



Royal Albert Hall

Information for Candidates

Recruitment Pack

Security Officer





Welcome

From Kudzai Maware, Building Security Manager

Thank you for showing interest in joining our Visitor Services & Security department in the role of Security Officer at the Royal Albert Hall.

We are looking for an established Security Officer with a proven track record in the security industry to assist with the smooth running of daily operations in the Building Control Room, Loading Bay and Stage Door, which operates as a staff and visitor entrance.

In this role, you will need to be an excellent team player with the ability to adapt and support colleagues in a fast-paced working environment. You will demonstrate a can-do attitude and work closely with the Security Team Leader to ensure the safety of everyone who visits this great establishment.

You will report directly to the Building Security Manager, who in turn reports to and assists the Head of Visitor Services in protecting this iconic venue through the rigorous application of established protocols and the implementation of best working practices.

If your application is successful, you will be joining an experienced department with a growing number of in-house security officers at a time when technological advancements to our current security systems are well underway.

K. Maware

Kudzai Maware



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: Security Officer

Location: Royal Albert Hall

Salary: £33,000 - £37,299 per annum

Working hours: 35 hours per week

Reports to: Building Security Manager

Shift/working pattern: 4 days on (2-day shifts 06:30-18:30 & 2-night shifts 18:30-06:30), 4 days off, weekdays, weekends, 12-hrs shifts

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 Visitor Services & Security team deliver the Hall's Vision?

Within our Visitor Services and Security team, we aim to nurture a diverse, highly trained and driven team to create a welcome for everyone, which prioritises safety and service. We will achieve this through intelligent planning and inspiring training, through positive collaboration with internal and external partners. There will be a concentrated focus on motivating and supporting our staff to deliver a world class service so we can create amazing experiences for every person who enters the Hall.



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

Our in-house security officers play an integral part in how we respond to incidents and complete security related tasks, which focus on preserving and protecting this great establishment. You will work alongside a Security Supervisor and a Security Officer, forming a cohesive team dedicated to providing a safe and secure environment for all visitors to the Hall.

As a Security Officer, you will apply strong incident management skills quickly and effectively to achieve the desired outcomes. Experience in a control room setting would be beneficial, along with familiarisation with emergency procedures.

To be successful in this role, you will need to build effective working relationships based on respect and collaboration driven by an ambition to grow and striving for excellence. The evidence of your success will be evident by the timely completion of tasks, the application of security systems to resolve incidents and a seamless handover for the team working the following shift.



Key accountabilities	Key activities/decision areas
1). Service delivery and security	• Act as the security incident controller (Bronze) in the absence of the Security Supervisor and to assist the Venue Manager when the Hall's incident management plan is in action. • Provide effective Control Room cover, which includes monitoring and responding to incidents promptly in accordance with guidelines and procedure. • Actively monitor the incident managing system, ensuring that all reports and requests processed in a timely manner. • Maintain an excellent understanding of the role's responsibilities in emergency situations by attending mandatory training sessions and keeping up to date with procedural knowledge. • Complete daily health checks on security and life safety systems, ensuring that all disrepair is reported. • Ensure keys and equipment are secure and are only issued to approved members of staff or contractors. • Complete shift handover documents and reports accurately, ensuring that an accurate audit trail is maintained and all relevant teams have been briefed. • Complete detailed incident reports for management or law enforcement, ensuring all evidence has been gathered and is ready for the investigating person. • To maintain accurate logs of persons and vehicles visiting the Hall and to record noteworthy incidents in the Daily Occurrence Book. • Monitor the security systems responsibly in compliance with relevant data protection regulations and RAH protocols. • To prevent unauthorised access to the building and to escort persons offsite when the right to access has been withdrawn. • Challenge visitors and contractors not adhering to security or health and safety procedures. • Undertake first aid training and provide first aid services to staff, visitors or patrons when required.



Key accountabilities	Key activities/decision areas
2). Health & Safety	• Monitor and respond to fire alarm activations by investigating areas of concern. • Use the public announcement system to notify staff and patrons of situations or actions to be followed during emergencies. • Conduct regular fire safety and security equipment checks on parts of building infrastructure. • Complete the required logs and report faults by completing job requests on Hall's maintenance system. • Carry out regularly patrols, ensuring fire exit doors are free of obstructions and that emergency exit signage is in place. • To cover the Fire Officer role when required. Duties include fire watches, building patrols, responding to fire panel activations, and reporting potential risks to the Venue Manager. • Assist Building Services Technicians or Fire Officers in the event of a lift entrapment. • Adhere to PPE requirements in accordance with health and safety policies.
3). Customer Experience	• To provide a welcoming and professional service at ingress points by assisting visitors, staff and contractors in conducting their daily business. • Respond empathetically to complaints by seeking resolutions or escalating to the Venue Manager when necessary. • To act as an ambassador of the Hall by embracing its values and incorporating desired behaviours when in work or work-related functions. • Provide a professional and approachable service when covering Stage Door reception or managing telephone enquiries. • Demonstrate a high degree of professionalism when around performers or members of the visiting production team.
4). Administrative Support	• Comply with RAH policies detailing the logs to be completed after fire activations, first aid treatment, or any other security incident • Ensure lost property is securely stored with details recorded and logs updated. • Support the Security Supervisor by maintaining and updating training records and standard operating procedure documentation.



Qualifications and Experience	
Criteria	Requirement
SIA Door Supervisor Licence	Essential
SIA CCTV Licence	Essential
12 Months Control Experience	Desirable
St John Ambulance First Aid at Work certification	Desirable

Skills and Abilities	
Criteria	Requirement
Customer-orientated approach with demonstrable front-of-house experience.	Essential
Interpersonal skills and characteristics that nurture effective teamworking, leading to exceptional service delivery, enthusiasm and a positive mentality.	Essential
Ability to make quick assessments and take appropriate actions to diffuse a situation and apply conflict resolution skills, particularly with people demonstrating disruptive behaviour.	Essential
Demonstrate a firm understanding of industry best practice and be able to adopt proven methods to resolve security related incidents.	Essential
IT literate, with experience using Microsoft Office packages (Word, Excel, Outlook).	Essential



Behavioural attributes	
Criteria	Requirement
Ability to absorb information rapidly pertaining to Hall procedure and daily event updates.	Essential
Open-minded approach when interacting with people from all backgrounds and cultures.	Essential
A process-driven approach that enhances efficiency and adds consistency.	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.

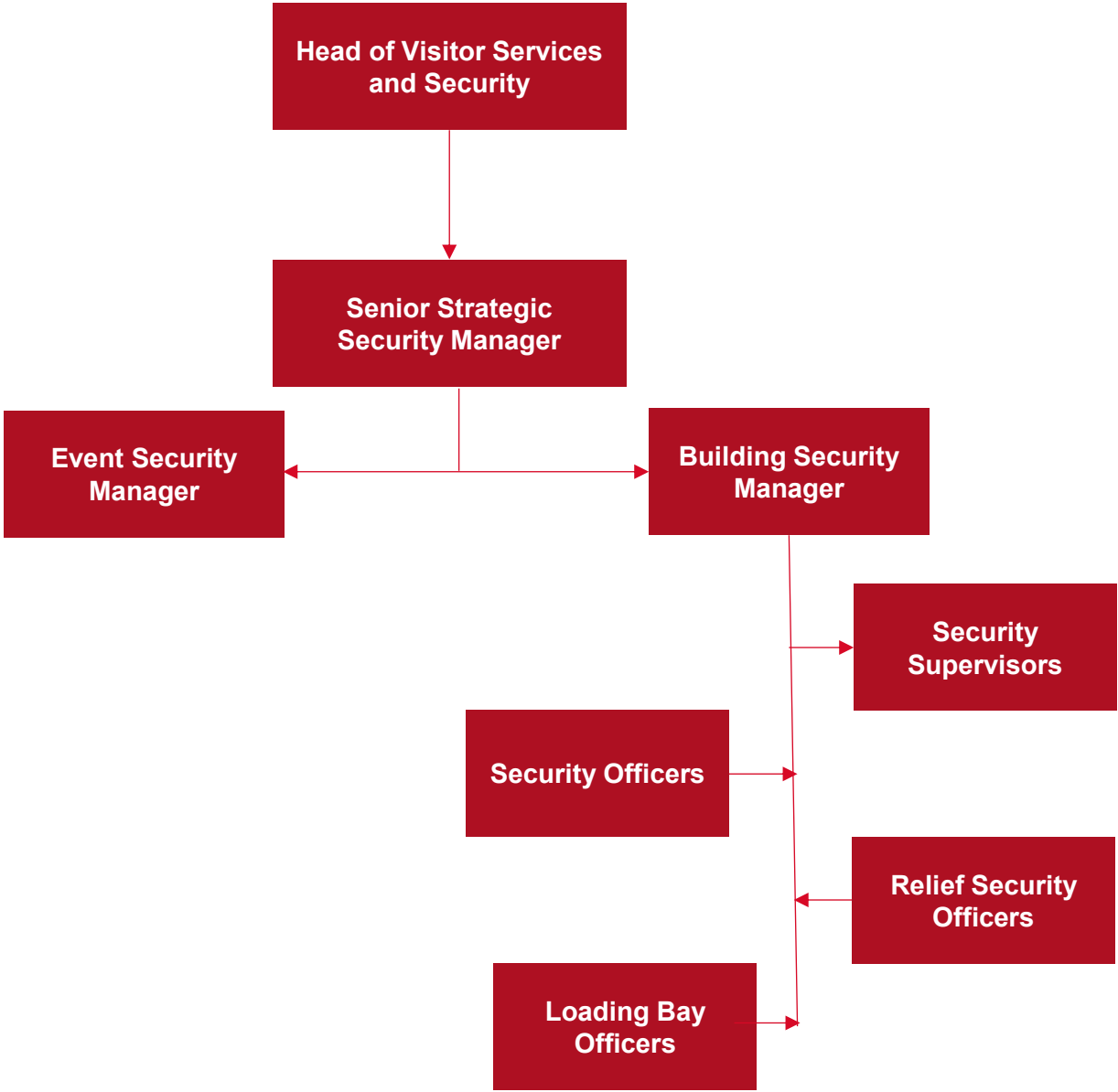
Note:
Essential criteria refer to the minimum skills, abilities, knowledge, experience, and professional qualifications required for the role. These are non-negotiable and individuals who do not meet these basic requirements cannot undertake all the duties required for this role.

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

Security





Your first four months

During your four-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:

Week commencing 19 October

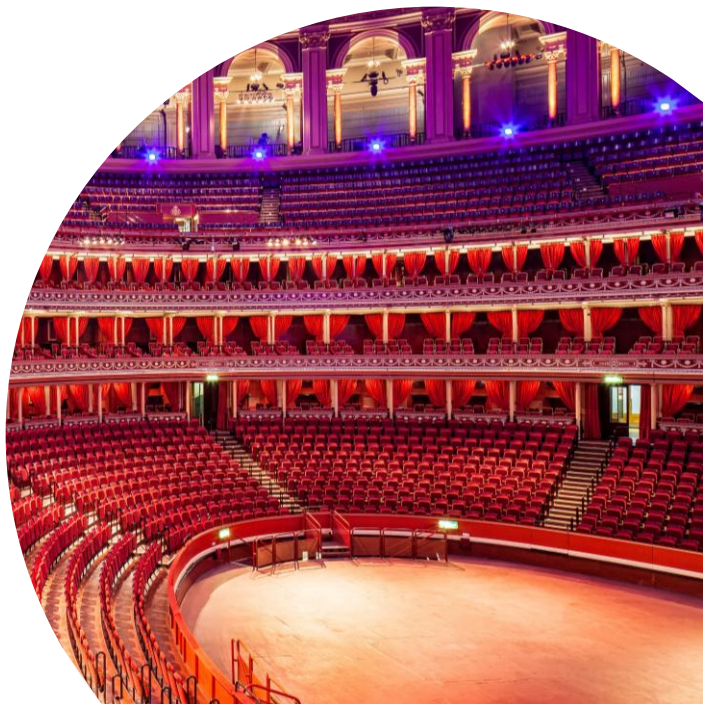
Second round interviews:

TBC

**The closing date for applications is
Sunday 18 October 11:59pm**

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.



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

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