



Royal Albert Hall

Information for Candidates

Recruitment Pack





Welcome

From Marion Collishaw, Executive Assistant to the CEO

We are excited to invite applications for the role of Personal Assistant at the Royal Albert Hall. This position plays a pivotal role in our operations, supporting members of our leadership team while ensuring that our venue continues to provide breathtaking moments and lasting memories for our clients and guests.

This role will report into the Executive Assistant to the CEO and will involve directly supporting two members of the Executive team: the Director of Audiences and the Director of Programming.

Our team of Executive Directors lead the Hall's operations and strategy, and relies on a small but effective team of assistants to help manage their day-to-day administrative needs, as well as larger projects. In this role, you will have the opportunity to work closely with the teams who make our events happen, and the teams who facilitate all customer interactions. You will gain valuable insights into the events and music industry while enhancing your skills in time management, communication, and planning.

We are committed to professional development and encourage our staff to pursue learning opportunities that will enhance their careers.

If you are successful in this application, you will be joining at an exciting time, with our Executive team finalising our 3-year business plan, our Programming team continuing to innovate what we put on our stage and how we further our engagement programme, and behind-the-scenes work on our branding, marketing and digital platforms underway.

If you have the skills and experience to be an exceptional team member who will help to support the other assistants and the Executive team with reliability, flexibility and professionalism, I strongly encourage you to apply and wish you the best of luck with your application.

Kind regards

Marion



Royal Albert Hall

A history dating back to 1871

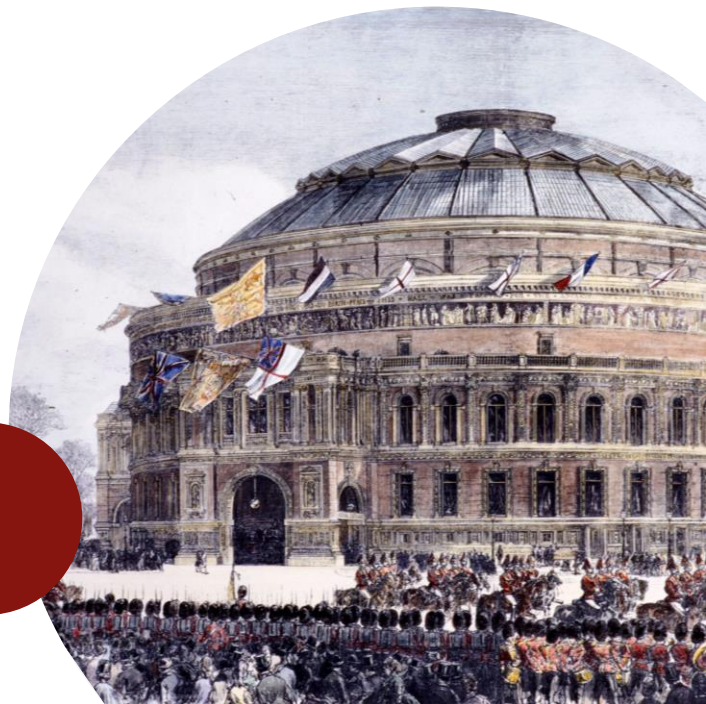
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

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 over 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.”





Equality, Diversity and Inclusion

The Hall supports an equal, diverse and inclusive environment for future, 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





Equality, 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.





Our Mission, Vision and Values

Our mission is to:

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

Our vision is:

- The home of breathtaking moments and lasting memories, for everyone. Together, we create the amazing.

Responsible: We own challenges and find solutions.

Ambitious: We are creative and driven, always looking for a better way.

Human: We are team players, welcoming, warm and open, and we embrace diversity

Our Strategic Objectives are:

- To diversify and develop our programme, audiences and engagement activities
- To strengthen our finances and operations resilience
- To enhance the experience in a modernised Victorian venue
- To nurture a talented and engaged team



Job description

Role: PA to the Director of Programming and Director of Audiences

Location: Royal Albert Hall

Reports to: Executive Assistant to the CEO

Salary: £32,000 per annum

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

The role:

- To provide efficient and effective secretarial and administrative support to the Director of Programming and Director of Audiences.

Key responsibilities

- Diary management including coordinating external invitations, room bookings, allocating time for meetings, planning, projects and events under the guidance of the Executive Assistant to the CEO.
- General administrative duties – raising purchase orders/invoices, ensuring contact databases are up to date, expense claims, catering orders, maintaining subscriptions etc.
- Minute taking (including actions) and dissemination on behalf of both Directors, including for the weekly Leadership Team meeting, Marketing and Programming meetings, EDI group meetings.
- Receive guests, including greeting and preparing meeting refreshments and meeting room preparation.
- In conjunction with Philanthropy Events Coordinator, arrange hosting activities for Directors at RAH events including ticket allocation, catering and communicating plans to the guests.
- Co-ordinate attendance at external events, including social functions and dinners.
- Work collaboratively with the Central Admin team to provide cover when colleagues are absent or on annual leave.
- Co-ordinate any travel arrangements for the Directors, providing detailed itineraries where required.
- Carry out additional tasks as may be reasonably requested by the Audiences and Programming and Engagement teams.
- Establish and maintain excellent working relationships both within the Hall and externally, acting as an ambassador for the Directors and the Hall at all times.
- Supporting the EA to the CEO on any projects or activities where assistance may be required.
- Other ad hoc PA duties.



Person specification

Skills and experience

- PA experience at Director level, working for multiple Directors simultaneously.
- Excellent administrative and organisational skills, with a keen eye for detail.
- Strong interpersonal and communication skills (both written and verbal).
- Able to work under pressure, prioritise workload effectively and work on own initiative.
- Fast and accurate typing speed and experience with shorthand or speed-writing.
- Computer literate in Outlook and Microsoft Office packages.
- A positive and proactive team player, who is able to build positive relationships with a wide variety of people.
- Forward thinking – able to think ahead and second guess requirements and needs.
- Comfortable dealing with a fast-paced, constantly changing environment.
- Absolute discretion and an understanding of the need to maintain confidentiality.
- Flexible and adaptable attitude.
- GSCE (or equivalent) in English and Maths.



Person specification

General

- A positive and proactive team player who works collaboratively not just with their own team, but across different departments.
- The ability to build positive relationships with a wide variety of people.
- Shows pride and passion in all that they do.
- Happy to contribute/embrace new ideas.
- Flexible and adaptable attitude.
- An ability to organise and prioritise workload.

Health & Safety

You will have a good understanding of the Hall's Health and Safety guidelines and your responsibilities within these. Your role will include promoting a safe working environment and fostering a non-blame culture, adhering to any Health & Safety requirements, flagging any conflicts that may arise with Health and Safety and working towards finding effective solutions.

Sustainability

The Hall is committed to maintaining and furthering greater sustainable practices in all areas of the organisation to act on climate change. Whilst working at the Hall, you will be expected to embrace the Hall's Sustainability Policy and work to meet its objectives, putting sustainability at the forefront of all decisions.



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:

w/c 18 November 2024

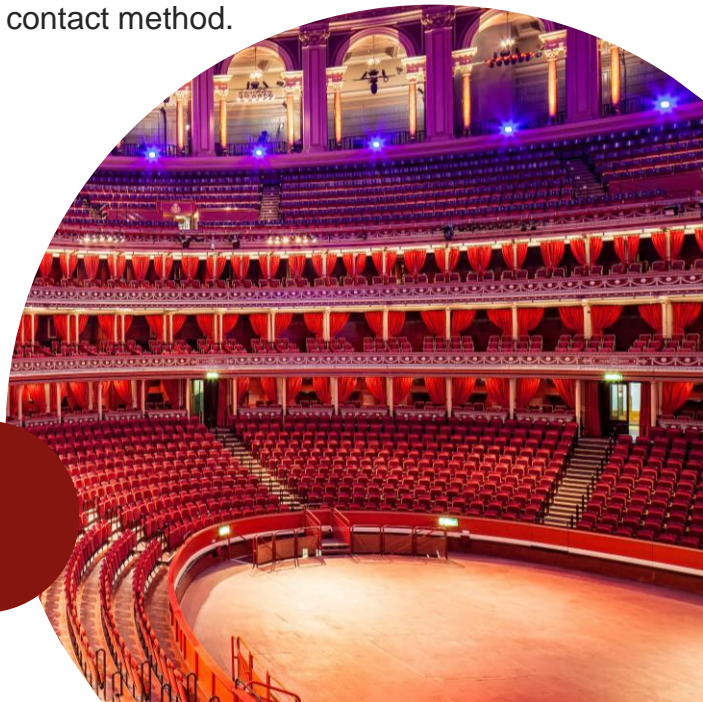
Second round interviews:

To be confirmed

All applicants must have the right to work in the UK without the need for sponsorship. The closing date for applications is at 12pm on Monday 11 November 2024.

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.



