



Royal Albert Hall

Information for Candidates

Recruitment Pack





Welcome

From Neesha Balsara, Senior People Partner

We have an exciting opportunity for a Recruitment and Administration Assistant to join our People team on a part time basis.

This is a new role and it will primarily focus on supporting the Recruitment Coordinator with high volume recruitment to ensure all candidates have an amazing candidate experience, and to ensure managers are supported with recruitment and onboarding of their new joiners. Success in this role will mean being highly organised and communicating effectively with all relevant stakeholders, and providing them, and the organisation, with a seamless recruitment experience.

Key elements of the job will involve drafting pre joiner paperwork and providing interview support such as creating interview packs for hiring managers, managing new joiner inductions such as enrolling/adding new joiners onto various systems and training modules, answering recruitment queries in the P+C inbox, arranging and undertaking right to work/likeness checks and requesting/chasing references. The role is primarily recruitment administration but there will be some general administration support required too. The role will require the post holder to have excellent organisational skills and excellent attention to detail, as well as being a great communicator with the Recruitment Coordinator.



A history dating back to 1871

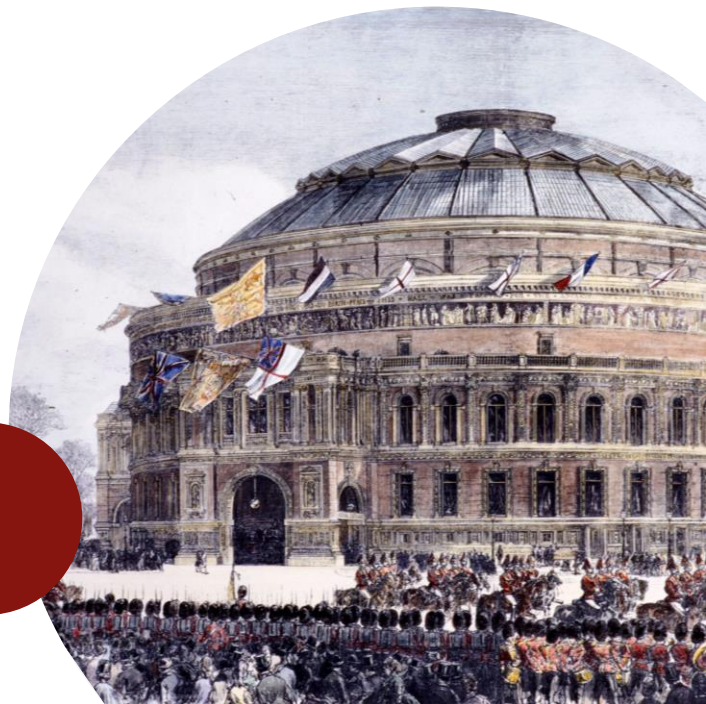
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

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.





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:

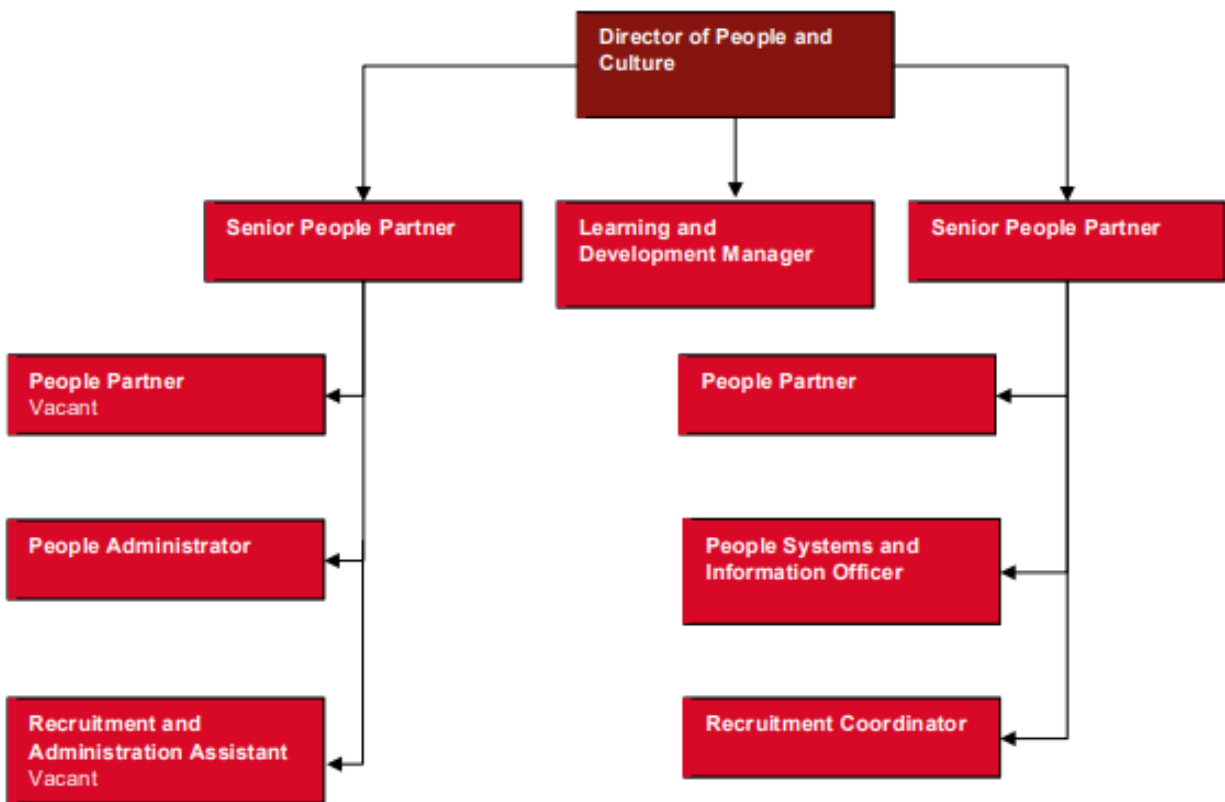
- Programming more events with diverse artists and to making our platforms available to black voices – both on the stage and on digital channels.
- Ensuring that our archives and our tours properly represent the Hall's rich and diverse history and we are refreshing our diversity training for our leadership 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

People and Culture





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.



Our Strategic Objectives

We have four Strategic Objectives that will help us achieve our vision.

Our Strategic Objectives are:

1. 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.



Job description

Role: Recruitment and Administration Assistant

Location: Royal Albert Hall

Salary: Full time equivalent: £28,000, Pro rata for 3 days: £16,800

Working hours: 3 days/21 hours per week (preferably Tuesdays – Thursdays) in the office

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?

This is a new role and it will primarily focus on supporting the Recruitment Coordinator with high volume recruitment to ensure all candidates have an amazing candidate experience, and to ensure managers are supported with recruitment and onboarding of their new joiners. Success in this role will mean being highly organised and communicating effectively with all relevant stakeholders, and providing them, and the organisation, with a seamless recruitment experience.



WHAT THE ROLE HOLDER WILL BE RESPONSIBLE FOR DELIVERING

<u>Key accountabilities</u>	<u>Key activities/decision areas</u>
1). Recruitment - Pre joiner paperwork/interview support	<ul style="list-style-type: none"> • Creating interview packs for hiring managers • Assisting with preparing/booking interview rooms (if required) • Meeting and greeting candidates (if required) • Keeping Occupational Health screening results up to date • Supporting with preparation of recruitment packs • Ensuring interview notes are retained in line with data protection legislation • Arranging and undertaking right to work/likeness checks • Requesting/chasing references • Sending out new starter forms (pre-employment) • Assisting with posting/removing job adverts • Saving relevant recruitment documents on files • Setting up and creating email personnel files
2). New joiner induction	<ul style="list-style-type: none"> • Enrolling/adding new joiners onto various systems and training modules • Sending new joiner emails with important joining information/systems logins
3). General recruitment	<ul style="list-style-type: none"> • Assisting (as required) with the setup and administration of mass recruitment events • Using the Hall's Applicant Tracking /recruitment system effectively • Assisting at recruitment/job fairs • Assisting the Recruitment Coordinator in answering recruitment queries in the P+C inbox • Providing cover for the Recruitment Coordinator/People Administrator when on leave etc
4). General administrative duties	<ul style="list-style-type: none"> • Processing leavers administration • Checking the post • May be required to take notes in meetings • Assisting the P+C Team with general administration on an ad hoc basis



WHAT SKILLS AND EXPERIENCE THE ROLE HOLDER WILL HAVE

<u>Qualifications and Experience</u>	
Criteria	Requirement (Essential or Desirable)
Previous experience in a recruitment role	Desirable
Previous administrative experience	Essential
Experience of using Microsoft Office and computer systems to record up-to-date and accurate information	Essential
Experience of using iRecruit and Eploy HR/recruitment systems	Desirable

<u>Skills and Attributes</u>	
Criteria	Requirement (Essential or Desirable)
Excellent IT skills (including MS Office packages) and ability to pick up new systems quickly and confidently	Essential
Understanding of HR practices and employment legislation	Desirable

<u>Behavioural attributes</u>	
Criteria	Requirement (Essential or Desirable)
Excellent multi-tasking and prioritisation skills	Essential
Highly organised and methodical, with excellent attention to detail	Essential
Be a team player with a flexible and unflappable approach and ability to remain calm under pressure	Essential
Reliable and trustworthy	Essential
Confident and approachable with excellent interpersonal skills and a positive attitude	Essential
Excellent written and personal communication skills and a professional, friendly telephone manner	Essential
Ability to maintain and develop excellent relationships with a variety of stakeholders	Essential
Ability to take initiative and prioritise own workload to meet deadlines	Essential
The ability to maintain utmost confidentiality, discretion and diplomacy	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

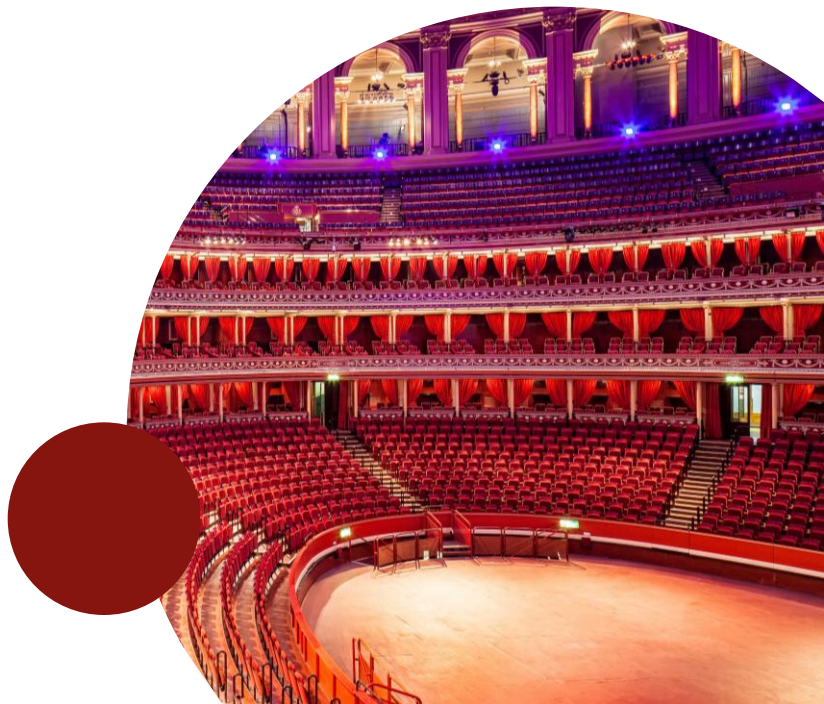
Thank you for your interest in working at the Royal Albert Hall. We are partnering with Reed on this vacancy so please send your CV to Simon Lambert at simon.lambert@reed.com if you feel you meet the criteria for this role.

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.



