



Royal Albert Hall

Information for Candidates

# Recruitment Pack





# Welcome

**From Andreas Hanack**

The Mechanical and Electrical Services Manager plays a critical role in maintaining the operational excellence of the Royal Albert Hall. This role is essential to ensuring the seamless functioning of the Hall. Success means managing complex technical systems, ensuring safety and supporting the venue's ability to host world-class performances and events.



# A history dating back to 1871

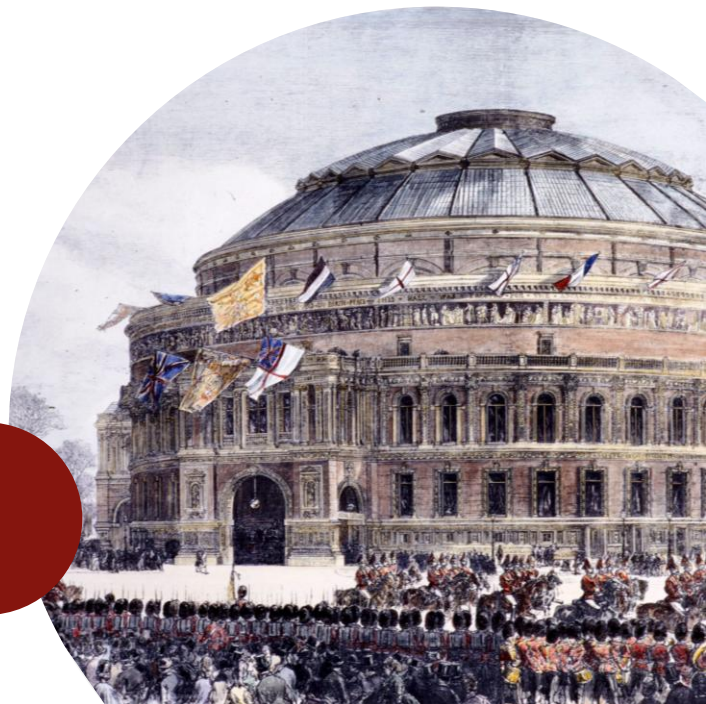
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

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.





# 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

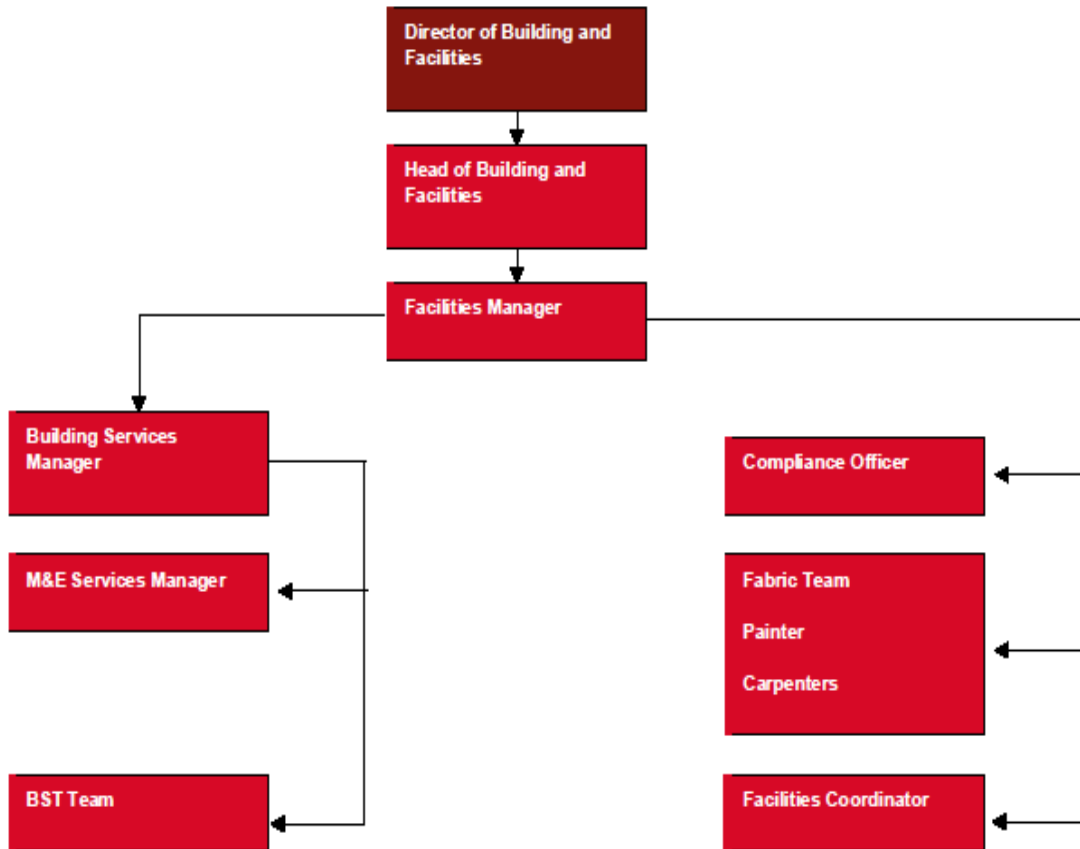
We are committing to:

- 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.





### Building Services





# 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.**

## HOW DOES THE BUILDING SERVICES TEAM DELIVER THE VISION?

We create and provide the highest quality service in a responsive and efficient manner to all. We recognise our staff as our strength and will trust and respect each other while working to support the overall mission of the Royal Albert Hall.

We aim to provide a safe, clean, and well-maintained physical environment for the Royal Albert Hall by planning and delivering professional services that are sustainable and supportive of the Hall's vision, now, and into the future.





# Job description

**Role: Mechanical & Electrical Services Manager**

**Location: South Kensington**

**Salary: £60,100**

**Working hours: 08h00 to 16h30 Monday to Friday**

**Reports to: Building Services Manager**

**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.

## **HOW DOES MY ROLE FIT IN? AND WHAT DOES SUCCESS LOOK LIKE?**

The Mechanical and Electrical Services Manager plays a critical role in maintaining the operational excellence of the Royal Albert Hall. This role is essential to ensuring the seamless functioning of the Hall. Success means managing complex technical systems, ensuring safety and supporting the venue's ability to host world-class performances and events.



**WHAT THE ROLE HOLDER WILL BE RESPONSIBLE FOR DELIVERING**

<b><u>Key accountabilities</u></b>	<b><u>Key activities/decision areas</u></b>
<b>1). Technical Systems Management</b>	<ul style="list-style-type: none"> <li>• Manage Life Safety, electrical, mechanical, plumbing &amp; HVAC systems.</li> <li>• Ensure continuous availability and high standard of maintenance.</li> <li>• Develop a comprehensive understanding of the building’s management systems, ensuring knowledge is disseminated to others.</li> </ul>
<b>2). Compliance and Safety</b>	<ul style="list-style-type: none"> <li>• Conduct inspections of electrical, mechanical and Life safety systems, ensuring maintenance records are kept updated and filed.</li> <li>• Ensure that a permit to work is in place and compliance with all relevant statutes and safety regulations are maintained.</li> <li>• Ensure staff and contractors are working safely encompassing PPE, suitable access equipment and safe isolation processes.</li> </ul>
<b>3). Maintenance Planning</b>	<ul style="list-style-type: none"> <li>• Develop and maintain asset register.</li> <li>• Create and implement Planned Preventative Maintenance programmes.</li> <li>• Manage spare parts inventory and contractor relationships.</li> </ul>
<b>4). Team Leadership and Development</b>	<ul style="list-style-type: none"> <li>• Manage work allocation and CAFM system and team performance.</li> <li>• Develop and review staff training ensuring team competency and safety.</li> </ul>
<b>5). Operational Excellence and Cross functional Collaboration</b>	<ul style="list-style-type: none"> <li>• Provide reports to Senior management detailing issues and solutions.</li> <li>• Assist Facilities Manager with operating and special project budgets planning.</li> <li>• Provide technical assistance and support to other departments on request.</li> </ul>



**WHAT SKILLS AND EXPERIENCE THE ROLE HOLDER WILL HAVE**

<b><u>Qualifications and Experience</u></b>	
<b>Criteria</b>	<b>Requirement (Essential or Desirable)</b>
Strong building services knowledge	Essential
Experience in managing technical teams	Essential
Experience working in an events or cultural venue	Desirable

<b><u>Skills and Attributes</u></b>	
<b>Criteria</b>	<b>Requirement (Essential or Desirable)</b>
Strong technical skills including an appropriate mechanical or electrical qualification	Essential
Team player with excellent interpersonal skills	Essential
Ability to work under pressure and at times to tight deadlines	Essential
Ability to work independently and as part of a team	Essential
Flexibility and adaptability	Essential
Health and Safety awareness	Essential



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<b>Behavioural attributes</b>	
<b>Criteria</b>	<b>Requirement (Essential or Desirable)</b>
Attention to detail	Essential
Punctual, reliable and trustworthy	Essential
Commitment to quality	Essential
Proactive approach	Desirable

*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.*

**Note:**

This role requires the post holder to deputise for the Building Services Manager in their absence.

This role requires availability for emergency advice or call out and forms part of the business recovery cascade. This may require attendance at the Hall out of hours in emergency situations.



## **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. To apply for this vacancy, please visit our website using the link below, locate the role and select 'apply'.

Please ensure that your covering letter does not include any personal details such as your name, date of birth, gender, address or phone number.

[Vacancy Search Results - Royal Albert Hall](#)

Provisional dates for interviews are:

**First round interviews:**

w/c 22 April 2025

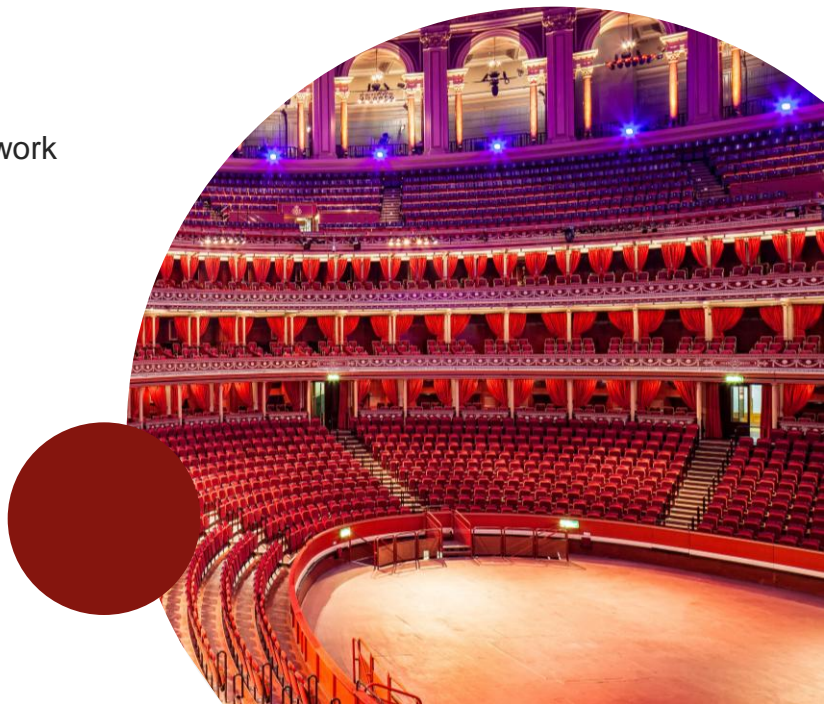
**Second round interviews:**

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 18 April 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

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.





