



Royal Albert Hall

Information for Candidates

Recruitment Pack

Visitor Services Manager





Welcome

From Elena Holtham, Senior Visitor Services Manager

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

We are looking for an inspiring and experienced Visitor Services Manager to manage the large team of customer facing staff responsible for delivering exceptional customer service for all our visitors. The role also requires you to complete regular Duty Manager shifts across a variety of evenings and weekends. As Duty Manager, you will demonstrate gravitas, inspiring the delivery of outstanding customer service from all teams and in the event of an emergency be the incident controller.

This role is perfect for someone who has a passion for motivating and developing staff, an ability to prioritise tasks effectively and excellent communication and rapport building skills. Your approach will inspire our team to consistently deliver a seamless service reflecting the Hall's values and outstanding reputation. The Hall is committed to creating a diverse and inclusive environment in which everyone can thrive. We believe that our work is more exciting and richer with a workforce representing communities from across London and beyond.

If you enjoy managing, motivating, and developing large customer facing teams in a busy environment then please attach a cover letter to your application demonstrating how you meet the person specification detailed in the job description.

In joining our department, you will become part of a unique and talented team. I wish you all the best in your application.



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: Visitor Services Manager

Location: Royal Albert Hall

Salary: £36,275 per annum

Working hours: Mon-Fri 9am-5pm with some duty management shifts on evenings, weekends and Bank Holidays

Reports to: Senior Visitor Services Manager

Shift/working pattern: Rostered Duty Manager shifts across 7 days

Direct reports: Duty Stewarding Managers, Stewarding Supervisors

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

Our Visitor Services and Security team nurtures a diverse, well trained and service orientated team who create a warm welcome for everyone, prioritises safety and delivers intelligent service to as wide an audience as possible.

We listen to our audiences through insight and research; upskill our team and position to be best in class for service and security; collaborate with internal and external partners to safely deliver high profile events; focus on our access provision for customers and create amazing experiences for every person who walks through our doors.

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

As one of three Visitor Services Managers, you play a pivotal role in shaping the visitor experience at the Royal Albert Hall. This role primary responsibilities involve jointly leading, managing and developing the stewarding team, team recruitment and embedding a positive feedback culture.

The role holder will undertake regular shifts as a Duty Manager, leading by example to uphold rigorous standards of safety, customer care and building presentation.

Success in this role means consistently inspiring and motivating the team to uphold the Hall's exceptional standards, delivering training and fostering a positive feedback culture.



Key accountabilities	Key activities/decision areas
1). Team Management	• Collaborate with the Senior Visitor Services Manager and other Visitor Services Managers to line manage, develop and motivate the Stewarding team comprising of around 140 Stewards, 16 Supervisors and 4 Duty Stewarding Managers to deliver world class customer service and crowd safety • Assist in the design and delivery of training to continually enhance the standards and effectiveness of the team • Facilitate ongoing support, feedback and performance reviews to continually improve service standards at an individual and team level • Manage staff performance, addressing issues promptly and sensitively and following formal policies and procedures when necessary • Provide leadership, coaching and mentoring to Duty Stewarding Managers and Stewarding Supervisors
2). Operational Excellence	• In collaboration with Visitor Services Training and Development Manager and People and Culture team, devise and implement effective and engaging recruitment and induction processes for stewarding team • Foster a positive and constructive feedback culture to create a continuous cycle of improvement • Assist Senior Visitor Services Manager in maintaining and improving systems and processes to ensure the smooth department functioning • Maintain records, database management and report filing • Actively lead on investigation into customer service issues and ensure swift resolution
3). Duty Management	• Act as Duty Manager for diverse events • Hold responsibility for safety and welfare of all in the building • Act as incident controller in emergencies, including but not limited to managing an evacuation safely • Risk assess and decide upon appropriate action • Report issues which may affect health and safety • Conduct pre-event health and safety checks (e.g., hazards or risks to public safety and good housekeeping/maintenance) • Maintain effective communication channels with other departments • Adhere to Hall radio etiquette • Proactively monitor and raise service and safety standards when on duty • Handle customer complaints sensitively and professionally • Complete Duty Manager's report at the end of each duty



Key accountabilities	Key activities/decision areas
4). Team Communication and Culture	• Ensure the stewarding team understands Hall's key objectives, vision and values • Facilitate team meetings at all levels in the stewarding team • Build relationships across departments • Act as an ambassador for the Hall

Qualifications and Experience	
Criteria	Requirement
Extensive experience leading, managing and developing large, diverse teams to deliver excellent customer service and support strategic aims	Essential
Significant staff performance management experience	Essential
Proven experience of fostering a high-performance culture where encouragement and motivation supports the delivery of exceptional customer service	Essential
Duty management experience or equivalent experience in a comparable organisation	Essential
Experience using rostering and learning and development systems	Desirable



Skills and Abilities	
Criteria	Requirement
Strong communication and presentation skills	Essential
Ability to contribute and embrace new ideas to improve procedures and team performance	Essential
Ability to forge strong working relationships within a high-pressure environment	Essential
Clear understanding of health, safety and security best practices in large public venues	Essential
Problem-solving skills	Essential
Excellent interpersonal and influencing skills	Essential
Ability to organise and prioritise workload between Duty Management shifts and office responsibilities	Essential
Excellent IT and Microsoft Office skills	Essential
Ability to absorb information from written documents to inform operational decision-making	Essential
Highly organised and detailed with exceptional record keeping and reporting skills	Essential



Behavioural attributes	
Criteria	Requirement
Considered and empathetic with ability to deliver positive and constructive feedback	Essential
Committed to improving standards of service and focused on customer experience	Essential
Self-motivated and resilient leader with a flexible and adaptable attitude	Essential
Team player who leads by example	Essential
Ability to respond positively to last-minute changes	Essential
Ability to thrive under pressure whilst maintaining perspective	Essential
Confident and proven decision-maker in a fast-paced environment	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:

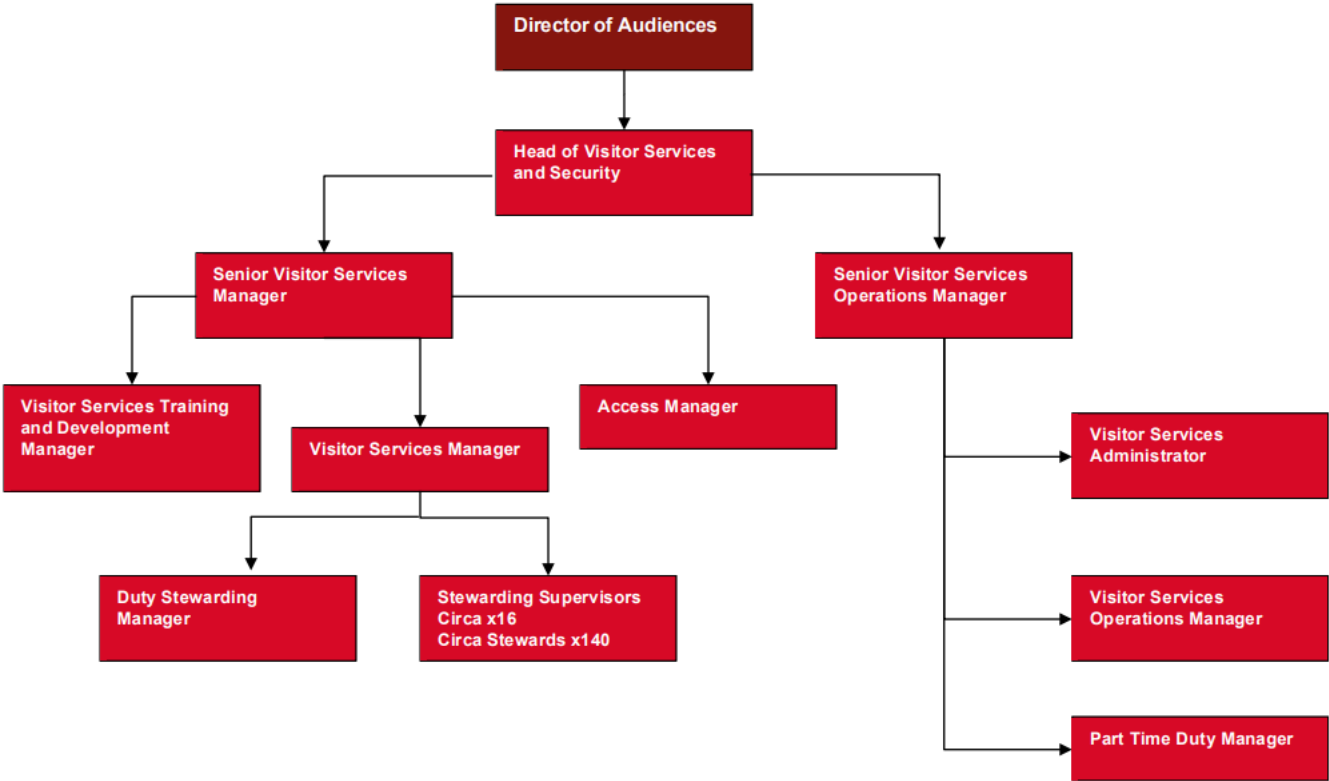
Essential criteria refer to the minimum skills, abilities, knowledge, experience, and professional qualifications required for the role. These are non-negotiable and individuals who do not meet these basic requirements cannot undertake all the duties required for this role.

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

Visitor Services





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:

w/c 17 November

Second round interviews:

w/c 24 November

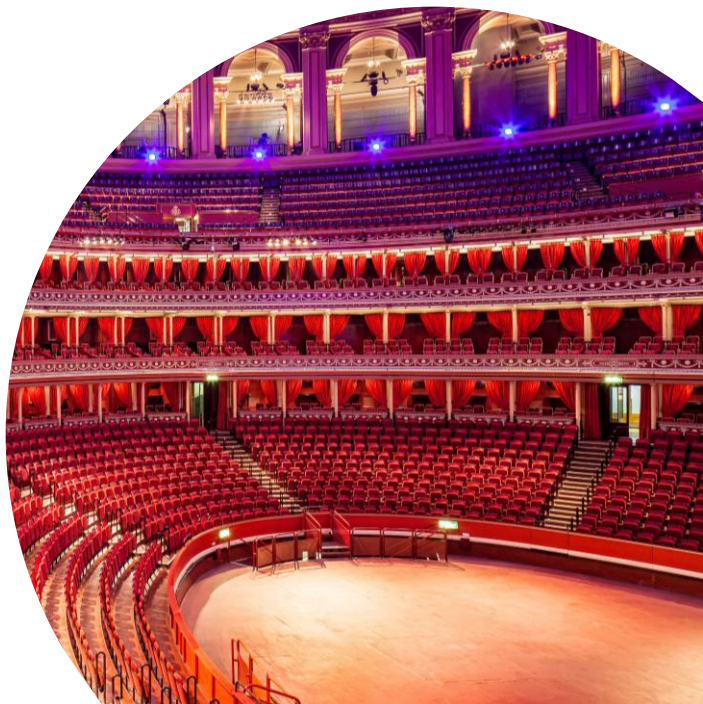
The closing date for applications is 9am on

Monday 10th November 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.

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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