events as planned by the events team, managing the FoH staff and ensuring public safety ensuring timely running of the event to a professional level and with customer satisfaction.
- *Sound Specialist – Royal Opera House*
  - Provided technical and crew support for the Linbury Theatre Studio at the Royal Opera House in London.

- *Sound Specialist – Production Bureau*
  - Providing technical and crew support for live shows, events and conferences.
  
- *The Human Voice – Stage Manager*
  - To ensure the smooth running of the show, collect and store the props, run the technical aspects of the show. To design the soundscape, program QLab4 and then operate. To oversee the get-in and load out of the shows, liaise with the venues and ensure that everything is safe and fit for purpose. The Human Voice was performed at the Holt and Hostry festivals.
  
- *Total Ensemble – Stage Manager – “The boy in the Lighthouse”*
  - Stage Manager for the world premiere of "The boy in the Lighthouse". Ensuring that rehearsals were run efficiently and that the technical requirements were met. Co-ordinating the ASM's and ensuring that the crew and technical teams worked effectively. Responsible for the running of the shows that they ran to time and were safe and fun for performers and audience alike. Programmed QLab 4 for Lighting, employing moving heads and LED fixtures as well as operating the lighting for the production run.
  
- *Norfolk Arts Awards – Stage Manager / Production Manager*
  - Overseeing the Norfolk Arts Awards, liaising with the venue, ensuring all the performance aspects including presenters, finalist and award winners were co-ordinated, that the rehearsals and sound checks took place. Ensuring that the video and sound cues were programmed into QLab 4 and that the show ran smoothly and to time. Responsible for all aspects of the running of the show, including the technical and safety aspects.
  
- *GoGoHares2018 Auction – Stage Manager / Production Manager*
  - Responsible for coordinating the technical aspects of the GoGoHares 2018 auction. Ensuring that the setup on the day was fit for purpose, safe and run smoothly. Responsible for the running of the show on the night, "Calling" the show and overseeing the complete AV production.
  
- *Hostry Festival 2016/2017/2018 - Production Manager*
  - Contracted to be the Production Manager for the festival and oversaw the acts, organised the live broadcast alongside the BBC as well as designed the Lighting and sound installation. The Festival is set in the remarkable Norwich Cathedral and involved negotiating with the site hosts and the third party team for the installation of the lighting and sound rigs, ensuring that each show run smoothly, that the Technical Riders were met, installations / Get-out were completed on time, and safely. Liaised with visiting companies, performed technical duties as required.
  
- *Lapland UK 2016 and 2017*
  - Played “Father Christmas” at this three-hour immersive event in Ascot UK, high quality, customer focussed, award-winning event. 6 weeks, playing to an average of 50 families a day for 25 days.

- *Production Manager for ETM Events*
  - Designed AV technology for various events, oversaw build and load out, operated / called the show for the live events.
- *Sound and Lighting designer*
  - Anyone for Breakfast? by Derek Benfield. Lighting and soundscape for this farce, performed in the arena style. - 2017
  - The Reunion by Peter Gordon. Lighting and soundscape in Arena style. – 2018
- *Committed to the Blues Brothers - Sound Engineer*
  - Sound Engineer for the Tribute band, Setup, design and running the PA system for the band.
- *Leather and Lace - Sound Engineer*
  - Sound Engineer for the rock ballad band, design and running the PA system for the band.
- *Big O and the Wilburys - Sound Engineer*
  - Sound Engineer for the Tribute band, Setup, design and running the PA system for the band.
- *The producers (Musical) - Sound Engineer*
  - Designed the Sound system /plot and mixed the band / singers live on stage. The band was located in a separate building (due to space issues). Sound Effects cued from book (QLab4)
- *AV / Sound Engineer – Royal Opera House*
  - Install and operate Sound /AV Equipment at a variety of locations for functions and events as required.
- *Sound Engineer, Pavilion Theatre Gorleston, Cromer Pier, Norwich Puppet Theatre.*
  - Provide soundtrack / soundscape for shows and live live the band and vocals for the show.
- *Technical Engineer – Norwich Medieval Mystery Plays*
  - As the Technical Engineer for the show Mark covered all aspects from power requirements, Projection systems, and audio systems, to performer auditions, Scenery and set logistics. Low wattage LED lamps were needed as the medieval keep has limited power outlets.
  - Organisation was the key during the performance run as the setup time for the plays was one hour, and thirty minutes to load out the equipment after. As Stage Manager, checklists for the stage crew were drawn up, risk assessments completed before each show and liaised with all departments.

- *Technical Engineer - Return to the Forbidden Planet*
  - Mark was responsible for the technical setup for the production at the Maddermarket Theatre. This included the power, the sound and the video systems. Filmed “green screen sequences” for the show with well-known actors, edited the film together and ensured the triple video screens were calibrated and properly secured. The sound system checks and speakers were calibrated before each show. Mixed the show live for each performance (Eleven radio mics, seven piece band and four effects processor).
  - Mark also promoted the show as part of the marketing team to make it the best selling show for the Theatre that year, 3<sup>rd</sup> best selling in the last 15 years (I was also part of the marketing team for the other two shows).
  
- *Sound Engineer – Joe Ringer Band*
  - Mark had had the good fortune to work with Joe Ringer on several occasions and live mix his band (four piece band and two vocalists) at different venues including the Norwich Theatre Royal. Always entertaining and every venue brings its own set of unique challenges.
  
- *Company Manager / Production Manager / Technical Manager / Stage Manager*
  - The Lion, the Witch and the Wardrobe - 2015
  - Murder on the Nile - 2015
  - Ghost Train - 2015
  - Immersive Theatre / Presentations. – 2015-2017
  
- *Stage Manager / Sound Foley / Soundscape / Video*
  - Murder on the Nile - 2015
  - Ghost Train - 2015
  - Return to the Forbidden Planet - 2016
  
- *Corporate presentations and Team Management*
  - Brand Management for Vodafone (Inc. 6<sup>th</sup> most lucrative brand in the world)
  - Sales and training presentation
  - Technical briefings (Blue chip companies)
  
- *Sound / Audio Engineering*
  - Live sound engineering, sound technician for bands, configuring in house sound system, technical support
  - Gabrielle Ducombe - live sound engineering - 2016
  - Genesis G2 Tribute band – Sound Technician – 2016 - 2017
  - Return to the Forbidden Planet – Live sound engineering - 2016

- *Sound Recordist*
  - 2 Features (Six Hot Chicks in a Warehouse, and Fighting Heart) - 2017
  - Shorts inc. Callback, & Catch your chance - 2016

## **Vodafone**

With over 403 Million customers worldwide Vodafone is the UK's most valuable brand (rated at \$31bn) and the world's 3rd largest mobile telecoms company. Vodafone operates in more than 30 countries and has partner agreements in over 50 others. The Global Enterprise division provides managed services to clients in 65 countries including many "blue chips".

### *Head of Online 2014 -2015*

Responsible for all aspects of the UK Online team, 30 geographically diverse team members that run the online shop window. Responsible to the UK board for all aspects of online sales and conversions, developments, both current and futures. Profit and Loss account. Commissioned > £500M sales for the year.

### *Online Development manager 2011 – 2014*

Running a team of developers, a creative resource and enabling them to exceed and excel in their roles. Analysing the psychological, political and structure of the design process, responsible for converting clicks to

### **Other companies worked for:**

Cable & Wireless / Vodafone / Global Crossing / Aviva / BAA / Philips

### **Education History**

HND Communications

EITB Apprenticeship

### **Recent Continual Professional Development**

EVAC +300 Chair operation

Fire Warden

First Aid at Work

Safeguarding Children and Vulnerable Adults

Process Excellence

Customer Service in a changing world

Managing Change

Getting to yes (Negotiation techniques)

Social media training

### **Additional sites**

Linked In - <http://uk.linkedin.com/in/markivanbenfield>

Photography Gallery - <http://markbenfield.smugmug.com>