Royal Albert Hall

Information for Candidates

Recruitment Pack

Wellbeing Manager (Maternity Cover)

Royal Albert Hall

Welcome

From Jessica Lynch-Blosse, Head of People and Culture

At the Royal Albert Hall, our people truly are at the heart of everything we do. Whether we're creating unforgettable moments for millions of visitors or supporting the artists, partners and communities who bring this amazing building to life, none of it would be possible without a team that feels valued, supported and able to thrive.

Right now, we're focusing on continuing to invest in our people, our culture and the systems that help everyone do their best work. We want the Hall to continue to be a healthy, high performing and forward-thinking place to work - somewhere people feel proud to grow their careers.

Our People & Culture team plays a big part in making that happen. We're committed to creating a workplace where wellbeing isn't an add on, but an integral part of how we work each day. We want everyone here to feel healthy, respected and able to bring their whole selves to work.

That's why the role of Wellbeing Manager (Maternity Cover) is so important to us. We're looking for someone who can champion a positive, inclusive and proactive approach to wellbeing - someone who understands the pace and energy of a busy cultural environment, and who's excited to help us deliver a creative wellbeing programme for our staff that supports our people in a meaningful way.

If you have experience delivering wellbeing programmes and feel inspired by how the magic of the Hall can work with wellbeing, we'd genuinely love to hear from you.

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Introducing the Royal Albert Hall

The Royal Albert Hall is an iconic venue and a registered charity, held in trust for the nation.

Our charitable purpose is to:

- Promote the Arts and Sciences
- Preserve and enhance our Grade I listed building

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.

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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.

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Our Strategic Objectives

We have four Strategic Objectives that will help us achieve our Vision:

1. Driving progress on the Hall's Vision: to be the home of breathtaking moments and lasting memories for everyone
2. Generating funds for the Estate Plan and other projects
3. Investing in people and systems
4. Building the Hall's reputation as a Force For Good:
   - A Home For Everyone – Equity, Diversity and Inclusion
   - A Home For Thriving Creativity – Principally our reimagined Engagement Programme
   - A Home For a Sustainable Future – Greening the Royal Albert Hall towards net-zero and enhancing local biodiversity.

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Equity, Diversity and Inclusion

The Hall supports an equal, diverse and inclusive environment for all.

We want everyone to feel that the Royal Albert Hall is a place for them, where they truly belong. To do this, diversity and inclusion must be built into everything that we do, so that it's a part of who we are. We want our programme, staff and audiences to be reflective of London and to celebrate the diversity of the communities that we serve. So we look to recruit colleagues who support these ambitions and values.

We aim to be a force for good, and we know that what we programme on our stage has the power to shift and change mindsets. We are increasing the number of global majority headliners and younger performers at the Royal Albert Hall. And we are creating new opportunities for diverse participants across the Hall team.

"I want the Hall to champion a diverse array of performers, and to attract staff and audiences that truly reflect modern Britain. There is much still to do, but we are working hard to ensure the Hall is a home for everyone."

- James Ainscough OBE, Chief Executive

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Equity, Diversity and Inclusion

We are committed to:

- Providing training on inclusivity to all staff.
- Implementing a structured and transparent framework for talent management and promotion to drive consistency, equity, and strategic workforce development.
- Reviewing our recruitment strategies to ensure that we can widen our candidate pool and further increase the diversity of our workforce.
- Leverage data-driven insights from staff engagement and pulse surveys to inform and deliver targeted interventions that cultivate a sense of belonging and high-performing team cultures.
- Establishing end-to-end reasonable adjustments processes that proactively support accessibility and inclusivity for all employees and visitors.
- Strengthening the Hall's mental health and wellbeing agenda by expanding support mechanisms and resources aligned with evolving staff and visitor needs.
- Working with our EDI staff working group to champion our initiatives. By collaborating with this group, we'll ensure our team understands and actively supports our commitment to Equity, Diversity, and Inclusion.
- Ensuring that our tours and archive properly represent the Hall's rich and diverse history.

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BBC
Proms
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Proms

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Job description

Role: **Wellbeing Manager (Maternity Cover)**

Location: **Hybrid – 60% onsite at the Royal Albert Hall**

Salary: **£23,888 - £27,300 Part time (£39,813 - £45,500 FTE), dependant on experience**

Working hours: **3 days / 24 hours per week (there is flexibility on how these hours are worked i.e over five shorter days or three full days each week)**

Contract: **1 year fixed term contract to cover maternity period – starting May 2026**

Reports to: **Head of People & Culture**

How does the People and Culture team deliver the Hall's Vision?

Within the People and Culture team, this means placing people at the heart of everything we do, continuing to invest in our people, our culture and the systems to ensure the Hall remains an efficient and effective organisation, as well as an attractive employer with a strong reputation for developing talent across all roles.

The People and Culture team lead on ensuring we can attract, develop and retain talent, working cross collaboratively with all departments to ensure the Hall has a safe, supportive and inclusive environment to work in, alongside ensuring our policies and systems are fit for purpose to deliver our aims. Specifically, we will be:

- Working towards the delivery of the People and Culture Strategy
- Taking a proactive and preventative approach to wellbeing
- Championing wellbeing across the Hall and within the wider sector
- Delivering events and initiatives as per the wellbeing activity calendar
- Raising awareness and educating Line Managers as to how to support the wellbeing of their staff at work

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How does this role fit into the structure/team? And what does success look like?

The Wellbeing Manager will report to the Head of People & Culture, with a dotted line to the Head of Health, Safety and Facilities Compliance.

The Wellbeing Manager will drive change, enhancements and developments of the internal staff wellbeing provision, continuing to embed a preventative and proactive approach to wellbeing for all those who work at the Hall, with a key focus on music and creativity as a force for good on staff wellbeing.

The role is responsible for championing the wellbeing, leading, developing and implementing Hall-wide wellbeing initiatives and projects which contribute to the Hall's Business Plan and overall People & Culture strategy. The Wellbeing Manager will play a key role in the ongoing development of the Hall's Wellbeing Network Steering Group, which is chaired by the Head of Health, Safety and Facilities Compliance.

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Key accountabilities	Key activities/decision areas
1). Strategy and Planning	• Leading the delivery of the Wellbeing agenda within the People & Culture Strategy and the initiatives that support and improve the wellbeing of all those employed by the Royal Albert Hall. • Providing or sign-posting to up-to-date advice and knowledge of best practices to enable the Hall to be a great place in which to work and a leader in the field of wellbeing. • Co-ordinate wellbeing initiatives with other events and initiatives at the Hall. • Collaborate across all teams to champion all aspects of wellbeing provision. • Support the delivery of staff wellbeing initiatives with our Charity Partner
2). Leadership of Staff Networks	• Support the Wellbeing Network Steering Group, ensuring a collaborative approach to wellbeing. • In liaison with the Wellbeing Network and Internal Communications Manager, draft key internal and external communications to raise awareness, promote the Hall's wellbeing agenda and encourage greater employee engagement. This may be as part of the monthly staff newsletter, or ad hoc communications. • Manage and be part of the staff community of Mental Health First Aiders
3). Evaluation and Reporting	• Provide data and analytics driven reports and presentations on wellbeing to the Hall's leadership as per agreed KPIs. • Continually review and evaluate wellbeing at the Hall and propose ideas to the Executive Team and Wellbeing Network Steering Group for improvement.

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Key accountabilities	Key activities/decision areas
4). General	• Provide helpful signposting and resources for staff to encourage proactive wellbeing maintenance. • Foster a culture of openness, understanding and support around mental health and wellbeing, and improving the understanding of and removing any negative association with the term 'mental health' at the Hall. • Promote a safe working environment and adhere to any Health & Safety requirements. • Undertake any other reasonable request by the Head of People and Culture and the Head of Health, Safety and Facilities Compliance.

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Qualifications and Experience	
Criteria	**Requirement**
Proven track record of promoting wellbeing in the workplace.	Essential
Experience of researching and applying best practice approaches within a business to promote and facilitate wellbeing improvement.	Essential
Experience of delivering against a wellbeing agenda or strategy.	Essential
Experience of Microsoft Office suite of applications, including Excel and PowerPoint skills.	Essential
Experience delivering wellbeing initiatives or programmes within an Arts setting.	Desirable
Experience representing organisations at sector events.	Desirable
Experience delivering training to staff or other key stakeholders on Wellbeing topics.	Desirable

Skills and Abilities	
Criteria	**Requirement**
Ability to deal tactfully and sensitively with confidential information (but knowing when to escalate issues appropriately).	Essential
Analytical skills to be able to analyse complex material and identify and summarise key issues.	Essential
Strong listening and communication skills, able to speak and write with clarity and professionalism for a range of audiences.	Essential
Ability to review policies and provide recommendations or updates to ensure wellbeing is represented.	Essential
Excellent interpersonal skills with the ability to motivate and build relationships.	Essential
Delivers work to a high standard, paying close attention to detail.	Essential

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Behavioural attributes	
Criteria	**Requirement**
Passionate about wellbeing, inclusion and corporate responsibility.	Essential
Willingness to take on a broad range of activities, working on immediate tasks and longer-term projects.	Essential
Willingness to work flexibly as the Hall is a performance venue, which could include working out of normal office hours and at weekends on occasion.	Essential
An approachable, positive and proactive individual, able to work with a high degree of autonomy.	Essential

The job description above 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.

Note:

Essential criteria refer to the minimum skills, abilities, knowledge, experience, and professional qualifications required for the role. These are non-negotiable and individuals who do not meet these basic requirements cannot undertake all the duties required for this role.

Desirable criteria are those that are important, but not essential for an individual to perform the duties of the role. They are criteria that an individual can develop while they are in post through training and other developmental type activities.

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Department chart

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Your 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 I listed building, and that you immerse yourself in the Hall's culture. This means exploring our historic building where history has unfolded for over more than 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 events.

Embracing your team's working pattern, whether hybrid or on-site only, is essential to ensuring a smooth transition and a successful start. The magic happens in our building, so it’s vital that you have a regular on-site presence to support us in creating the amazing.

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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:

Week commencing 30 March 2026

Second round interviews:

Week commencing 6 April 2026

The recruitment process will involve two interviews and a work based task.

The closing date for applications is 11.59pm on Wednesday 25th March 2026.

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.

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Staff Benefits

Our commitment to you

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, these are the 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.

Life assurance

This is 6 x your basic salary.

Care first

Employee assistance programme

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

Aviva DigiCare+

Mental health and wellbeing app

Access to expert care and tailored resources – helping you stay well and feel supported.

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.

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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.

We are a Living Wage Employer

HEALTHY WORKPLACE ACHIEVEMENT 2021

Mental Health First Aider MHFA England

Royal Albert Hall
royalalberthall.com

Kensington Gore
London, SW7 2AP

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