



Royal Albert Hall

Information for Candidates

Recruitment Pack





Welcome

From Neesha Balsara, Senior People Partner

Thank you for your interest in the People Partner role at the Royal Albert Hall. Our supportive and friendly People and Culture (P&C) team is a made up of 9 colleagues, delivering professional and high-quality operational and strategic People support to the organisation.

We are seeking a credible and enthusiastic People Partner to join our busy People and Culture team on a full-time, permanent basis. The post-holder will act as a key point of contact to a number of departments within the Hall; providing a professional, high quality service through championing the effective resourcing, management, and wellbeing of all its people and providing practical and effective people support and guidance to management and staff.

The successful candidate will have previous experience of providing generalist people advice within a fast paced, demanding working environment. You will have excellent knowledge of employment legislation, an understanding of best practice as well as the ability to foster and develop strong relationships with colleagues across the organisation. Whilst this is a generalist role, demonstrable experience of providing pragmatic and sound ER advice and the ability to support colleagues within the team with the management and development of people systems and reports will be key.

We are looking for candidates who are CIPD Level 5 qualified, resilient, personally confident and have the ability to cope effectively with changing priorities. The successful candidate will have excellent communication skills so the ability to work collaboratively is imperative.

This is a great opportunity to join a fast paced team within a busy arts venue so if you meet the criteria outlined in the person specification we would very much like to hear from you.



Royal Albert Hall

A history dating back to 1871

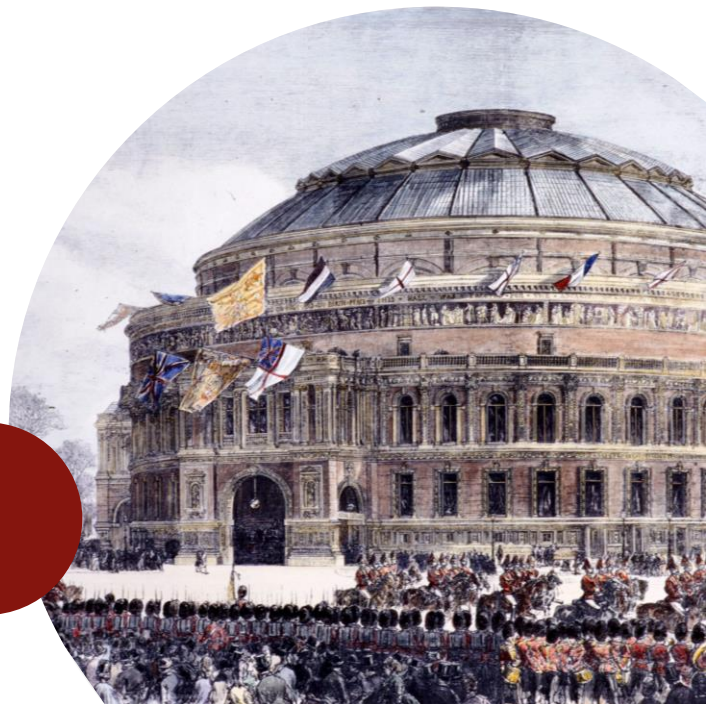
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

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.”





Equity, 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





Equity, Diversity and Inclusion

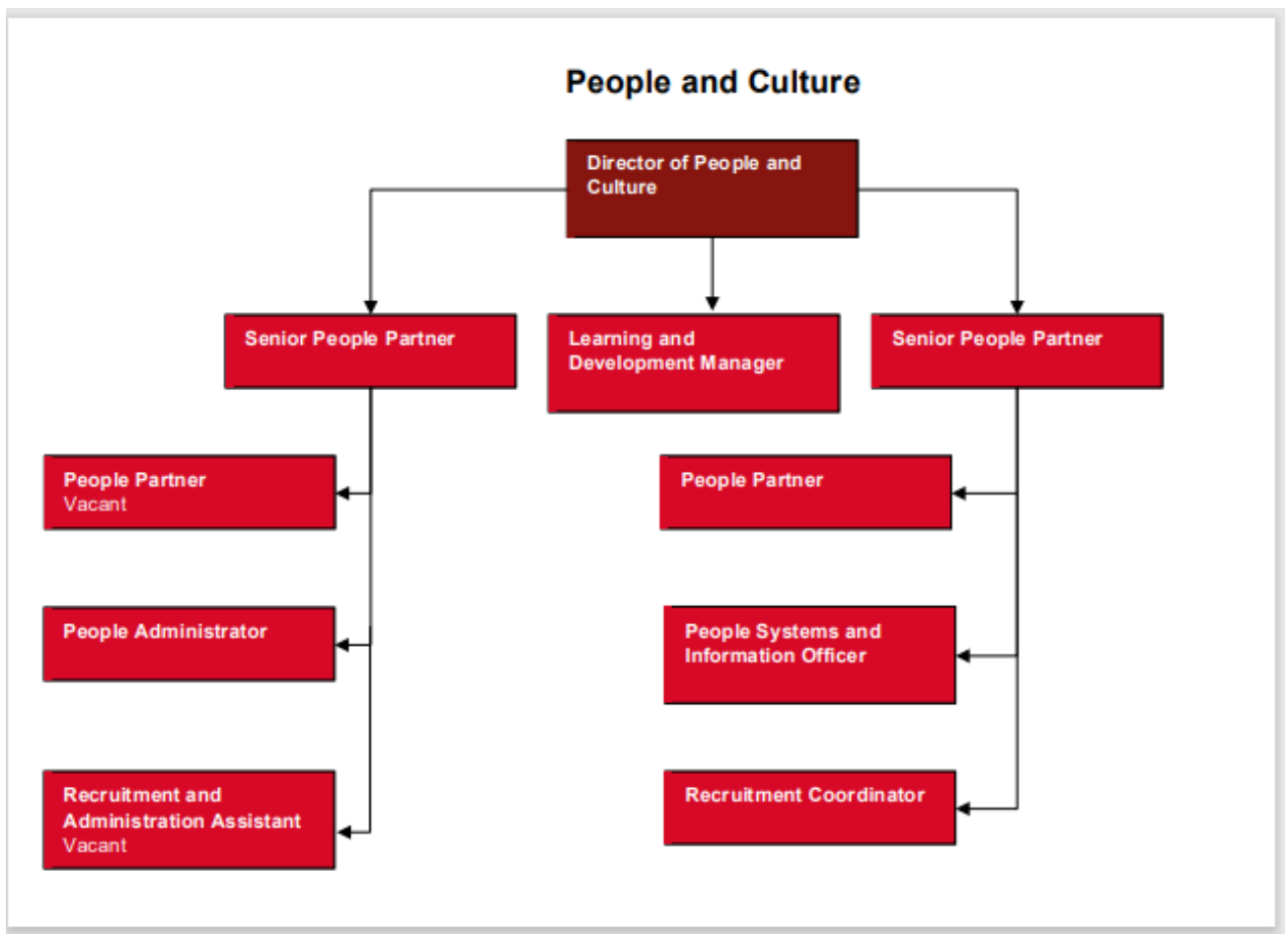
We are committing to:

- 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: People Partner

Location: Royal Albert Hall

Salary: £43, 275 per annum

Working hours: 35 hours per week, 3 days in the office/2 days working from home

Reports to: Senior People Partner

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 THE PEOPLE AND CULTURE TEAM DELIVER THE VISION?

By delivering a people plan which continues to make the Royal Albert Hall an employer of choice and creates an amazing employee experience for all.

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

The People Partner will play a vital role in supporting stakeholders to implement and integrate HR initiatives in accordance with best practices, internal policies and procedures, and relevant legal requirements. Success in the role will be achieved through the leverage of their HR expertise to provide valuable guidance to their business areas, ensuring all people matters are addressed effectively, whilst simultaneously collaborating with stakeholders to drive continuous improvement.



WHAT THE ROLE HOLDER WILL BE RESPONSIBLE FOR DELIVERING

<u>Key accountabilities</u>	<u>Key activities/decision areas</u>
1). Supporting and guiding line managers	<ul style="list-style-type: none"> • Provide effective and practical generalist people advice to staff, managers, Heads and Directors at the Hall, working closely and building effective relationships with the departments for which the role partners with • Provide employee relations advice to managers and staff in accordance with Hall policies and procedures • Provide generalist people advice and making recommendations to managers and Heads of department in respect of all operational day to day matters and general staff management- striving to always provide effective solutions • Support Heads and managers through departmental change, providing guidance on best practice and legal implications, seeking input from legal advisors and/or senior members of the P&C team to manage the level of risk • In conjunction with line managers, ensure timely completion of occupational health referrals and assessments and statutory obligations in relation to family friendly and flexible working requests
2). Collaboration with team members	<ul style="list-style-type: none"> • Support the senior members of the P&C team to ensure the provision of an efficient, timely and accurate service • Support the Recruitment Coordinator and other members of the P&C team to ensure contracts of employment, joiner, role change and leaver paperwork is produced accurately and in a timely manner for payroll • Support the People Systems and Information Officer with the preparation and analysis of management information reports • Support the Senior People Partner in the administration of organisation-wide benefits and assist in undertaking the administration around the annual salary review process



	<ul style="list-style-type: none">• Work with the P&C team to develop and constantly improve the communication of processes to ensure that they are clearly and widely understood and consistently used• In conjunction with the Learning and Development Manager, assist with the provision of training/courses for members of staff and any on-going support that may be required
3). Project work	<ul style="list-style-type: none">• Support with the drafting of employee related P&C policies and procedures. This includes the assessment and updating of contracts of employment, staff handbooks, P&C pages on the Hall's intranet and all related forms and processes• To both take the lead on and support the senior members of the P&C team with project work designed to help build organisation and people capability, and shape and implement effective people strategies and activities
4). General	<ul style="list-style-type: none">• Remain knowledgeable and up to date with employment law and any changes or developments in best practice, applying any updates to policies and procedures as appropriate• Complete any other work as may reasonably be requested by the senior members of the P&C team• A commitment to and understanding of the role that equality, diversity and inclusion plays in the future of the Royal Albert Hall



WHAT SKILLS AND EXPERIENCE THE ROLE HOLDER WILL HAVE

<u>Qualifications and Experience</u>	
Criteria	Requirement (Essential or Desirable)
Demonstrable previous experience of providing generalist people advice and employee relations guidance, including to senior stakeholders, within a fast paced, demanding working environment	Essential
Experience of supporting an internal payroll team with the processing and checking of the payroll input	Essential
Demonstrable experience of undertaking continued professional development and applying this knowledge in the workplace	Essential
Experience of drafting employment policies and employee communications including but not limited to changes in external legislation	Essential
Experience of writing management reports in a clear and concise manner for a range of internal audiences	Essential
Experience of working with people systems, ideally iTrent, extracting meaningful data for management and streamlining processes to inform decision making	Essential
Excellent knowledge of employment legislation and its practical application, employee relations and people policy and practice	Essential
CIPD level 5 qualification or equivalent	Essential
Excellent understanding and application of all Microsoft packages; in particular using Excel at an intermediate level (comfortable with pivot tables, Vlookups etc)) and ideally Visio	Essential



Skills and Attributes	
Criteria	Requirement (Essential or Desirable)
Confident and comfortable in learning and understanding various people systems	Essential
Ability to foster and develop excellent relationships with a variety of colleagues both in person and remotely	Essential
Excellent interpersonal, verbal, numerical and written communication skills	Essential
Excellent presentation skills and comfortable delivering updates to teams across the Hall	Desirable
Excellent attention to detail and good administration skills	Essential



Behavioural attributes	
Criteria	Requirement (Essential or Desirable)
Team player with a flexible approach	Essential
Ability to show initiative and able to plan and prioritise own workload	Essential
Professionally confident, resilient and credible	Essential
Able to prioritise own workload and manage stakeholder expectations	Essential
Able to work with complete discretion and confidentiality	Essential
Able to work independently and manage own workload	Essential
A practical and positive, solution focused approach and a calm demeanour	Essential
Comfortable constructively challenging stakeholders to determine the most appropriate course of action	Essential
Hard working and conscientious with a keenness to deliver a quality service	Essential
Ability to adapt and remain unflustered when faced with changing priorities	Essential

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

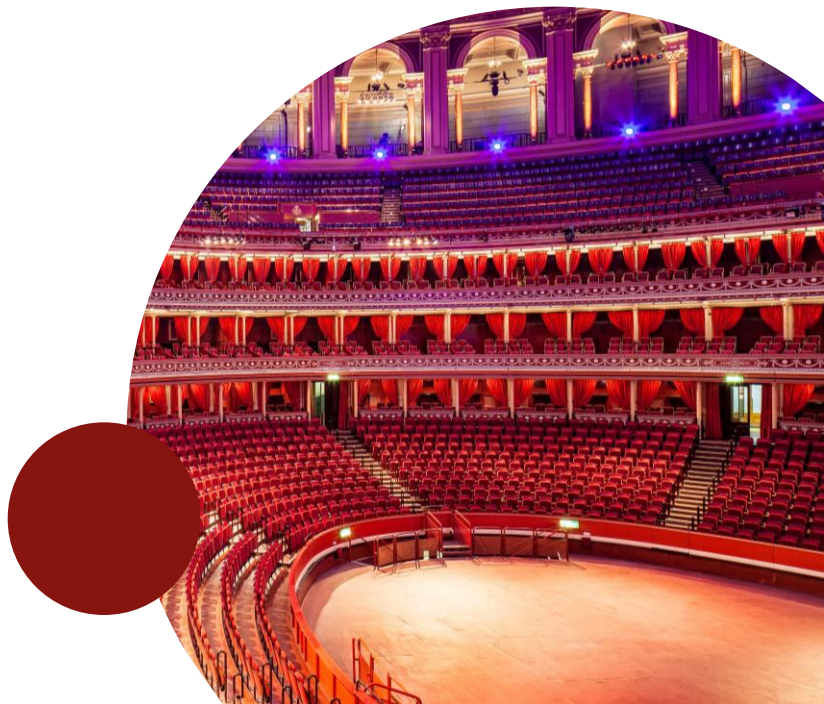
Thank you for your interest in working at the Royal Albert Hall. We are partnering with Reed on this vacancy so please send your CV to Simon Lambert at simon.lambert@reed.com if you feel you meet the criteria for this role.

The 1st stage interview will take place remotely and the 2nd stage will be an in person interview and a task.

The closing date for applications is Friday 4 April at midday, however we reserve the right to close this vacancy early if we receive sufficient applications for the role.

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. 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, with the Opportunity to buy or sell up to five days holiday per calendar 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.



Life assurance

This is 6 x your basic 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.



