



Royal Albert Hall

Information for Candidates

# Recruitment Pack





# Welcome

**From Rick Burin, Senior Press Manager**

Thank you for your interest in the role of Internal Communications Manager at the Royal Albert Hall.

The Communications team at the Hall works to drive sales, diversify audiences and build the reputation of the Hall as a force for good and a place for everyone. We inspire people across the UK and the world with what the Hall does, both in the building and online. We work hard to improve perceptions of our venue and communicate in a way that is accessible to all, embedding our culture and our history into those communications.

This is a new role, with the successful applicant leading on all internal comms. You should be a strategic thinker with exceptional writing skills and a strong grasp of how to connect with different audiences.

If you believe you have the skills and experience to excel in this role, we would love to hear from you.

Thank you,

Rick Burin, Senior Press Manager



# Our Mission, Vision and Values

## Who we are

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.**

**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.



Royal Albert Hall

# 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 premiere of the James Bond film 'No Time to Die', Cirque De Soleil, Classical Spectacular and a series of events for Teenage Cancer Trust.







Royal Albert Hall

# A history dating back to 1871

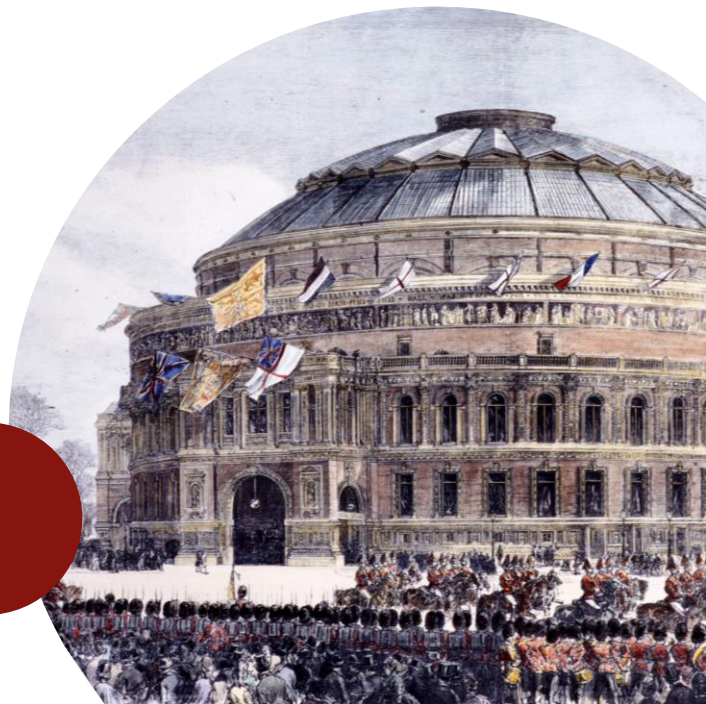
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

Since then, we have become 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 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.





# Organisation chart

## Communications





# 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.





# Job description

**Role:** Internal Communications Manager

**Location:** Royal Albert Hall

**Salary:** £42,000 per annum

**Working hours:** 35 hours per week

**Reports to:** Senior Press 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 the Communications team deliver the vision?

The Communications team at the Hall works to drive sales and diversify audiences, and to build the reputation of the Hall as a force for good and a place for everyone. We inspire people across the UK and the world with what the Hall does in the building and online, even if people never attend in person. We work hard to improve perceptions of the Hall and communicate in a way that is accessible to all, embedding our culture and our history into our communications.

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

Success in the role will mean that all internal teams understand the Hall's vision, values and key activities and that we build a strong internal culture at the Hall.



What the role holder will be responsible for delivering:

Key accountabilities	Key activities/decision areas
1). Communications activity	<ul style="list-style-type: none"><li>• Develop and maintain the Hall’s internal communications strategy, to enable meaningful two-way communication with staff; promote staff engagement; encourage organisation-wide collaboration; ensure staff understand our business plan objectives, priorities, and key messages; and disseminate major updates in a timely and consistent manner.</li><li>• Develop, maintain, and constantly improve a range of internal communications channels using a broad mix of media and formats to effectively target all staff, taking into account different working patterns and employment models.</li><li>• Write, edit and co-ordinate all communications for the Hall’s LinkedIn channel, in collaboration with the Hall’s executive team.</li><li>• Review the Hall’s intranet system and develop an effective platform and structure to house internal communications.</li><li>• Ensure that internal communications including emails and internal posters retain ruthless consistency of the Hall’s brand, including visual identity and language / tone of voice.</li><li>• Develop and deliver internal communications campaigns and activities on key topics: source information, stories, and contributions from all parts of the Royal Albert Hall with a focus on the Hall’s objective to be a force for good:</li></ul>



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- A Home for Thriving Creativity – Engagement and wellbeing
  - A Home for a Sustainable Future – Towards net-zero and biodiversity
  - Create opportunities for staff to express their ideas, opinions, and concerns, and empower staff voices.
  - Maintain and oversee editorial standards on the Royal Albert Hall's intranet.
  - Ensure that internal communications activities are aligned with wider Royal Albert Hall communications strategies and plans as required.
  - Set internal communications objectives, implement effective evaluation systems, and ensure that insights from evaluation are used to continuously improve strategies, plans and activities.
  - Handle incoming enquiries from staff and stakeholders relating to the Hall's internal communications in a prompt and helpful way.
  - Assist the Communications Team to proactively identify and mitigate internal communications risks, including horizon-scanning for emerging issues that may need to be taken account of. Prepare for and manage the handling of internal communications for crises, whether internally or externally generated.
  - Build and maintain strong and collaborative relationships with internal stakeholders including Staff Forum, EDI Committee, Sustainability Committee, Wellbeing Committee and People & Culture. Bring different departments' internal communication needs together in a coherent way.
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	<ul style="list-style-type: none"><li>• Advise and brief leaders on our internal communications strategy, messages, and issues, and prepare and enable them to communicate effectively with staff.</li><li>• Represent the Communications team at key forums such as the EDI Committee, Sustainability Committee, Wellbeing Committee</li></ul>
<b>2). Other</b>	<ul style="list-style-type: none"><li>• Ensure that the Hall’s brand values are promoted and protected at all times.</li><li>• Act as an ambassador for the Hall and its activities at all times; including conducting presentations internally and externally to promote the Hall and its brand when required.</li><li>• Promote co-operation and communication between the Communications team and other teams around the Hall.</li><li>• Any other tasks as reasonably requested by the Director of Audiences.</li></ul>





What skills and experience the role holder will have:

Qualifications and experience	
Criteria	Requirement (Essential or Desirable)
Extensive experience in a similar role at a similar/related venue/organisation where the post-holder has held responsibility for the development of internal communications strategy.	Essential
An in-depth knowledge of internal marketing platforms, channels and initiatives.	Essential
Experience of planning, delivering, and evaluating creative, high-impact internal communications strategies, campaigns and activities.	Essential
Experience of collaborating across different departments and organisations to deliver outcomes that meet the needs of all parties.	Essential



Degree educated or equivalent.	Desirable
Experience of budgeting.	Desirable

### Skills and Attributes

Criteria	Requirement (Essential or Desirable)
Ability to think strategically and ensure campaigns support the Hall's employee engagement and business plan objectives.	Essential
Strong understanding of internal communications strategies, tactics, and techniques.	Essential
Strong political instincts, empathy for others, and ability to identify areas of sensitivity and potential reputational risk.	Essential
Effective and open communication / presentation skills at all levels.	Essential



Ability to evaluate internal communications campaigns against business plan objectives and use this to inform the development of future activities.	Essential
Ability to innovate, identify opportunities for improvement, and respond to a changing internal context and to evolving internal communications best practice.	Essential
Ability to prioritise and work under pressure	Essential
Excellent oral and presentation communication skills, with the ability to brief senior leaders and speak at staff events.	Essential
Excellent written communications skills with the ability to write high quality, engaging content, undertake editorial oversight for, and draft responses on sensitive issues or on matters where there is reputational risk	Essential
Excellent diplomacy, influencing and negotiating skills.	Essential



A professional personal appearance and the social skills necessary to deal with a wide range of clients	Essential
Knowledge of and ability to use communication systems and databases.	Essential
Ability to develop protocols, systems, procedures, and guidance for communications activities.	Essential
Excellent PC skills	Essential
Excellent attention to detail	Essential



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## Behavioural Attributes

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Criteria	Requirement (Essential or Desirable)
Flexible and open minded	Essential
An imaginative and creative outlook	Essential
An enthusiasm for the Hall, the arts and an interest in a wide range of events	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:**

*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.*





## The first six months

During your six-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.



# 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 1<sup>st</sup> September 2025.

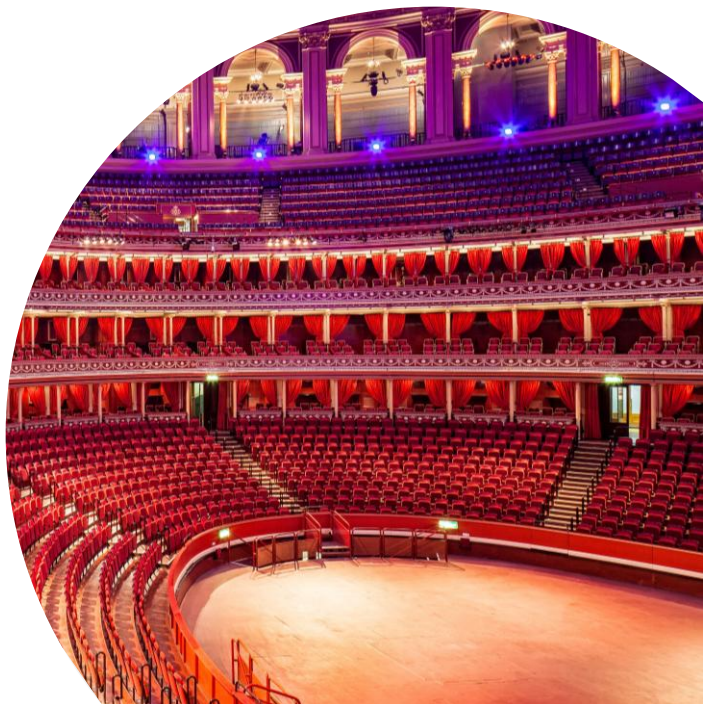
**Second round interviews:**

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 12PM on Wednesday 27<sup>th</sup> August 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.



### 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.





