



Royal Albert Hall

Information for Candidates

# Recruitment Pack

Visitor Services  
Operations Manager  
(Maternity Cover)





# Welcome

## **From Robert Bradish, Senior Visitor Services Operations Manager**

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

We are looking for a passionate and experienced Visitor Services Operations Manager (Maternity Cover) who will thrive working alongside colleagues to deliver over 400 events a year on our main stage and a further 800 in our other spaces. To be successful you need to have a clear understanding of what makes a truly unforgettable experience; be detail orientated and enjoy building relationships with colleagues and external stakeholders.

The role requires you to complete regular Duty Manager shifts across a variety of evenings and weekends. The Duty Manager requires gravitas, inspiring the delivery of outstanding customer service and in the event of an emergency they are the incident controller.

If you enjoy variety and working with people, then please attach a cover letter to your application demonstrating how you meet the person specification detailed in the job description below.

I encourage you to apply if this sounds like the right next step for you.



# 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.





# 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.





BBC  
Proms

BBC  
Proms



# Job description

**Role:** Visitor Services Operations Manager (Maternity Cover)

**Location:** Royal Albert Hall

**Salary:** £39,813 - £41,000

**Working hours:** 35 hours per week, plus one-hour unpaid lunch break. The post will involve working some unsocial hours

**Reports to:** Senior Visitor Services Operations Manager

**Shift/working pattern:** Core hours are Monday to Friday, working a flexible Duty Manager shift pattern of at least two to three shifts per week which could be evening, daytime or weekends. DM shifts are allocated monthly and TOIL policy applies to weekend work.

**Direct reports:** None

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

Within our Visitor Services and Security team, that means nurturing a diverse, well 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 and motivating and supporting our staff. We will listen to our audiences through insight and research and seek out best practice from across the industry with the ambition to be best in class for service and security.



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

The Visitor Services Operations Manager (Maternity Cover) plays a crucial role in orchestrating exceptional visitor experiences across a diverse range of events. This role's primary responsibility is to lead the planning and execution of visitor services logistics, from large-scale productions in the main auditorium to intimate receptions in smaller venues.

Success in this role means seamlessly coordinating complex operational details while maintaining the Hall's standards of excellence all while fostering a collaborative, creative and solutions-focused environment.



<b>Key accountabilities</b>	<b>Key activities/decision areas</b>
<b>1). Operational Planning and Execution</b>	<ul style="list-style-type: none"><li>• Plan Visitor Services' activities for all areas across the Hall</li><li>• Ensure plans adhere to Health and Safety regulations and internal policies</li><li>• Liaise with event organisers and promoters and disseminate information</li><li>• Write concise Operational Plans for all activities taking place on given dates</li><li>• Create notes for Stewards who may be working unsupervised</li><li>• Organise internal briefing and debrief meetings</li><li>• Determine staffing levels for events</li><li>• Complete a Visitor Services assessment events</li></ul>
<b>2). Operational Excellence</b>	<ul style="list-style-type: none"><li>• Record learning points from previous events for future improvement</li><li>• Monitor and improve operational procedures and service standards</li><li>• Maintain and update Visitor Services' operational documents</li><li>• Assist with management and maintenance of Visitor Services resources and equipment</li><li>• Provide administrative support to colleagues at busy times</li></ul>

*(continued)*



<b>Key accountabilities</b>	<b>Key activities/decision areas</b>
<b>3). Duty Management</b>	<ul style="list-style-type: none"><li>• Hold responsibility for safety and welfare of all in the building</li><li>• Act as incident controller in emergencies, including but not limited to managing an evacuation safely</li><li>• Risk assess and decide upon appropriate action</li><li>• Report issues which may affect health and safety</li><li>• Conduct pre-event health and safety checks (e.g., hazards or risks to public safety and good housekeeping/maintenance)</li><li>• Maintain effective communication channels with other departments</li><li>• Adhere to Hall radio etiquette</li><li>• Proactively monitor and raise service and safety standards when on duty</li><li>• Handle customer complaints sensitively and professionally</li><li>• Complete a Duty Manager's report at the end of each day</li></ul>



<b>Qualifications and Experience</b>	
<b>Criteria</b>	<b>Requirement</b>
Demonstrable experience coordinating complex simultaneous events with a strong focus on customer experience and health and safety	Essential
Duty management and/or supervisory experience in a large entertainment venue	Essential
Experience leading customer-facing, large, diverse teams	Essential

<b>Skills and Abilities</b>	
<b>Criteria</b>	<b>Requirement</b>
Highly organised with ability to manage time effectively between Duty Management shifts and office-oriented responsibilities	Essential
Confident and proven decision-maker in a fast-paced environment	Essential
Ability to forge strong working relationships within a high-pressure environment	Essential
Strong communication and presentation skills	Essential
Ability to respond positively to last-minute changes	Essential
Team player who can lead by example	Essential
Ability to produce concise and factual briefing documents and event reports	Essential
Exceptional record keeping skills	Essential
Ability to absorb information from written documents	Essential



<b>Behavioural Attributes</b>	
<b>Criteria</b>	<b>Requirement</b>
Passionate about improving service standards and a committed focus on customer experience	Essential
Self-motivated and resilient with ability to keep a sense of perspective and humour whilst under pressure	Essential
Ability to empathise with internal and external stakeholders	Essential
Supportive Team player with a flexible approach	Essential
Ability to remain composed under pressure	Essential
Positive, can-do attitude to problem-solving	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.*

*This role is required to cover Duty Manager responsibilities and as such is required to work on a flexible shift pattern, in accordance with the Hall’s Duty Management roster, this will include evenings, weekends and public holidays.*



## **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:**

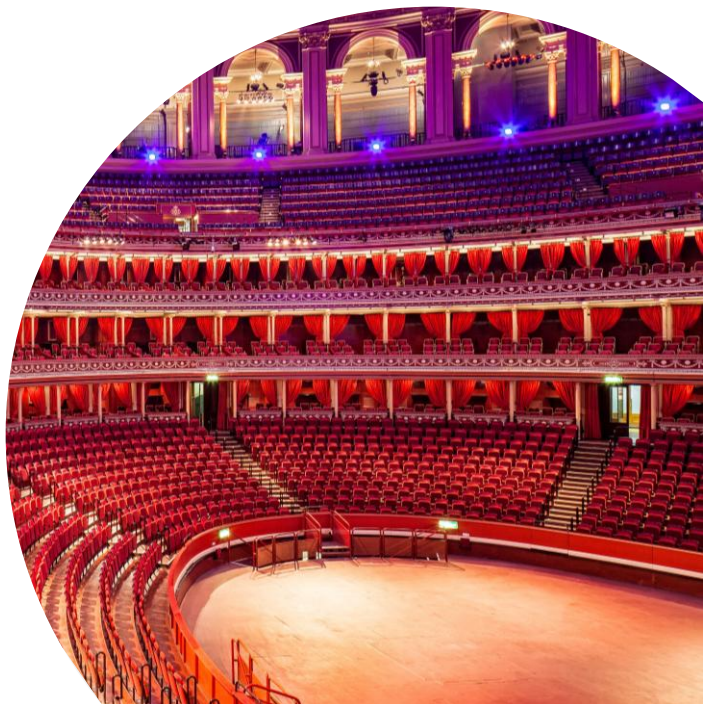
w/c 13<sup>th</sup> July 2026

The closing date for applications is 12pm on Tuesday 14<sup>th</sup> July 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](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.

## 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)

Kensington Gore  
London, SW7 2AP



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