

Royal Albert Hall

Information for Candidates

# Recruitment Pack





# Welcome

## From Tom Wingad, Deputy Tours Manager

We are seeking to recruit an enthusiastic and professional tour guide with a warm and welcoming approach to customer service, a resilient and calm manner, and a passion for sharing the Royal Albert Hall's extraordinary story.

The Royal Albert Hall Tours Team offers a wide range of different opportunities for visitors to experience and revisit this extraordinary and spectacular building, to learn about its fascinating past, iconic architecture, and unparalleled entertainment history.

Royal Albert Hall Tour guides have a key role in engaging the public in the Hall's unique story by conducting tours of the building, providing accurate and interesting information to varied audiences all while providing excellent customer service.

Tours and tour products are a vital part of the Hall's business and its on-going commitment to ensuring the building is as open and accessible to the public.

We are the Royal Albert Hall – the home of breathtaking moments and lasting memories, for everyone.

Together, we create the amazing.



Royal Albert Hall

# A history dating back to 1871

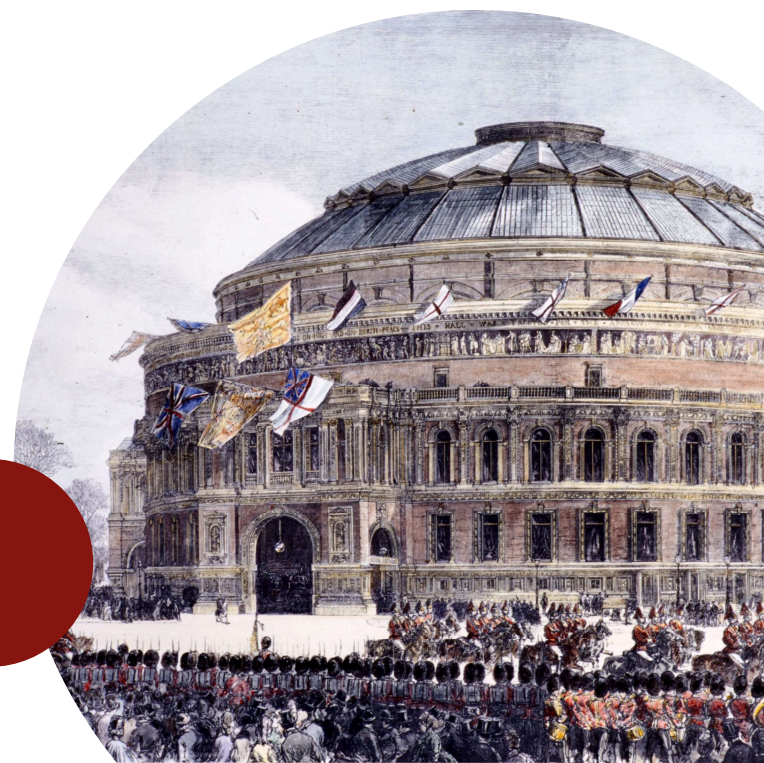
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

Since then, we have become the world's village hall, known and loved across the globe for events and moments in history that have, in many cases, shaped the nation and in doing so, realised Albert's vision.

More than a concert hall, we are also a home for those who dream of making the world a better place.

We hosted 25 suffrage meetings, and numerous great patriotic rallies in support of the armed forces. Sir Winston Churchill, the Dalai Lama, Emmeline Pankhurst, Stonewall, Nelson Mandela, the Royal family and world leaders have graced our auditorium. History is played out on our stage.

The Royal Albert Hall may be 150 years old, but we have more history to make, and you could help us write it.





# About us

Based in South Kensington, the Royal Albert Hall is an iconic venue. The Royal Albert Hall is a registered charity held in trust for the nation's benefit.

Our purpose is to:

- promote the Arts and Sciences
- preserve and enhance our Grade I listed building.

The world's leading figures in music, dance, sport and politics have appeared on our stage since we opened in 1871, and now over 1.7 million people enjoy live experiences here every year, with millions more experiencing our events through broadcasts, recordings and new media channels. Today, the Royal Albert Hall hosts around 400 events each year and our amazing staff play a huge part in ensuring the success of all our events.

The BBC Proms have called the Hall their home since 1941. Shirley Bassey has had more than 45 performances at the Hall since 1971. Statesmen, sportsmen and a galaxy of stars have graced our stage, creating unforgettable memories. From Albert Einstein, to Arctic Monkeys, The Beatles to Beyoncé, Churchill to Coldplay. Recently, we have hosted the premier of the James Bond film 'No Time to Die', Cirque De Soleil, the EE Baftas, Classical Spectacular and a series of events for Teenage Cancer Trust.





# Engagement

Our public benefit work is of paramount importance to us and features most prominently through our inclusive and ground-breaking Engagement programme.

As a charity, the Royal Albert Hall believes in providing an Engagement programme that aims to enrich people's lives and offer fairer access to the arts. The programme is divided into 3 main strands of activity:

- **Engaging with Music**
- **Supporting Communities**
- **Discovering Careers**

and all of our projects and events:

- **Offer a subsidised or free programme of arts activity**
- **Enable specific groups to access the Hall in a way that suits them**
- **Are informed by inclusive practice**
- **Involve collaborative working with specialist partner organisations**
- **Take inspiration from the Hall's architecture, history & events**

“Our Engagement programme includes concerts in care homes, schools' workshops, careers masterclasses, Relaxed performances and much more.”





# Equality, Diversity and Inclusion

The Hall supports an equal, diverse and inclusive environment for all and we know we can do more.

Diversity was one of the five key strategic objectives agreed for our five-year business plan in August 2019. This means that it is right at the heart of our planning for the future and we will have an action plan to underpin this. Equality, Diversity and Inclusion is part of our mandatory training and we have a committee, set up in 2018 which has representation from staff across all departments, levels and represents the nine protected characteristics.

“I want to use the Hall’s platform to champion and highlight a diverse mix of performers and attract staff and audiences that truly reflect modern Britain”

**- James Ainscough, CEO**





# Equality, Diversity and Inclusion

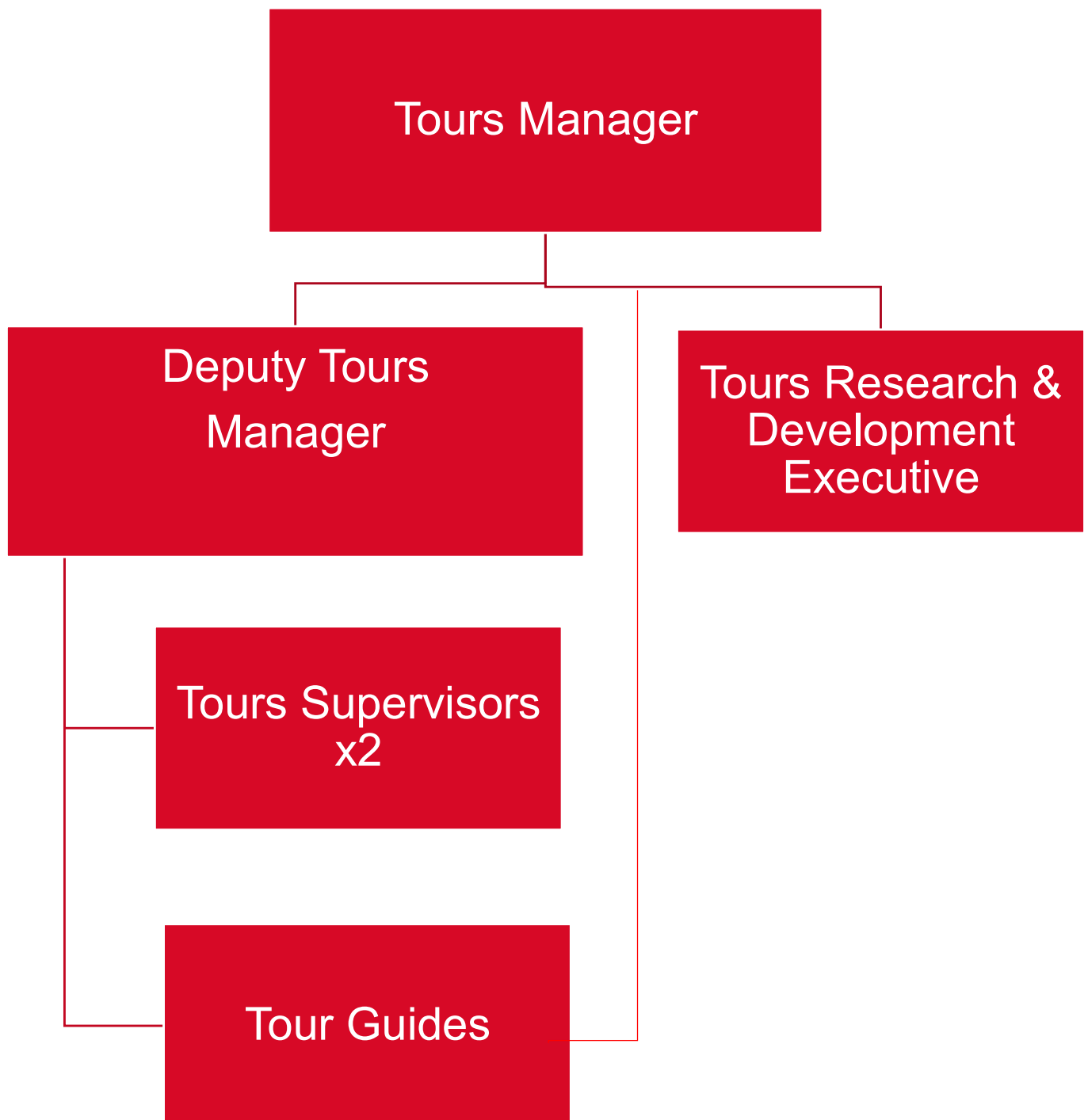
We are committing to:

- Programming more events with diverse artists and to making our platforms available to black voices – both on the stage and on digital channels.
- Ensuring that our archives and our tours properly represent the Hall's rich and diverse history and we are refreshing our diversity training for our leadership team and trustees.
- Reviewing our recruitment strategies to ensure that we can widen our candidate pool and further increase the diversity of our workforce.





# Organisation chart







# Our Mission, Vision and Values

## WHO WE ARE

Since we opened our doors in 1871, the Royal Albert Hall has been home to the world's leading figures in music, dance, entertainment and conversation. From the Suffragettes to Stormzy, Elgar to Einstein, the Beatles to Bassey... icons grace our stage.

A charity known and loved across the globe, we are home to dreams and determination, contemplation and celebration – bringing people together to lift their spirits and inspire. Every year nearly 2 million people enjoy unforgettable experiences in our spectacular building, with millions more joining us online and through broadcast worldwide.

We are home to the future – working tirelessly to enable talent to thrive. We embrace change as well as tradition, inviting the new, the radical and the bold. We are open to all, a committed force for good, connecting people and communities.

## OUR VISION

**Our vision is for the Royal Albert Hall to be the home of breathtaking moments and lasting memories, for everyone.**

**Together, we create the amazing.**



# Job description

**Role:** Tour Guide

**Location:** Royal Albert Hall

**Salary:** £15.17 per hour

**Working hours:** Minimum of 40 hours per month on a rolling pattern, delivering 3/4 one-hour Tours between the hours of 9.30am to 5.30pm on a day

**Reports to:** Tour Manager and Deputy Tour Manager

**Direct reports:** N/A

For over 150 years we have been fulfilling our vision of inspiring artists and audiences worldwide with the magic of the iconic Royal Albert Hall; creating life-enriching, unforgettable experiences for everyone. Hosting 390 events a year in the main auditorium and more than 800 in other smaller spaces, the Royal Albert Hall stands true to its original purpose of promoting the Arts and Sciences. As a charity, the Hall is dedicated to maintaining the Grade I listed building and giving access to all.



# Job description

## **HOW DOES THIS ROLE FIT INTO THE STRUCTURE/TEAM? AND WHAT DOES SUCCESS LOOK LIKE?**

We are seeking to recruit an enthusiastic and professional Tour Guide with a warm and welcoming approach to customer service, a resilient and calm manner, and a passion for sharing the Royal Albert Hall's extraordinary story.

The Royal Albert Hall Tours Team is made up of 20 people who all deliver Tours that provide a wide range of different opportunities for visitors to experience and revisit this extraordinary and spectacular building, to learn about its fascinating past, iconic architecture, and unparalleled entertainment history.

Royal Albert Hall Tour Guides have a key role in engaging the public in the Hall's unique story by conducting tours of the building, providing accurate and interesting information to varied audiences all while providing excellent customer service.

Tours and tour products are a vital part of the Hall's business and its on-going commitment to ensuring the building is as open and accessible to the public.

The Tours team brings the incredible story of the Royal Albert Hall to life by immersing our customers in the building's rich history, its stunning architecture, and tales of its fascinating and diverse events. With knowledge and enthusiasm, we introduce the spectacular auditorium and its captivating stories to those who have fond memories of the building as well as those experiencing it for the very first time.

## **HOW DOES THIS ROLE FIT INTO THE STRUCTURE/TEAM? AND WHAT DOES SUCCESS LOOK LIKE?**

Sharing the continuing narrative of the Royal Albert Hall, in an engaging, authentic and responsible way is the driving force behind our Tours team. We bring the extraordinary story to life by immersing our visitors in the building's rich history, its stunning architecture and tales of its fascinating and diverse events.

As a key part of the daytime activity of the Hall, Tours play a crucial role in highlighting the Hall's mission, vision, and charitable objectives to those who have fond memories of the building as well as those experiencing it for the very first time. As a Team, we bring to life in a personal way the Hall's vision of being the home of breathtaking moments and lasting memories, for everyone



**WHAT THE ROLE HOLDER WILL BE RESPONSIBLE FOR DELIVERING**

<b><u>Key accountabilities</u></b>	<b><u>Key activities/decision areas</u></b>
<b>1). Delivering Tours to a wide range of audiences</b>	<ul style="list-style-type: none"> <li>• Conduct a variety of tours of the Royal Albert Hall in an enthusiastic, informative and engaging manner, to the specifications and quality required by the Tours Manager.</li> <li>• Research and review historical and topical details about the Hall, its event history and its environs and be able to recall and relay that information accurately to visitors.</li> <li>• When appropriate set up and deconstruct the route at the beginning and end of each working day respectively.</li> </ul>
<b>2). Delivering and implementing all Tour Products</b>	<ul style="list-style-type: none"> <li>• Assist in the running and implementation of any new Tours products and technologies and feeding back issues as appropriate to Tours Leadership Team.</li> <li>• Proactively inform supervisors of all customers, tours and technical issues for analysis.</li> <li>• Provide the Tours Leadership Team with feedback on ways in which the customer experience could be improved, based on observation of, and feedback from, customers.</li> </ul>



<b>3). Customer interactions and services</b>	<ul style="list-style-type: none"><li>• Assist in the running and implementation of any new Tours products and technologies and feeding back issues as appropriate to Tours Leadership Team.</li><li>• Proactively inform supervisors of all customers, tours and technical issues for analysis.</li><li>• Provide the Tours Leadership Team with feedback on ways in which the customer experience could be improved, based on observation of, and feedback from, customers.</li></ul>
<b>4). Health and safety</b>	<ul style="list-style-type: none"><li>• In the event of an emergency, assist visitors to evacuate the building according to the Hall's evacuation procedures.</li><li>• A resilient and calm approach under pressure, able to respond quickly to the ever-changing demands of conducting tours in a busy working venue.</li></ul>

**WHAT SKILLS AND EXPERIENCE THE ROLE HOLDER WILL HAVE**

The role holder must have an ability and passion to sharing the continuing story of the Royal Albert Hall, in an engaging, authentic and responsible way, this principle is the driving force behind the whole Tours team. Previous Tour Guide experience is not essential but a 'can do' attitude who understands that the Royal Albert Hall is the star of the show is. A Tour Guide must have enthusiasm for and a positive attitude towards the Hall and its ethos, events, music and the Arts in general. The Royal Albert Hall is a world-renowned venue and a 24-hour building, a Tour Guide must be able to adapt to the needs of the day, of the customers, and of any last-minute changes given by the duty supervisor. Training will be provided via presentations, group work, self-learning, and 1-2-1 with team members.



**WHAT SKILLS AND EXPERIENCE THE ROLE HOLDER WILL HAVE**

<b><u>Qualifications and Experience</u></b>	
<b>Criteria</b>	<b>Requirement (Essential or Desirable)</b>
Fluency in a BSL or foreign language is desirable.	<u>Desirable</u>
The Hall is a large building, and the tours will require a good general level of fitness in order to lead large tour groups.	<u>Essential</u>
Proven customer service experience ideally in a live entertainment / leisure environment.	<u>Desirable</u>

<b><u>Skills and Attributes</u></b>	
<b>Criteria</b>	<b>Requirement (Essential or Desirable)</b>
The passion and ability to learn factual historical and contemporary information and present it in an exciting, fresh and engaging manner.	<u>Essential</u>
Engaged and motivated to carry out independent research on the history of the Hall to develop ideas and new material for inclusion in tours, if appropriate, subject to the approval of the Tours Leadership Team.	<u>Essential</u>

<b><u>Behavioural attributes</u></b>	
<b>Criteria</b>	<b>Requirement (Essential or Desirable)</b>
Commitment to a fixed shift pattern including weekends, occasional evenings and unsociable hours.	<u>Essential</u>
An excellent standard of personal appearance	<u>Essential</u>

*The above job description is intended to be an outline of the duties and responsibilities for this role. This is not exhaustive, and it is likely to change over time. The role holder may be expected to undertake other duties that are commensurate with this role*



## **THE FIRST SIX MONTHS**

During your 6-month probationary period, our focus is on setting you up for success, so we will invest in giving you skills and knowledge to perform your role. It is also vital that you build an understanding of our unique working environment, intimately tied to our Grade 1 listed building and that you, immerse yourself in the Hall's culture. This means exploring our historic building where history has unfolded for over 150 years and where legends have performed on our stage, building strong relationships through face-to-face interactions with your line manager, engaging in relevant in person training and investing quality time with colleagues and peers to foster strong working connections and where possible attending social events. Embracing your team's working pattern, whether hybrid or on-site only, is essential to ensuring a smooth transition and a successful start.



# Application

Thank you for your interest in working at the Royal Albert Hall. To apply for this vacancy, please visit our website using the link below, locate the role and select 'apply'.

[Vacancy Search Results - Royal Albert Hall](#)

Provisional dates for interviews are:

**First round interviews:**

Thursday 12 June 2025

Friday 12 June 2025

**Induction day:**

w/c 14 July 2025

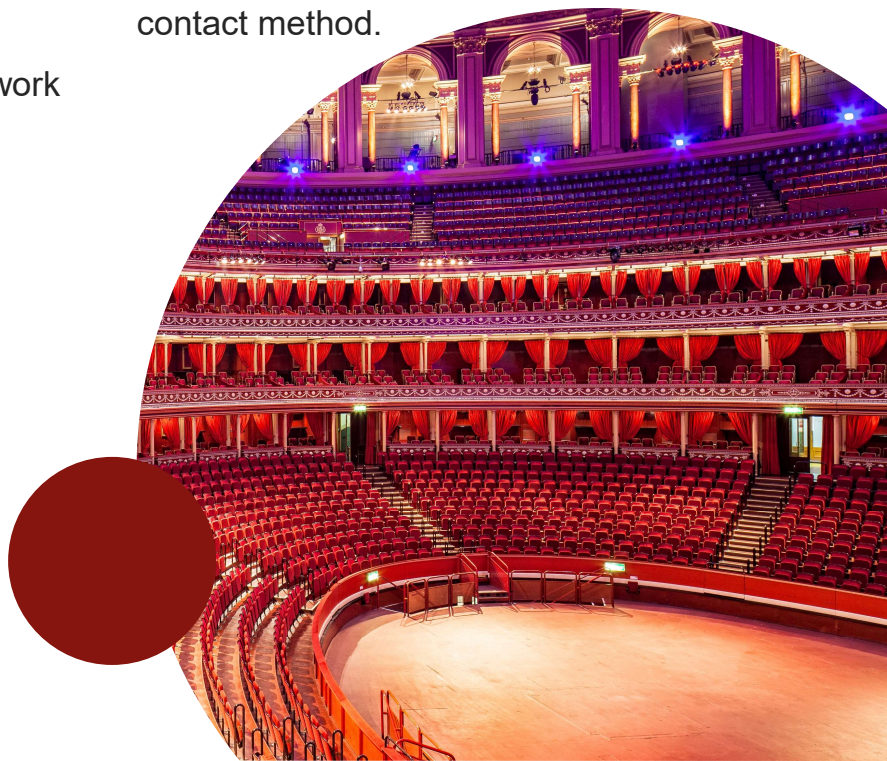
All applicants must have the right to work in the UK without the need for sponsorship. The closing date for applications is 12pm on Thursday 16 January 2025.

The Royal Albert Hall is a registered charity (no. 254543) and strives to be an equal opportunities employer.

The Royal Albert Hall is committed to creating a diverse and inclusive environment in which everyone can thrive.

We encourage candidates from all cultures and backgrounds to apply. If you believe you need a 'reasonable adjustment' with the recruitment process then please email the People and Culture team via [peopleandculture@royalalberthall.com](mailto:peopleandculture@royalalberthall.com).

Please state 'Request for Reasonable Adjustments' in the email subject header and provide details of your preferred contact method.







# Staff Benefits

## Our commitment to you

We fully recognise that our people are our greatest asset and play a role as active ambassadors for the Hall. In recognition of your commitment and in support of the work that you do, we want to share with You the portfolio of health, wellbeing and staff benefits that are available to you as a staff member.



### Annual Leave

Entitlement is 25 days per year,



### Personal development

Development is really important to us and there are a variety of options available to staff at the Hall.



### Family leave

We offer enhanced pay during maternity, paternity and shared parental leave.

## Care first

### Employee assistance programme

Care First offers support, information, expert advice and specialist counselling to help you when you need it.



### Cycle to work scheme

This allows you to obtain a new bike to use to ride to work. You can then repay it through your salary.



### Interest free season ticket loan

We pay for the ticket and you repay the money out of your monthly salary



### Employee discounts scheme

From groceries to wellness products, travel and more, with our employee discount scheme you can start saving more money right away, on things you're already buying using our Backstage portal.



### Wellbeing

We take the health and wellbeing of our staff at the Hall seriously. We have a dedicated Wellbeing Committee and Mental Health First Aiders. Well-being sessions are run throughout the year, some of the recent sessions run included Menopause and Emotional resilience training.



### Pension

When you join us we'll automatically enrol you into our pension scheme. You will have the option to join our stakeholder pension scheme after 6 months service and successful completion of your probation at six months.



### Complimentary tickets

Following three months continuous service, you will be eligible to apply for complimentary tickets to performances within the auditorium at the Hall.



### Staff canteen

Our canteen offers free hot and cold meals, including vegetarian options to staff whilst at work.



