



Royal Albert Hall

Information for Candidates

Recruitment Pack

IT Projects Officer





Welcome

From Lindsay Smith, Data and Software Solutions Manager

Thank you for your interest in the IT Projects Officer role at the Royal Albert Hall.

Here at the Hall, we are embracing new technologies and evolving ways of working. To support this transformation, we are expanding our Data and Software Solutions team to better assist more departments in managing their strategic and tactical software change initiatives.

This is a busy time for the Hall, with many projects lined up over the next 3 years. These vary from software upgrades, software process or configuration reviews to completely new software solutions or IT projects.

We work directly with business and IT stakeholders to learn what is important to them, what issues exist and what requirements they have as part of the project.

Our close working collaboration is most important - you will be hands on with the business and must be willing to learn, understand their requirements and work with them to find effective solutions.

With so many projects running concurrently, it is important to understand dependencies of resources, have clear documentation on progress and maintain a collaborative working relationship.

If you are excited by the prospect of working with us and you feel you have the skills and experience to make this role yours, we would love to hear from 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 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: IT Projects Officer

Location: Royal Albert Hall

Salary: £47,730 per annum

Working hours: 35 hours per week

Reports to: Data and Software Solutions Manager

Direct reports: N/A

How does the IT team deliver the Hall's Vision?

Within our IT team, that means providing secure, high-performing systems, excellent customer service, taking advantage of technology and data to provide the best possible experience to our staff, customers and artists.

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

As one of two IT Projects Officers, you will support the Data and Software Solutions team and wider IT team in delivering software, data and infrastructure projects across the Hall.

You will be responsible for maintaining project documentation, coordinating IT related initiatives across departments, and fostering strong partnerships to enable the successful delivery of technology-driven business outcomes.

The Hall hosts ~486 main auditorium shows each year as well as over 600 performances outside the auditorium in smaller venues throughout the building. The building operates 24/7 and 365 days; as you can imagine, this makes planning and progressing IT projects quite challenging. This role is part Business Analyst, part Project Manager and will require you to engage with stakeholders to understand their requirements



Key accountabilities	Key activities/decision areas
1). Product Support	<p>Understand our software systems and how they are used across the Hall, building an understanding of how business systems are used.</p> <p>Ensure clear communication of project scope, objectives, owners and timelines to all stakeholders.</p> <p>Work with stakeholders to define requirements, identify possible solutions and drive implementation of systems and changes.</p> <p>Monitor project progress, identify potential risks, and propose mitigation strategies.</p> <p>Maintain accurate and up-to-date project documentation.</p>
2). Team Responsibilities	<p>Work with the Data and Software Solutions Manager to provide overall view of project timelines.</p> <p>Ensure solutions are created with security meeting the standards of the infrastructure team and complying with the UK GDPR.</p> <p>Translate business requirements into technical specifications in collaboration with IT teams.</p>
3). Collaborative Working	<p>Prioritise and coordinate competing IT demands based on organisational goals and resource availability.</p> <p>Promote collaboration and effective communication between business and IT teams.</p> <p>Listen, ask questions and interpret business requirements to translate them into technical deliverables.</p>
4). Process Improvement and Innovation	<p>Identify opportunities to streamline processes and leverage technology to improve operational efficiency.</p> <p>Stay informed of emerging IT trends and best practices to recommend innovative solutions.</p> <p>Advocate for the adoption of IT tools and solutions that align with the organization's strategy.</p>



Qualifications and Experience	
Criteria	Requirement
Proven experience in software solutions or software projects.	Essential
Demonstrated ability to manage cross-functional projects and multiple stakeholders effectively.	Essential
High level of organizational and time management skills.	Essential

Skills and Abilities	
Criteria	Requirement
Proficient in Microsoft Project.	Essential
Good understanding of IT systems and infrastructure.	Essential
Familiarity with business analysis methodologies.	Essential
Strong problem-solving and decision-making abilities.	Essential
Ability to work independently and collaboratively in a fast-paced environment.	Essential



Behavioural attributes	
Criteria	Requirement
A team player who works collaboratively not just with their own team, but across different departments.	Essential
Appetite to understand the business objectives and how applications and systems are used to achieve them.	Essential
The ability to build positive relationships with a wide variety people.	Essential
Positive role model, interested in learning and sharing this passion with others.	Essential
Good at seeking new ideas and improvements; someone who is happy to contribute to and embrace new concepts.	Essential
Flexible and adaptable attitude.	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.

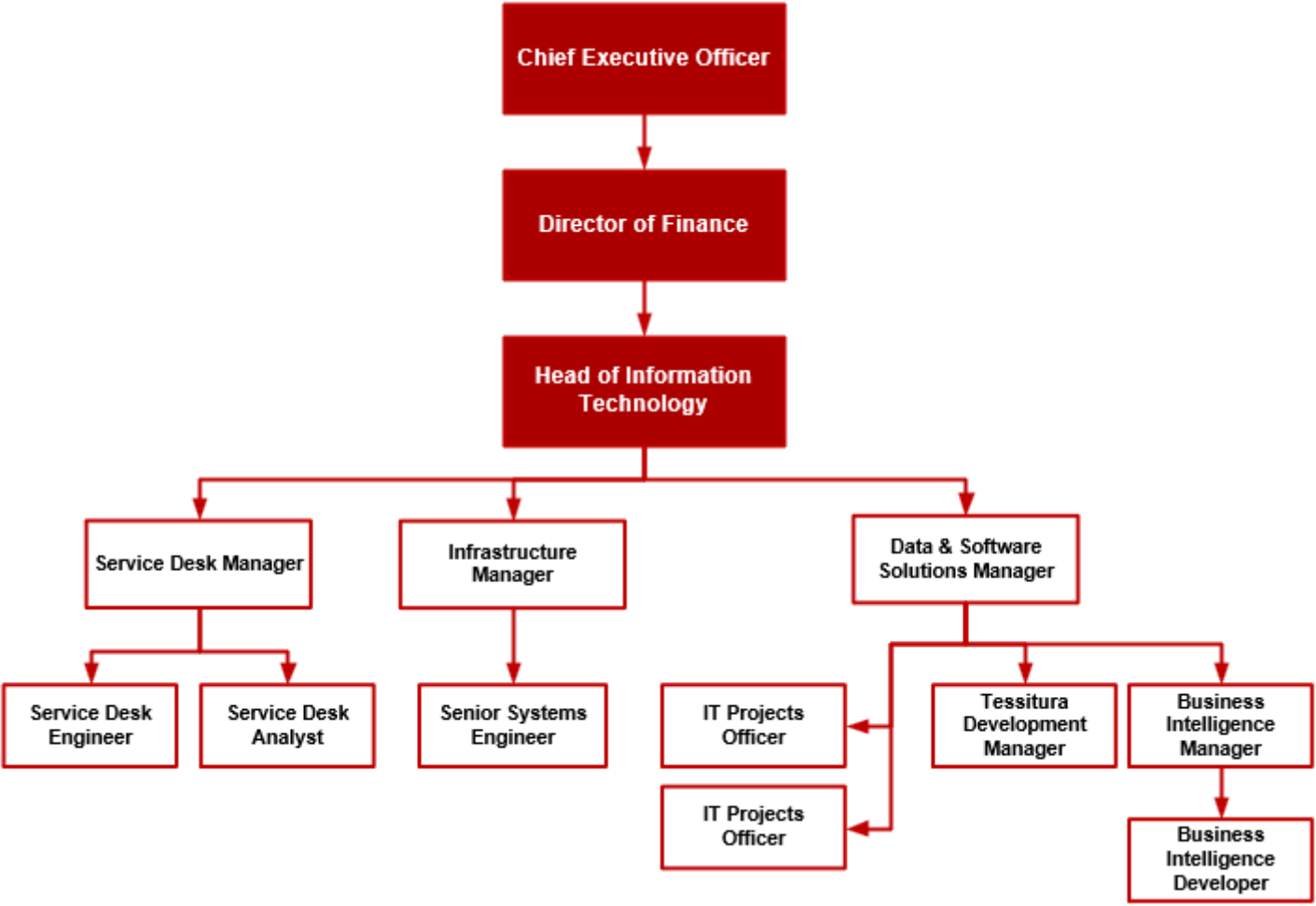
Note:

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





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. We are collaborating with Morgan Hunt to recruit for this position. The Royal Albert Hall is partnering with Morgan Law to recruit for this role, please visit their website to apply: <https://www.morgan-law.com/job/it-project-officer-18824/>

Provisional dates for interviews are:

First round interviews:

Week commencing 23rd February 2026.

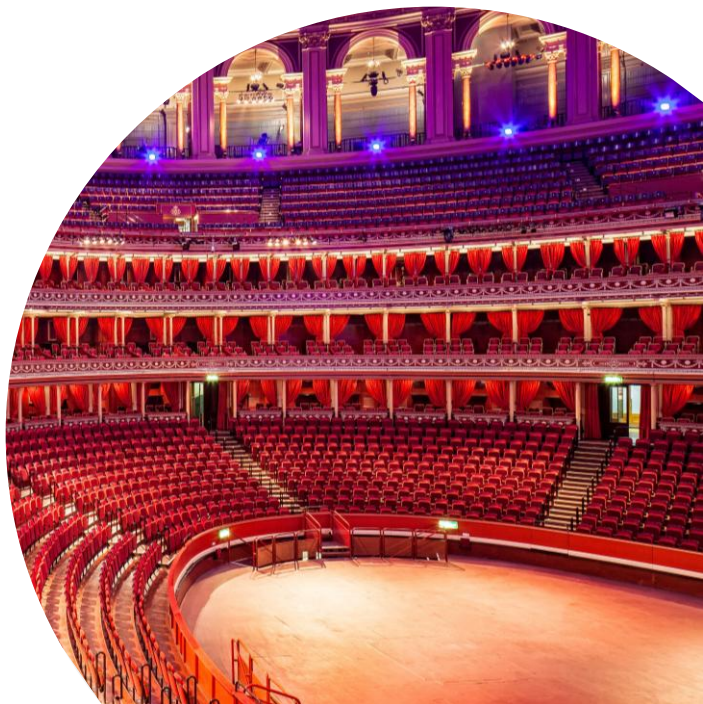
Second round interviews:

To be confirmed.

The closing date for applications is **12pm on Friday 13th February 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. 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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