



Royal Albert Hall

Information for Candidates

Recruitment Pack Steward





Welcome

From Matthew Thomas, Visitor Services Manager

Thank you for your interest in joining the Visitor Services team at the Royal Albert Hall.

We are looking for Stewards to work in our Visitor Services team. This role is perfect for someone who likes working with a wide variety of people and going the extra mile to create positively memorable customer experience for all. The role requires you to act as an ambassador for the Hall by promoting its facilities and services with an enthusiasm for our charitable aims. Additionally, you will undertake key responsibilities in the event of an emergency.

Previous stewarding experience is not essential. We only ask that you have a positive, proactive, and confident approach to ensuring the welfare and safety of our visitors and enjoy delivering excellent customer service.

We believe that our work is more exciting and rich with a workforce representing communities from across London and beyond. 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.



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.





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.







Job description

Role: Steward

Location: Royal Albert Hall

Hourly wage: £14.80 per hour

Working hours: 60 hours per month minimum, availability required Friday evening to Sunday inclusive **or** 80 hours per month minimum, availability required Monday to Friday inclusive

Reports to: Visitor Services Manager

Direct reports: N/A

How does the Visitor Services and Security team deliver the Hall's Vision?

Within our Visitor Services and Security team, success means nurturing a diverse, well trained and service orientated team who create a welcome for everyone, prioritise safety and deliver intelligent service to as wide an audience as possible. We will listen to our audiences through insight and research; upskill our team and position us to be best in class for service and security; collaborate with internal and external partners to safely deliver high profile events; focus on our access provision for customers who come into the building and generally create amazing experiences for every person who walks through our doors.



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

The exceptional level of service delivered by our Stewards enhances the experience for all our customers. A genuine passion for providing fantastic service, both as an individual and as part of a team, is paramount to delivering and maintaining the excellence for which the Hall is renowned. You will enjoy proactively engaging with a wide variety of people, acting as an ambassador for the Hall, promoting its facilities and services and have an enthusiasm for our charitable and sustainability aims. You will also have a proactive role in the welfare and safety of all visitors. You will have key responsibilities during an emergency. Above all you will want to go the extra mile to create positive lasting memories for everyone. From the first warm welcome to a friendly goodbye, you will be an approachable and knowledgeable point of contact for our customers.



Key accountabilities	Key activities/decision areas
1). Customer Experience	• Proactively help all visitors, enhancing their experience of the Royal Albert Hall and facilitating a safe, welcoming, and tailored experience. • Engage positively with visitors. Lead by example by adhering to and making them aware of house or event-specific policies using proactive communication techniques. This includes health and safety, and emergency procedures. • Answer queries and provide information. • Offer directional assistance, manage queues and assist in crowd control. • Be an ambassador for the Hall by maintaining a thorough knowledge of all the Hall's facilities, services and upcoming programme. Offer visitors a bespoke experience by actively promoting the bars, restaurants, retail, and merchandise offers at the Hall. • Check tickets using a combination of hand-held scanning technology and visual inspection. • Take a proactive and empathetic approach to resolving visitor issues and problems, escalating promptly when appropriate. • Take instruction from Duty Managers, as well as supervisors and managers within the Visitor Services team ensuring that interdepartmental queries are escalated appropriately up the chain of command for a timely resolution. • Support and liaise with other members of Hall staff to communicate effectively and collectively deliver an exceptional service. • Use up-to-date and inclusive vocabulary. Ensure communication is appropriate, and positive with all colleagues to support each other and to achieve the best quality of customer care and safety.
2). Health and Safety	• Prioritise the health, safety and security of visitors at all times. Be vigilant for any hazards, proactively monitoring front of house areas both inside and outside the auditorium and escalating any concerns promptly. • Provide support and assistance to visitors with access requirements, maintaining an up-to-date knowledge of all services and facilities that the Hall provides to access visitors. • Maintain a thorough knowledge of role responsibilities in emergency situations and attend mandatory training sessions to ensure procedural knowledge is up to date. Assist visitors calmly and efficiently in the event of an evacuation. Follow procedures to evacuate visitors unable to leave the building, using the stairs via the lifts.



	• Comply with relevant PPE requirements, such as ear protection, hard hats, or Hi-Viz clothing. • Staff the cloakroom, overseeing the safe receipt, storage and return of customer items, ensuring cloakroom charges are correctly reconciled. • Take pride in the building by maintaining excellent presentation standards throughout all areas. Assist with rubbish clearance at busy times. Work collaboratively with the wider Visitor Services team as well as Housekeeping, Building, Production, Merchandise and Catering staff to ensure that the building is safe and well presented.
3). Other responsibilities	• Maintain excellent personal presentation and uniform standards. • Fulfil operational retail duties accurately when requested to do so. • Attend mandatory training sessions • 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. • This is an active role, including extensive floor-walking, stair climbing and some manual handling. Duties are carried out both inside and outside the building. • Any other duties as may be reasonably required by the Visitor Services management team.

What skills and experience the role holder will have

Please note, this role encompasses positions across the building, covering 5 floors above ground level and 2 floors below. The role includes extended periods of standing, climbing stairs and some manual handling. Duties are carried out both inside and outside the building. In addition, the building can be a noisy and loud environment, and you will be required to wear Hall-approved hearing protection. If you have questions, please contact us on vsrecruitment@royalalberthall.com.



Qualifications and Experience	
Criteria	Requirement
Experience delivering world-class customer service in customer-facing environments	Desirable
Experience engaging with a wide variety of people with ranging needs	Essential

Skills and Abilities	
Criteria	Requirement
Excellent communication skills, with a confident ability to engage with both individuals and groups.	Essential
An empathetic and responsive approach, always seeking a positive resolution to queries and problems. An ability to convey house policies messages in a positive way.	Essential
An ability to absorb and react to new information quickly and to recall procedural, building and event knowledge accurately and efficiently.	Essential
Team-working skills to deliver exceptional service, involving co-operation, motivation, flexibility and positivity.	Essential



Behavioural Attributes	
Criteria	Requirement
A genuine desire to welcome customers and always provide an exceptional level of customer service.	Essential
An ability to remain calm, positive, and professional under pressure in a busy environment.	Essential
An ability to demonstrate excellent standards of personal presentation.	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:

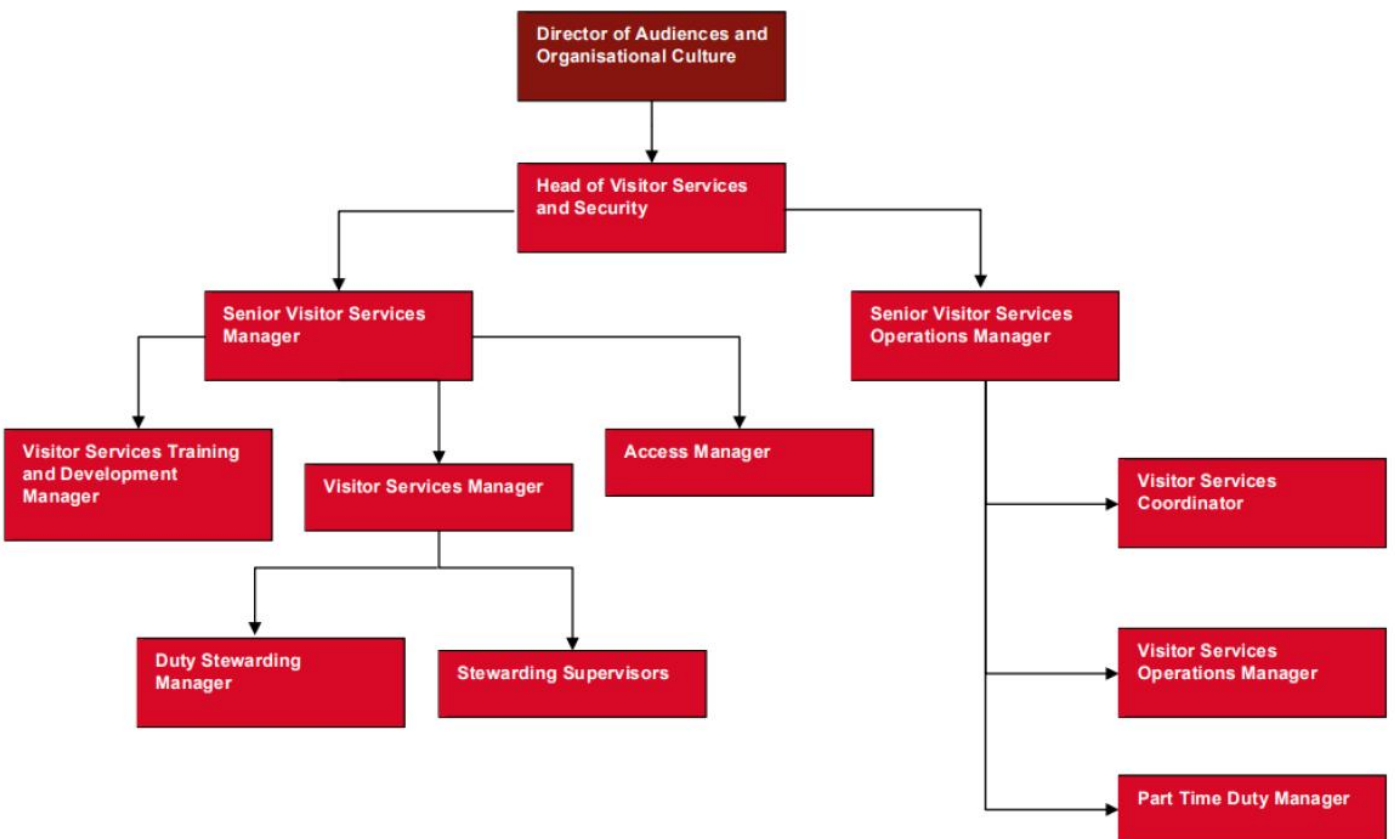
Essential criteria refer to the minimum skills, abilities, knowledge, experience, and professional qualifications required for the role. These are non-negotiable and individuals who do not meet these basic requirements cannot undertake all the duties required for this role.

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

Visitor Services





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:

7 October 2026.

Training:

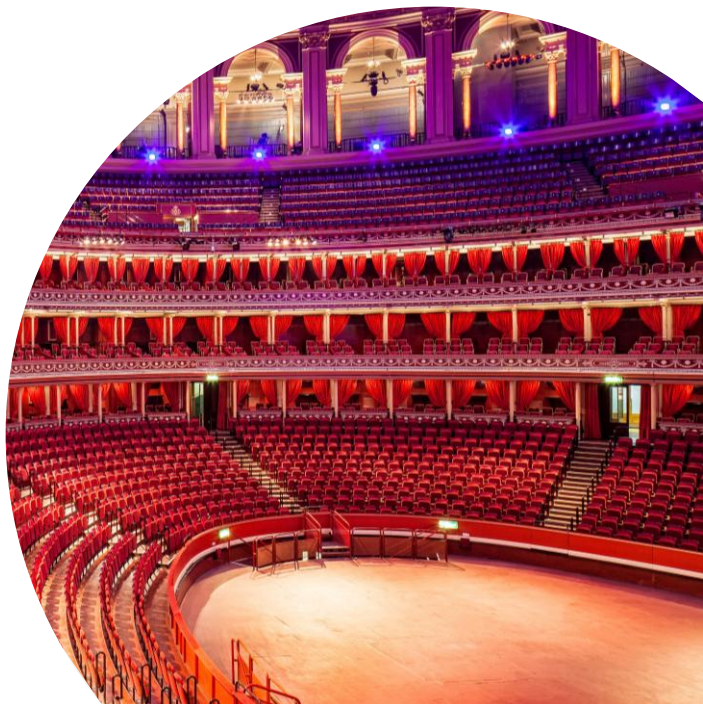
Successful candidates will also be required to attend three mandatory daytime onsite training sessions on 23/10/2026, 28/10/2026 & 06/11/2026.

In addition, you will need to be available between 24/10/2026 - 22/11/2026 complete five shadow shifts.

The closing date for applications is 12pm on Wednesday 30 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.



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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