



Royal Albert Hall

Information for Candidates

Recruitment Pack Tour Guides



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.



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.



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.





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.





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





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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Job description

Role: : Tour Guide FTC

Location: Royal Albert Hall

Salary: £16.12 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

How does the Tour team deliver the Hall's Vision?

Sharing the continuing story 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 driving an increase in visitor numbers and financial surplus for the benefit of the charity. At the heart of what Tours do is utilising the powerful opportunity we have to not only share the Hall's story, but also highlight its 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. This allows us to bring to life in a personal way the Hall's vision of being the home of breathtaking moments and lasting memories, for everyone.



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.

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



Key accountabilities	Key activities/decision areas
<p>1). Delivering Tours to a wide range of audiences</p>	<ul style="list-style-type: none"> • 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. • 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. • When appropriate set up and deconstruct the route at the beginning and end of each working day respectively.
<p>2). Delivering and implementing all Tour Products</p>	<ul style="list-style-type: none"> • Assist in the running and implementation of any new Tours products and technologies and feeding back issues as appropriate to Tours Leadership Team. • Proactively inform supervisors of all customers, tours and technical issues for analysis. • 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.
<p>3). Customer interactions and services</p>	<ul style="list-style-type: none"> • Assist in the running and implementation of any new Tours products and technologies and feeding back issues as appropriate to Tours Leadership Team. • Proactively inform supervisors of all customers, tours and technical issues for analysis. • 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.
<p>4). Health and safety</p>	<ul style="list-style-type: none"> • In the event of an emergency, assist visitors to evacuate the building according to the Hall’s evacuation procedures. • A resilient and calm approach under pressure, able to respond quickly to the ever-changing demands of conducting tours in a busy working venue.



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

Skills and Abilities	
Criteria	Requirement
The passion and ability to learn factual historical and contemporary information and present it in an exciting, fresh and engaging manner.	Essential
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.	Essential

Behavioural attributes	
Criteria	Requirement
Commitment to a fixed shift pattern including weekends, occasional evenings and unsociable hours..	Essential
An excellent standard of personal appearance	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.

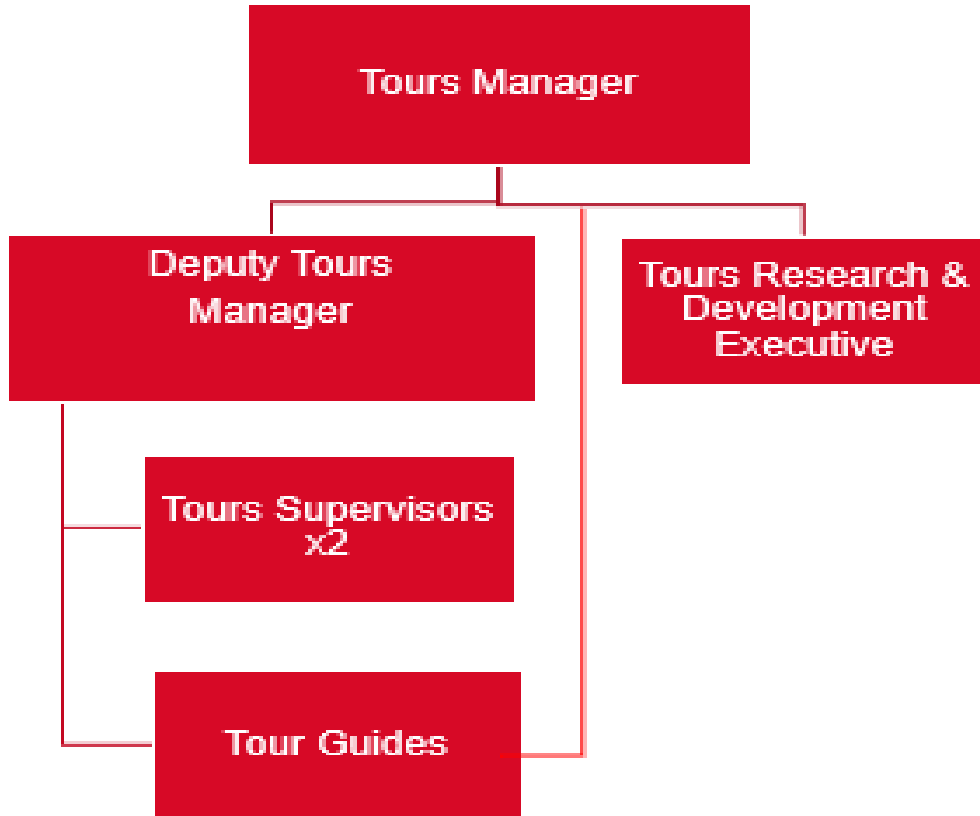
Note:

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.



Department chart





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.



Royal Albert Hall

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:

To be confirmed

Second round interviews:

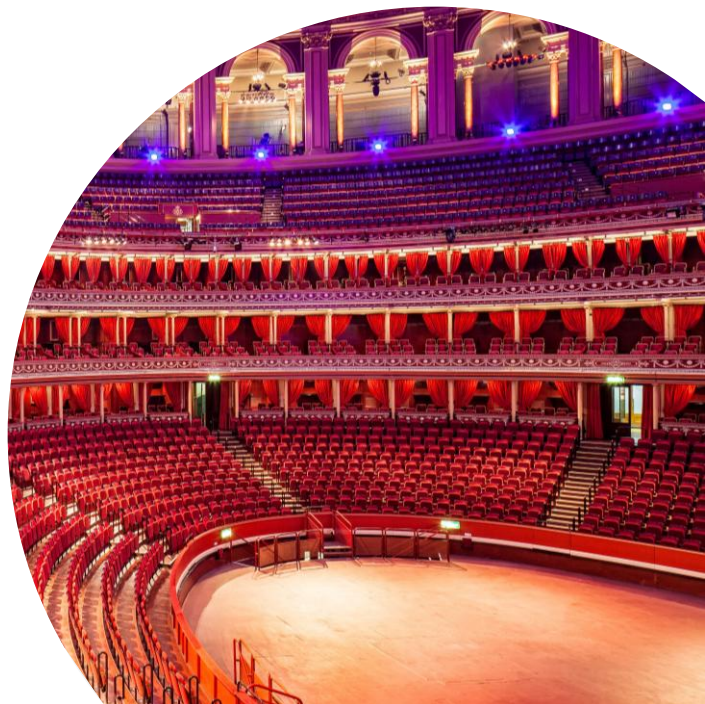
To be confirmed

The closing date for applications is 12pm on Thursday 26th May 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.





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.

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.



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.





Royal Albert Hall
royalalberthall.com

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