



Royal Albert Hall

Information for Candidates

Apprenticeship Recruitment Pack

- **Business Admin Apprentice**





Royal Albert Hall

Welcome

Navroop Kullar

Learning and Development Manager

The Royal Albert Hall is one of the world's most iconic entertainment venues, with an unrivalled history of events and performances from world-class artists. Part of our ambition is to increase the diversity of our workforce by creating opportunities for young people who want to learn whilst working.

We have exciting opportunities to join our Health, Safety and Facilities Compliance Team to gain valuable skills and experience to kick start a career in Business Administration, while gaining a national vocational qualification.

We look forward to receiving your application.

Apprenticeship Programme

Role: Health and Safety Administrator

Qualification: Level 3 Business Administration

We are interested in hearing from individuals who may not be in education or employment or have had setbacks in life and are now ready to embark on a new career journey.

This opportunity is not open to people already educated to level 4/holding a degree





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 Strategic Objectives

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

1. The Driving progress on the **Hall's Vision**
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** – Engagement and wellbeing

A Home For **a Sustainable Future** – Towards net-zero and biodiversity.



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.







Royal Albert Hall

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.



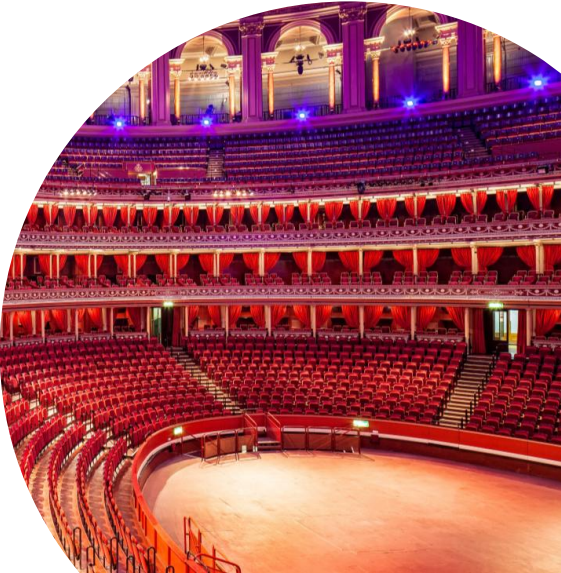
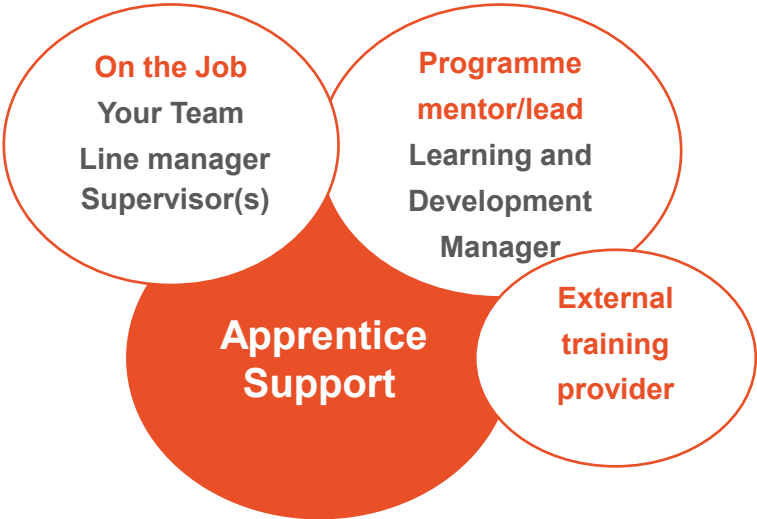




Apprenticeships



Benefits to you	Benefits to us
• Earn whilst you learn • Gain a qualification • Develop valuable experience, skills and behaviours for the workplace • Kick start a career in your chosen field	• Diversify our workforce • Build future workforce • Mentoring opportunities for our staff • Mutual learning for both apprentice and our teams





Role Profile:

Location: Royal Albert Hall

Duration: 20 months

Salary: £25,207 per annum

Reports to: Head of Health, Safety and Facilities Compliance

Working Hours/Week: 35 hours, Monday to Friday, occasionally evenings/weekend

National Qualification: Level 3 Business Administration

Health, Safety and Facilities Compliance is critical in a challenging environment, and we are seeking to hire a highly motivated individual looking for proactive and focussed support in this fast-paced and exciting venue. You will be mentored and supported by an experienced team for you to progress successfully through your training and build the skills to develop for work in the H&S sector.

What we expect from you: you will provide effective support to the Health, Safety and Facilities Compliance (HSFC) Team and help to promote and instil a strong H&S culture throughout the organisation. You will assist with day-to-day operational H&S administrative work, particularly the monitoring and updating of H&S compliance software, rostering of event support staff, attending meetings representing the H&S Team and more routine H&S general event and building duties.

Duties and Responsibilities:

Administrative Duties

1. Administration of fire and medical assets, including ordering.
2. Producing and receiving purchase orders.
3. Maintaining departmental documentation online and hard copy.
4. Provision of up-to-date safety documentation on request to external and internal stakeholders.
5. Attending, assisting with and minuting the H&S Committee and the Wellbeing Network.
6. Preparing and scheduling medical and Fire Officer cover for all relevant events.



Role Profile:

Health and Safety Duties

1. Reviewing accident, incident and near miss reports and identifying investigation requirements to the appropriate manager.
2. Maintaining and monitoring the Hall's accident report statistics, keeping appropriate managers informed and ensuring compliance with data protection procedures.
3. Maintaining workplace inspection and audit schedules and reports, ensuring the appropriate deadlines are achieved, by the review of action plans.
4. Attending high profile/complex shows and other activities as required which may present a significant risk potential or need on-site advice. This may include occasional work during evenings, weekends and overnight, including bank holidays, as required by the Head of Health, safety and Facilities Compliance or Deputy Health and Safety Manager.
5. Assisting in laser and pyrotechnic sign offs and the inspection of temporary structures.

Other

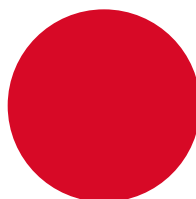
1. Assisting in the design and delivery of H&S related training courses.
2. Undertaking building wide inductions for staff, contractors and visitors as required.
3. Undertaking any other reasonable request by the Head and Deputy.



Person Specification:

Skills and experience

- An ability to maintain confidentiality.
- A highly organised and methodical approach to work, with good attention to detail.
- A confident and approachable manner with excellent interpersonal skills and a positive attitude.
- An ability to be flexible, remain calm under pressure and cope with changing priorities and a high level of activity, possibly from multiple sources.
- An ability to take initiative and experience of prioritising your own workload to meet deadlines.
- Individual skills and characteristics which nurture effective teamwork; cooperation, communication, motivation, flexibility, positivity and enthusiasm.
- Confidence to assist colleagues with their H&S queries or requirements.
- Good IT skills (including MS Office packages) and an ability to pick up new systems quickly and confidently.
- Some previous experience of, or demonstrable aptitude for, multi-tasking and working confidentially.
- Discretion and reliability.





Your first four months

During your 4-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:

11 September 2026

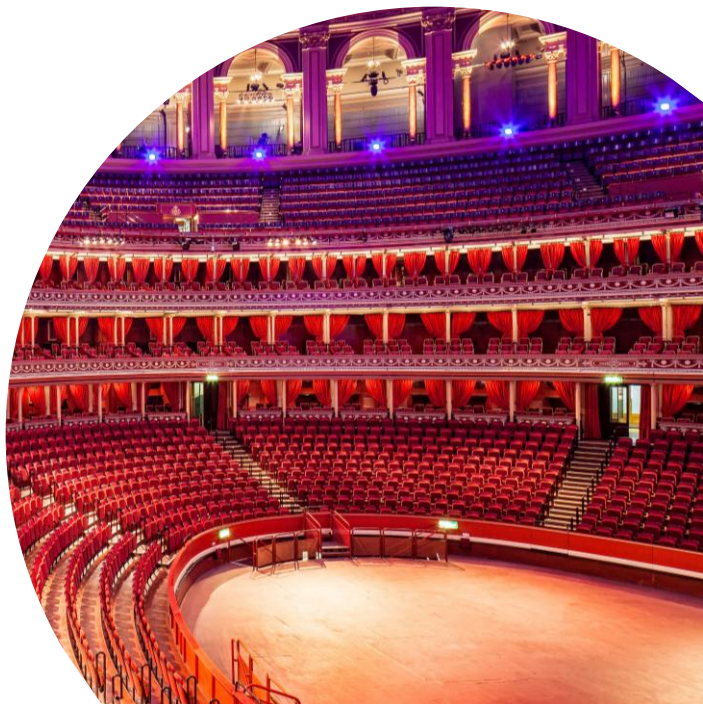
The closing date for applications is 9am on
1 September 2026

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.



Employee assistance programme

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



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.

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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