



Royal Albert Hall

Information for Candidates

# Recruitment Pack

Head of People and Culture





# Welcome

**From James Ainscough OBE, Chief Executive**



It is an exciting time to join the Hall team. Our stage is busy, and the auditorium is full. We have a clear Vision – for the Hall to become the home of breathtaking moments and lasting memories, for everyone. And we are united in our desire to deliver on this mission, guided by our ambitious Business Plan.

Our motivated workforce are passionate about the Hall, and we strive together towards a working culture that is collaborative, supportive, and high-performing.

We are looking for a Head of People and Culture (our most senior role for an HR professional) to lead and support the organisation in becoming an employer of choice in London. The successful candidate will provide strategic leadership, inspiring management, sound judgement and supportive coaching. They will help build, lead and enable an inclusive and diverse team, who will take the Hall to the next level.

Together, we create the amazing.

Please read the information pack provided. And if you think this role could be you, we will be pleased to receive your application. Thank you for your interest in the position of Head of People and Culture at the Royal Albert Hall.

All the best,

James



# 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 a home for everyone – artists and audiences
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.





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:** Head of People and Culture

**Location:** Royal Albert Hall

**Salary:** £80,000 per annum

**Working hours:** 35 hours per week (up to 2 days working remotely per week)

**Reports to:** Director - TBC

**Direct reports:** Learning and Development Manager and x2 Senior People Partners

**Indirect report:** Wellbeing Manager

## How does the People and Culture team deliver the Hall's Vision?

The People and Culture Team (P&C) have a vital role in ensuring the Royal Albert Hall is an employer of choice, offering a positive employee experience for all. We do this by:

- Attracting diverse and talented people
- Fostering, through role modelling, a culture of empowerment and innovation.
- Creating a collaborative and inclusive workplace where everyone feels valued and respected.
- Using data and analytics to inform decision-making and ensure that our people practice and initiatives support the delivery of the business plan.
- Working closely with, and actively listening to, leaders and employees to understand their needs, championing accountability and provide challenge in our role as critical friend.



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

The Head of People and Culture provides strategic leadership and inspiring management to the People and Culture team, and more widely to colleagues across the organisation. This is the most senior role in the organisation for an HR professional / specialist.

The Head of People and Culture will lead the Hall's approach to attracting, developing, and retaining a talented, diverse, and engaged workforce, overseeing every aspect of the employee lifecycle from talent acquisition to compensation and benefits. They will ensure full compliance with all UK employment laws. And they will take a lead, along with the Chief Executive and Leadership Team (Directors and Heads), in building a high-performing and collaborative culture

Success in this role results in a positive, inclusive culture, with high levels of staff engagement, commitment and motivation right across the organisation. This will result in the Hall being an employer of choice in London.





Key accountabilities	Key activities/decision areas
<b>1). Equity, Diversity and Inclusion</b>	<ul style="list-style-type: none"><li>• Chair the Equity Diversity and Inclusion (EDI) Staff Working Group and oversee EDI training for all staff across the organisation.</li><li>• Ensure that EDI is firmly embedded within people policies and practices, with clearly-stated aims and targets.</li></ul>
<b>2). Recruitment</b>	<ul style="list-style-type: none"><li>• Oversight of all recruitment activities both internally and externally for both permanent and temporary staff.</li><li>• Ensure we are able to access and attract the best talent from across all areas of society, with agile processes in place to select candidates with the right attitude, values and behaviours.</li><li>• Ensure those joining are proactively welcomed to the Hall and given all necessary induction and support (from the moment a job offer is made through to the successful passing of probation).</li><li>• Ownership of executive-level recruitment, ensuring effective collaboration with external agencies where appropriate and provide a high-quality service to key stakeholders.</li><li>• Work closely with the leadership team to ensure effective resource and succession planning.</li></ul>
<b>3). Learning and Development</b>	<ul style="list-style-type: none"><li>• Oversee the Hall's appraisal cycle (Progress Review), to ensure that all staff receive the feedback, support and training they need to develop into consistently high-performing team members.</li><li>• Lead on the development, delivery and evaluation of the L&amp;D plan ensuring it meets organisational objectives, addresses skills gaps and promotes a culture of continuous learning, improvement and feedback.</li><li>• Deliver a comprehensive suite of other L&amp;D interventions that focuses on measurable deliverables and milestones for all employees, to ensure high performance, engagement and achievement of the Hall's Business Plan aspirations.</li><li>• Develop and deliver a strategic approach to staff development and progression, to ensure the Hall retains its best people and offers challenging and rewarding careers for those who want and have the aptitude for it.</li><li>• Lead our apprenticeship and work experience programmes, ensuring they are inclusive and provide valued and relevant opportunities to deepen our community engagement.</li></ul>



<b>4). Reward and Recognition</b>	<ul style="list-style-type: none"><li>• Develop and deliver the Hall's reward strategy to ensure the Hall remains competitive in terms of pay, reward, and benefits.</li><li>• Regularly review and benchmark compensation and benefits offering to improve recruitment, engagement and retention.</li><li>• Ensure that, through the wider HR team, benefits administration is effectively managed (for example pensions (inc. auto enrolment), season tickets etc).</li></ul>
<b>5). Culture</b>	<ul style="list-style-type: none"><li>• Build an effective partnership relationship with Staff Forum (an independent cross-departmental group) as required, leading any sub committees as a subject matter expert or implementing new practices and procedures where required.</li><li>• Lead and develop the Hall's approach to workforce planning to ensure we are able to operate effectively in a changing external environment. Successfully leading internal change management initiatives with a practical approach to ensuring we have a progressive and capable workforce.</li><li>• Participate in third party led initiatives that help to articulate and measure the Hall's culture (e.g. IIP).</li></ul>
<b>6). Employee Engagement</b>	<ul style="list-style-type: none"><li>• Lead the Hall's rolling annual engagement survey programme as well as other simple employee feedback tools (e.g., pulse surveys). Share findings and recommended interventions with the Executive, LTM and Staff Forum and implement action plans to drive positive change.</li><li>• Regularly review the Hall's staff feedback and engagement-tracking approach to ensure we receive the information and benchmarking we need to make decisions that will most effectively build organisational culture and engagement.</li><li>• Contribute to and support the delivery of the internal communications strategy to positively shape the culture of the organisation.</li></ul>
<b>7). Wellbeing</b>	<ul style="list-style-type: none"><li>• Ensure provision of effective Occupational Health Services and Employee Assistance Programmes (EAP).</li><li>• In conjunction with the Wellbeing Manager provide expert partnership to our (cross-organisation and cross-function) wellbeing network and ensure that we take an evidence-based and insight-led approach to enabling and supporting individual and organisational wellbeing.</li><li>• Ensure that wellbeing is built into every people process, ensuring that the team champion staff wellbeing and have a high degree of knowledge and understanding of wellbeing.</li></ul>



<b>8). P&amp;C Team, Budget, Payroll and HRIS</b>	<ul style="list-style-type: none"><li>• Provide management, professional leadership and professional development for members of the team, ensuring the performance and productivity of the team in a changing and fast paced environment.</li><li>• Motivate, empower and develop the team through feedback, clear objective-setting and regular performance reviews and appraisals.</li><li>• Lead by example through positive behaviour, inspiring the very highest standards of working and innovation.</li><li>• Prepare, manage and monitor the P&amp;C budget, always mindful that the Hall is a charity. Provide accurate financial updates, including forecasts/reforecasts where required.</li><li>• In partnership with the Payroll Manager, manage the relationship with the Hall's outsourced payroll provider ensuring staff are paid accurately and any changes are communicated effectively.</li><li>• Encourage continuous improvement, streamlining HR and payroll processes, procedures and ways of working to ensure maximum effectiveness and service delivery.</li><li>• Lead the P&amp;C team input into the design and implementation of a new HR system, maximising the opportunity for automation and empowerment of managers and staff.</li></ul>
<b>9).HR Support and Employee Relations</b>	<ul style="list-style-type: none"><li>• Lead the P&amp;C team in supporting managers with employee relations issues: including disciplinary matters, capability, grievances, sickness absence, and performance concerns. This may include advising managers on the legal implications, conducting appropriate investigations, and attending and supporting related meetings. Ensuring that such matters are resolved fairly, swiftly and in line with our Vision and culture.</li><li>• Ensure that line managers are supported and trained to apply people and employment policies with consistency and equity.</li><li>• Partner with the Leadership Team and the organisation more widely on staff/workforce change and transformation programmes ensuring compliance with best practice and legal obligations.</li><li>• Advise the Leadership and Executive Teams on People risks and develop strategies/solutions to mitigate them and protect the Hall, and act as an HR Business Partner for the Leadership Team.</li><li>• Support and advise the HR and Remuneration Committee (a sub-committee of trustees) to assist them fulfil their HR governance and best practice responsibilities.</li><li>• Working in a coaching and guiding capacity across the organisation to maximise collaboration, acting as a role model to the leadership and management teams.</li></ul>





<b>9).HR Support and Employee Relations (continued)</b>	<ul style="list-style-type: none"><li>• Lead the Hall's thinking and response to wider national and sector policies related to employment and building a network of relationships with other leading employers across the cultural sector.</li></ul>
<b>10). Data and Compliance</b>	<ul style="list-style-type: none"><li>• Review and maintain a full suite of People policies and procedures to reflect the values, aims and culture of the Hall (the way things are done around here) ensuring that they are fully compliant with current legislative requirements and best practice. Ensure managers and staff are fully aware of these and their responsibilities.</li><li>• Support the wider business by managing the Hall's compliance with key legislative and other requirements including but not limited to Safeguarding, Health &amp; Safety, London Living Wage, Gender Pay Gap etc.</li><li>• Act as the Hall's Lead Safeguarding Officer with responsibility for ensuring the organisation has a robust approach to safeguarding of children and vulnerable adults in line with the Charity Commission guidelines. Chair the Safeguarding Committee and oversee the policy, procedures and training for all staff across the organisation. Report on a regular basis to the Board Lead on safeguarding matters.</li><li>• Oversee robust data collection and analytics to produce relevant and insightful information in relation to our people, that informs and guides organisational decisions.</li><li>• Report regularly on KPIs to the Executive to include data on turnover, recruitment, absence, and other relevant people metrics.</li></ul>



<b>Qualifications and experience</b>	
<b>Criteria</b>	<b>Requirement</b>
CIPD Qualification (Level 7) or equivalent , demonstrable experience at senior level	Essential
Experience of working at a senior level (preferably at Head level) to drive continuous improvement in service levels	Essential
A track record of working effectively within a Leadership Team to strengthen culture within an organisation so it is lived and breathed by all staff	Essential
A clear understanding of HR metrics, using these to inform business decisions and recognise what delivers value for an organisation. Experience of implementing, HR systems is an advantage	Essential
Excellent knowledge of employment legislation, human resource management principles and best practice combined with the ability to adapt these and make them fit for purpose in an entrepreneurial fast paced organisation	Essential
Experience of devising and implementing policy, procedures and process improvements	Essential
Experience of handling complex employee relations matters	Essential
Proven experience of staff management, development, training and motivation	Essential
High level of knowledge and understanding of HR systems, ideally with experience of implementing new and innovative software	Desirable
Excellent IT skills	Desirable
Personality and Ability Testing (A&B) certification	Desirable
Experience of negotiation and consultation with unions / works councils	Desirable
Able to demonstrate an understanding and personal commitment to safeguarding and promoting the welfare of children and young adults	Desirable



Skills and Attributes	
Criteria	Requirement
Ability to lead, engage and influence at all levels of the organisation and drive action through people to achieve desired outcomes	Essential
Able to adapt and tailor people initiatives to ensure they deliver commercial benefit and meet business need	Essential
Results driven and output/outcome focussed with the ability to deliver at a high quality within deadlines	Essential
Highly developed written and oral communication skills in order to write reports and policies, and to deliver briefings	Essential
Good numerical skills in order to monitor budgets and provide and interpret statistical information	Essential
Effective interpersonal skills, in order to develop and maintain effective working relationships at all levels and to demonstrate tact and discretion when dealing with sensitive issues	Essential
High levels of emotional intelligence and personal judgement, curious and with the ability to coach others	Essential
Able to motivate and inspire others, maintaining a positive attitude at all times, particularly in a fast paced constantly changing environment	Essential
Professional, approachable, sensitive and diplomatic. Able to build productive and effective working relationships with people at all levels	Essential
Excellent stakeholder engagement/management skills	Essential
Commitment to delivering workforce diversity	Essential





Behavioural Attributes	
Criteria	Requirement
Passionate about the value and impact the right culture and behaviours can have on business performance	Essential
Personally credible with a professional demeanour that generates trust and confidence	Essential
Pragmatic and effective decision maker with good judgement	Essential
Naturally collaborative and supportive with regard to colleagues at all levels within the organisation	Essential
A passion for the arts / creative industry / charity sectors in which the Hall exists	Desirable

*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.*

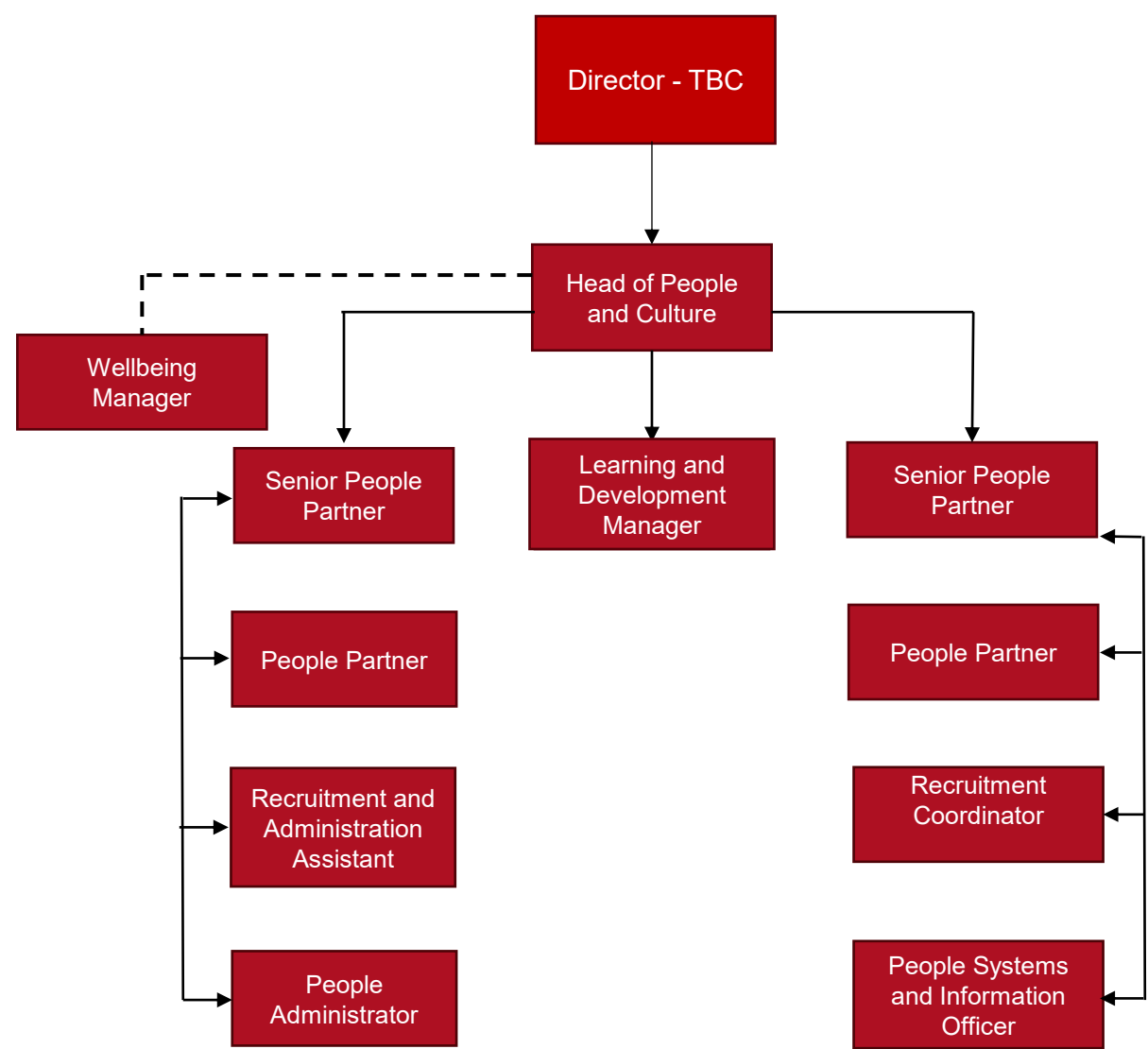
**Note:**

*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:**

Monday 15 September 2025

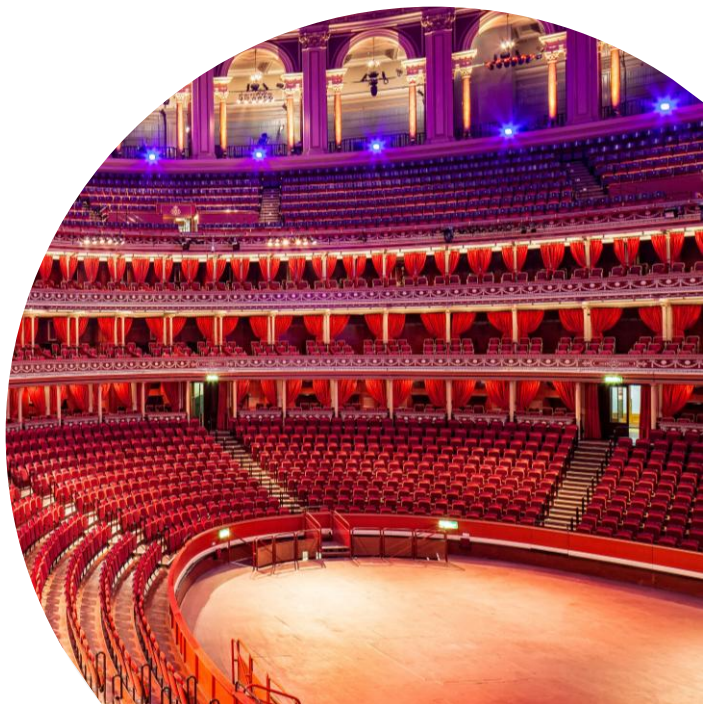
**Second round interviews:**

Wednesday 24 September 2025

All applicants must have the right to work in the UK without the need for sponsorship. The closing date for applications is 12pm on Monday 8 September 2025

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](mailto: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.



### Life assurance

This is 6 x your basic salary.

## 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](http://royalalberthall.com)

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