



Royal Albert Hall

Information for Candidates

Recruitment Pack

Dayforce HRIS Administration
Manager



Welcome

From Jessica Lynch-Blosse, Head of People and Culture

At the Royal Albert Hall, our people truly are at the heart of everything we do. Whether we're creating unforgettable moments for millions of visitors or supporting the artists, partners and communities who bring this amazing building to life, none of it would be possible without a team that feels valued, supported and able to thrive.

Right now, we're focusing on continuing to invest in our people, our culture and the systems that help everyone do their best work. We want the Hall to continue to be a healthy, high-performing and forward-thinking place to work - somewhere people feel proud to grow their careers.

As part of our investment in systems, we're readying ourselves to implement a new HR system later this year that will play a vital role in how we manage our workforce data, how we recruit, how our teams learn and develop and how we share information with staff.

As we work to improve the employee experience, having easy-to-use and innovative technology is essential. This role will play a key part in making sure our new system is accurate, efficient, and continually developing to meet the needs of the Hall.

You will help our system processes run smoothly, train system users and lead on configuring and maintaining our system. This role is more than managing a system - it's about building and maintaining a strong foundation that helps our culture grow and help create a workplace where people feel informed, supported, and empowered to do their best work.

If you have significant experience with HR information systems, significant experience administering Dayforce and you're passionate about combining technical expertise with meaningful impact on how staff experience the Hall, we'd 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 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.





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Proms

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Proms



Job description

Role: Dayforce HRIS Administration Manager

Location: Royal Albert Hall

Salary: £37,800-43,200 part time / £47,250-54,000 FTE per annum, depending on experience

Working hours: 4 or 5 days (28 or 35) hours per week

Contract duration: Fixed Term Contract – 18 months

Reports to: Head of People and Culture

Direct reports: N/A

How does the People and Culture team deliver the Hall's Vision?

We will deliver a people plan which continues to make the Royal Albert Hall a leading employer and create an amazing employee experience for all. We will do this by:

- Attracting diverse and talented people
- Fostering, through role modelling, a culture of empowerment and innovation.
- Creating a collaborative and inclusive workplace where everyone feels valued and respected.
- Using data and analytics to inform decision-making and ensure that our people practices and initiatives support the delivery of the business plan.
- Working closely with, and actively listening to, leaders and employees to understand their needs, championing accountability and provide challenge in our role as critical friend



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

As a newly created role, the Dayforce HRIS Administration Manager will play a key role in supporting the implementation and ongoing management of the Hall's new HR and Payroll system, launching later in 2026 as part of a phased approach. Working collaboratively with the People & Culture Team, Project Management colleagues and stakeholders across the organisation, this role leads on system administration while championing the build, launch, rollout and continuous optimisation of Dayforce.

Working closely with People & Culture, Payroll, IT, implementation partners and system vendors, the Dayforce HRIS Administration Manager is responsible for configuring and maintaining the Dayforce platform, ensuring it operates effectively across all modules. Success in this role means driving data integrity, supporting end users, enhancing user experience, and contributing to continuous improvement in people and payroll processes across the Hall. This role will mitigate system risks, consider user experience and be the 'gatekeeper' of Dayforce.



Key accountabilities	Key activities/decision areas
1). Data Readiness	<ul style="list-style-type: none">• Support the preparation, cleansing and validation of employee data ahead of go-live• Assist with extracting data from legacy systems• Validate employee records to ensure accuracy and completeness (e.g. personal details, job data).• Support data uploads and reconcile data between legacy systems and Dayforce.• Identify and help resolve data discrepancies in collaboration with P&C, IT and Payroll.
2). Pre go live	<ul style="list-style-type: none">• Work with our Implementation Partner, in conjunction with the People & Culture Team and Project Manager on the configuration of the system modules• Completing implementation workbooks and templates, liaising with our Implementation Partners to ensure a seamless build• Work with our Data & Software Solutions Manager, People Systems & Information Officer and Implementation partners on the migration of the data into the new system• Lead on testing key workflows and processes prior to go live.
3). System Administration and Configuration	<ul style="list-style-type: none">• Manage day to day administration of the Dayforce platform, including security permissions, workflows, and module configuration.• Configure and maintain modules such as HR, Payroll, Benefits, Time & Attendance, Recruitment, Performance, Learning and Reporting.• Implement system changes, releases, and enhancements in alignment with business requirements.• Monitor system performance and troubleshoot issues, escalating to Dayforce support when needed.• Advise on key risks of any changes and knock on impacts to other modules, supporting a considered and thorough approach.
4). Data Integrity and Reporting	<ul style="list-style-type: none">• Maintain high data quality across Dayforce through audits and regular maintenance.• Design and deliver reports and dashboards as defined/required.• Manage data imports, exports, and integrations between Dayforce and other business systems, including Staff Savvy.



Key accountabilities	Key activities/decision areas
5). User support and training	<ul style="list-style-type: none">• Create step by step user guides for staff groups using the system to aid trouble shooting and easy use of the system.• Support the development and delivery of training materials, guides and process documentation.• Conduct training sessions for Dayforce Champions, Staff, Line managers and People & Culture team members on system functionality.
6). Projects and Continuous Improvement	<ul style="list-style-type: none">• Lead HRIS project initiatives, including module rollouts, new feature adoption, and process redesign.• Evaluate and recommend system enhancements to streamline People & Culture processes and improve user experience.• Collaborate with cross functional teams to ensure alignment with organisational policies and compliance requirements.
7). Change management	<ul style="list-style-type: none">• Work collaboratively with the Internal Comms Manager to ensure staff are kept up to date with system changes, updates, issues and developments as necessary throughout launch and beyond.
8). Compliance and Security	<ul style="list-style-type: none">• Maintain system compliance with employment legislation, GDPR/data privacy requirements, and audit standards.• Ensure appropriate security roles and privileges are configured and monitored



Qualifications and Experience	
Criteria	Requirement
Significant experience administering Dayforce	Essential
Highly proficient user of HR systems	Essential
Strong understanding of HR processes (e.g., employee lifecycle, payroll, compensation, benefits).	Essential
Ability to configure system workflows, rules, forms, and reporting	Essential
Knowledge of HR compliance, employment legislation, and auditing requirements.	Essential
Experience with Staff Savvy	Desirable
Previous involvement in HRIS implementation or optimisation projects.	Desirable

Skills and Abilities	
Criteria	Requirement
Excellent analytical and problem-solving skills.	Essential
High attention to detail and commitment to data integrity.	Essential
Strong communication skills and ability to partner with cross functional teams	Essential
Ability to evaluate key system risks and advise on change approaches	Essential



Behavioural attributes	
Criteria	Requirement
Collaborative, building strong relationships across HR, Payroll, IT and external partners.	Essential
Proactive and solutions-focused, taking ownership of system issues and improvements.	Essential
Detail-oriented, with a strong focus on data accuracy and system integrity.	Essential
Adaptable, comfortable working in a changing and evolving environment.	Essential
User-focused, committed to delivering a positive end-user experience.	Essential
Clear communicator, able to explain technical information simply.	Essential
Improvement-driven, always looking to enhance processes and ways of working.	Essential
Professional and discreet, handling sensitive data with integrity.	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. 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 13th April 2026 or 20th April 2026

Second round interviews:

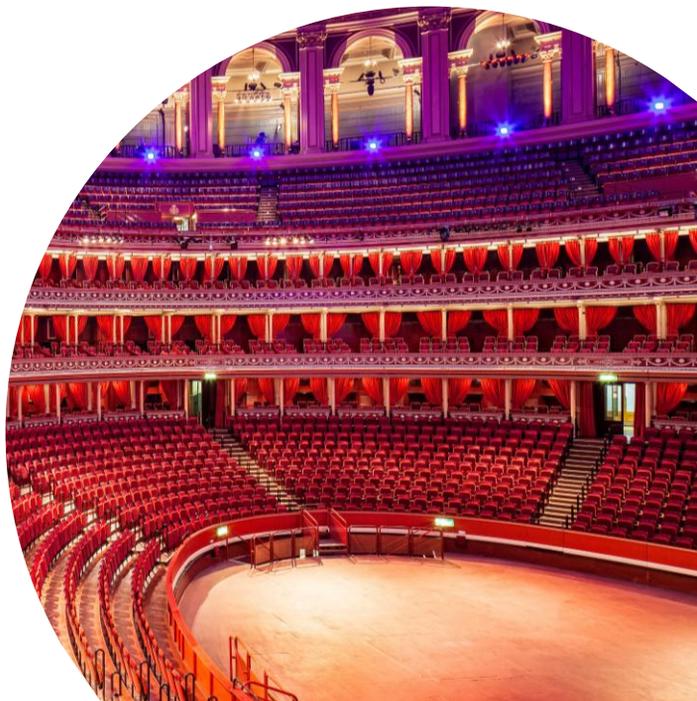
To be confirmed

The closing date for applications is 11.59pm on Thursday 9th April 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.





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