



Royal Albert Hall

Information for Candidates

Recruitment Pack





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 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.



Royal Albert Hall

A history dating back to 1871

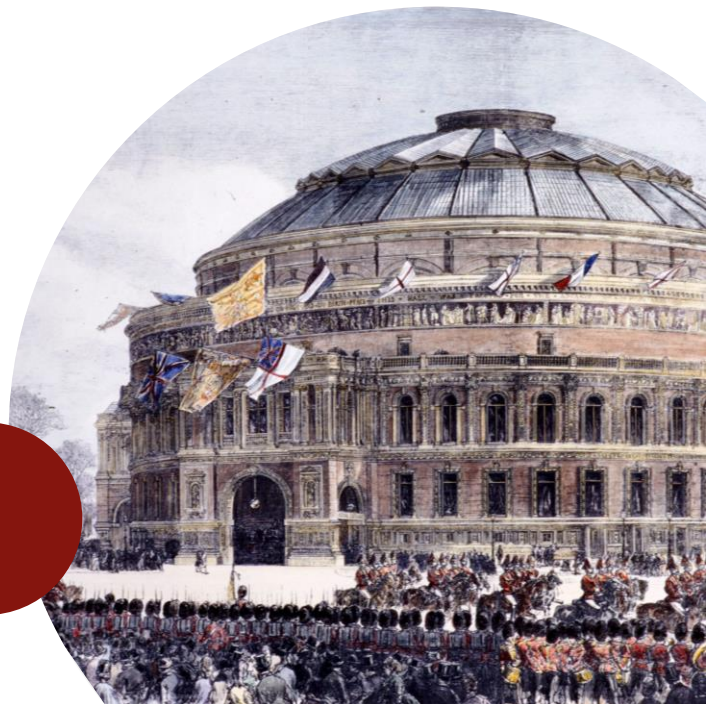
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

Since then, we have become 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

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





Equality, Diversity and Inclusion

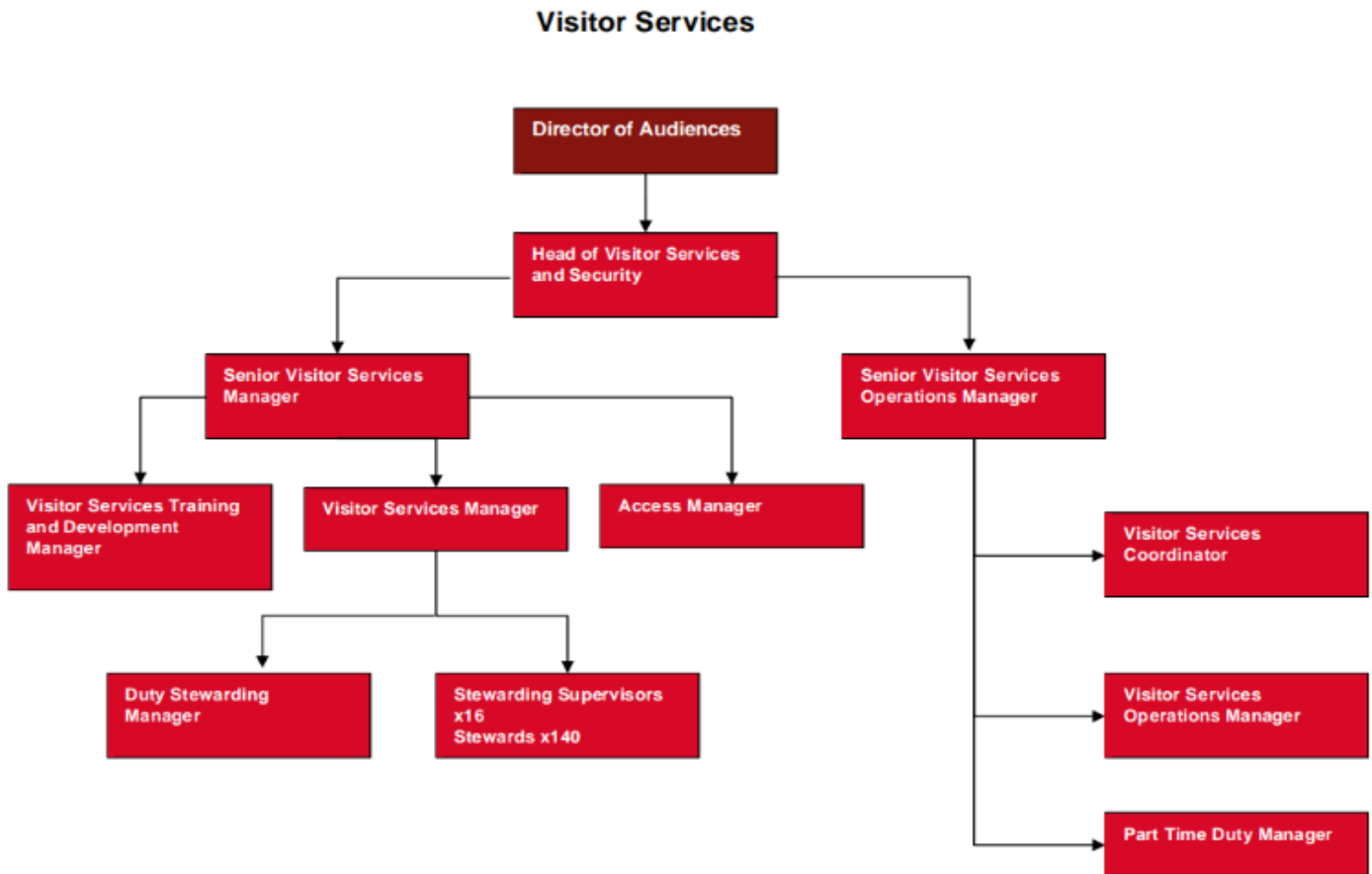
We are committing to:

- 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.





Organisation chart





Our Mission, Vision and Values

Our mission is to:

- Promote the Arts and Sciences
- Preserve and enhance our Grade I listed building

Our vision is:

- The home of breathtaking moments and lasting memories, for everyone. Together, we create the amazing.

Responsible: We own challenges and find solutions.

Ambitious: We are creative and driven, always looking for a better way.

Human: We are team players, welcoming, warm and open, and we embrace diversity

Our Strategic Objectives are:

- To diversify and develop our programme, audiences and engagement activities
- To strengthen our finances and operations resilience
- To enhance the experience in a modernised Victorian venue
- To nurture a talented and engaged team



Job description

ROLE: Visitor Services Operations Manager

LOCATION: Royal Albert Hall

REPORTS TO: Senior Visitor Services Operations Manager

SALARY: £36,275

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.



Job description

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.

The role:

The Visitor Services Operations Manager 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.



Job description

WHAT THE ROLE HOLDER WILL BE RESPONSIBLE FOR DELIVERING

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



Job description

WHAT THE ROLE HOLDER WILL BE RESPONSIBLE FOR DELIVERING (CONTINUED)

<u>Key accountabilities</u>	<u>Key activities/decision areas</u>
3). Duty Management	<ul style="list-style-type: none"> • 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 a Duty Manager’s report at the end of each day



Person specification

WHAT SKILLS AND EXPERIENCE THE ROLE HOLDER WILL HAVE

Essential and Desirable

Qualifications and Experience	
Criteria	Requirement
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

Skills and Attributes	
Criteria	Requirement
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



Person specification

WHAT SKILLS AND EXPERIENCE THE ROLE HOLDER WILL HAVE (CONTINUED)

Essential and Desirable

Behavioural attributes	
Criteria	Requirement
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

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 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.



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 17th February

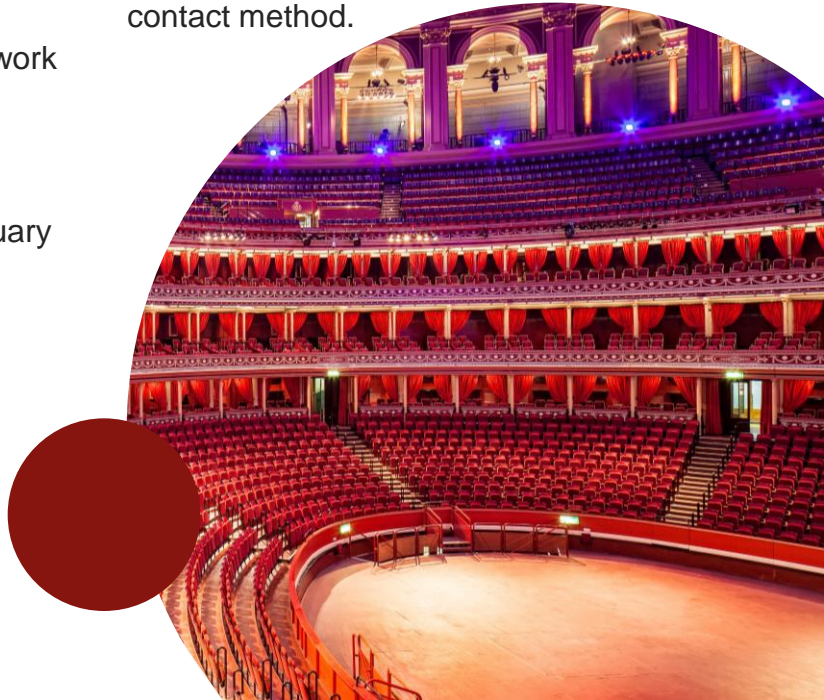
Second round interviews:

w/c 24th February

All applicants must have the right to work in the UK without the need for sponsorship. The closing date for applications is Wednesday 12th February 2025, at midday.

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

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.



