



Royal Albert Hall

Information for Candidates

Recruitment Pack





Welcome

From Rachel Prest, Visitor Services Manager

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

We are looking for Stewarding Supervisors to work in our Visitor Services team. This role is perfect for someone who has the skills and experience to lead and motivate a team in a world-class venue.

Our ideal candidate likes to work with a wide variety of people to go the extra mile, creating positive lasting memories for all our customers. Previous experience would ideally come from a venue environment, but mostly we value a positive, proactive and confident approach to ensuring the welfare and safety of all our visitors and delivering excellent customer service.

The Stewarding Supervisor role includes having key responsibilities during an emergency and acting as an ambassador for the Hall by promoting its facilities and services with an enthusiasm for our charitable aims.

We believe that our work is more exciting and richer with a workforce representing communities from across London and beyond. 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.

Please note that a cover letter is required when applying for this role.



Royal Albert Hall

A history dating back to 1871

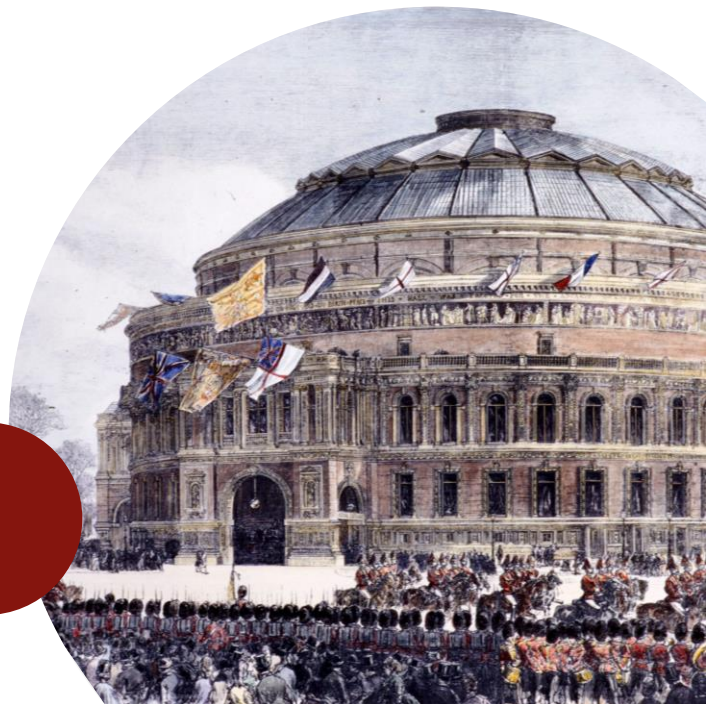
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

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

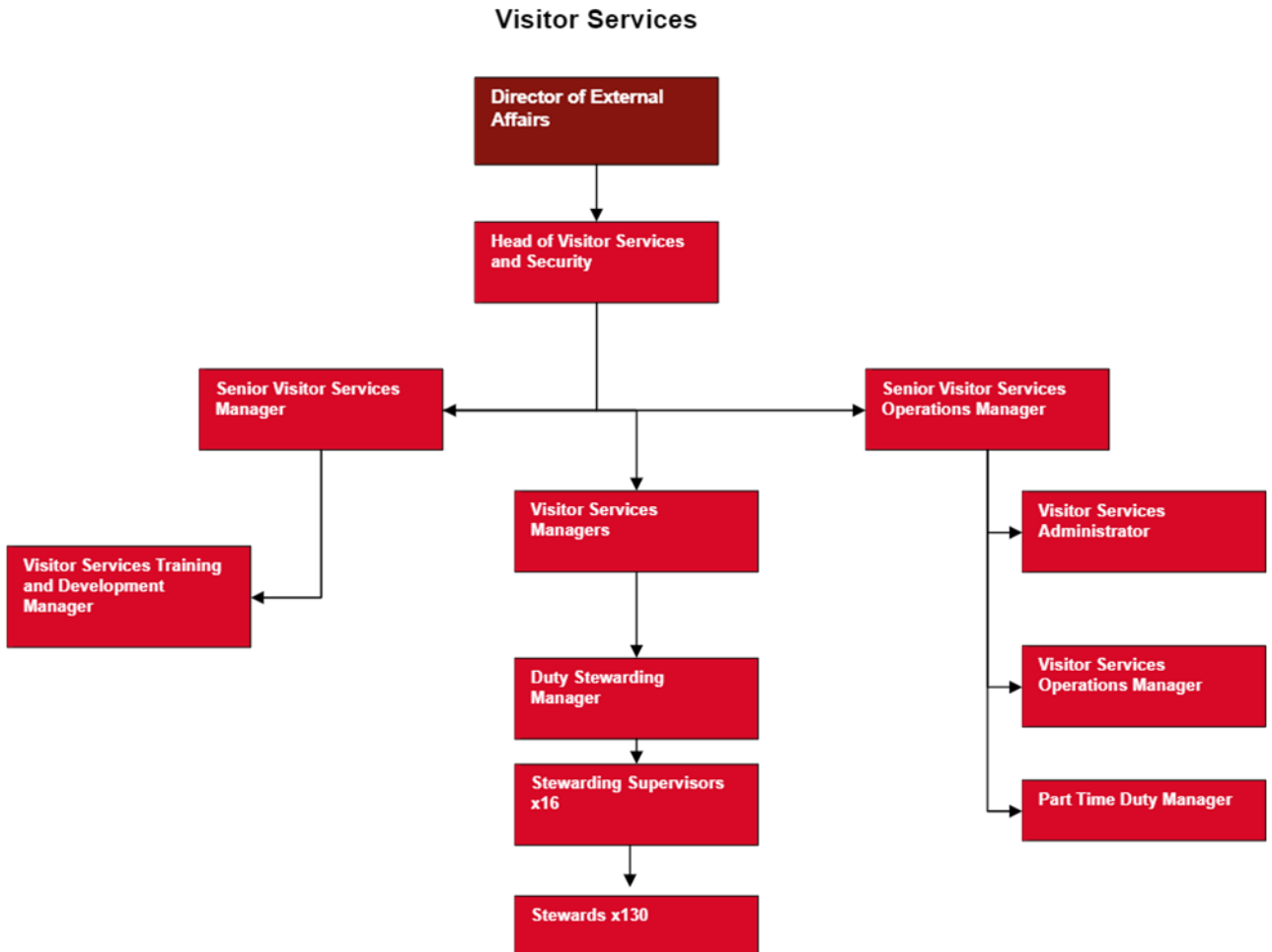
We are committing to:

- 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

WHO WE ARE

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.



Job description

Role: Stewarding Supervisor

Location: Visitor Services

Salary: £15.82 per hour

Working hours: Minimum 60 hours per month (Please see below)

Reports to: Duty Stewarding Manager and Visitor Services Manager

Direct reports: Stewards

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 ENGAGEMENT TEAM DELIVER THE VISION?

Within our Visitor Services and Security team, that means nurturing a diverse, well trained and service orientated team who create a welcome for everyone, prioritise safety and deliver intelligent service to as wide an audience as possible. We will listen to our audiences through insight and research; upskill our team and position us 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 who come into the building and generally 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 a Stewarding Supervisor you will play an integral role in the Visitor Services management team. This is a role in which you will enjoy operational and administrative responsibilities.

Providing assistance and support to the Duty Stewarding Manager, together, you will create a safe, welcoming environment for all our visitors. You will be the first line of communication for a team of Stewards, supervising and providing line management support on a duty basis. You will lead by example, inspiring, and guiding them to provide exceptional levels of service, both individually and as part of the wider Visitor Services team. Your team size will vary on shift but will usually be between 5 and 15 Stewards.

You will take a proactive role in the welfare and safety of all visitors, including key responsibilities during an emergency. You will thrive in a fast-paced busy environment, seizing opportunities to assist your team and guide them towards ongoing service improvement. You will enjoy engaging with people from all walks of life, acting as an ambassador for the Hall and promoting its facilities and services with natural flare and an enthusiasm for our charitable aims.

Above all you will want to go the extra mile, motivating your team to do the same; to create memorable, world-class experiences.



WHAT THE ROLE HOLDER WILL BE RESPONSIBLE FOR DELIVERING

<u>Key accountabilities</u>	<u>Key activities/decision areas</u>
<p>1). Staff Supervision</p>	<ul style="list-style-type: none"> • Lead and supervise a team of Stewards on a duty basis, ensuring an exceptional experience for all our customers, whether visitors, performers, or event organisers. • Apply a consistent and proactive approach to the management of the Stewarding team, ensuring Stewarding duties are fulfilled. • Sustain a motivated and friendly morale within the Steward team. • Ensure Stewards consistently engage positively with visitors. • Ensure Stewards are aware of house and event-specific policies, and they communicate these positively to our visitors. • While on shift proactively support and monitor the performance of Stewards. Provide mentorship through timely feedback and on-the-job training, as well as tips to enhance efficiency and customer service. Continually inspire and guide your team to excel. • Assist with ongoing development of Stewards by ensuring all celebratory and constructive feedback is documented and performance issues are reported. • Assist the Visitor Services management team with the organisation and delivery of group training sessions for Stewards. These sessions will include essential skills, building knowledge and procedures. • Assist with the training of new team members by offering advice and instruction during shadow shifts. • Lead on annual Steward 1:1s, mid-probation and end of probation conversations. • Communicate efficiently using up-to-date vocabulary. Ensure communication is appropriate, and positive with all colleagues to support each other and to achieve the best quality of customer care and safety.



WHAT THE ROLE HOLDER WILL BE RESPONSIBLE FOR DELIVERING

<u>Key accountabilities</u>	<u>Key activities/decision areas</u>
2). Customer Experience	<ul style="list-style-type: none"> • Proactively help all visitors, enhancing their experience of the Royal Albert Hall and facilitating a safe, welcoming, and tailored experience. • Act as an ambassador for the Hall leading your Stewards by example, paying meticulous attention to attendance, punctuality, personal appearance, collaborative behaviour, professionalism and enthusiasm. • Take responsibility for maintaining a thorough knowledge of all the Hall’s facilities, services and upcoming programme. • Encourage Stewards to engage with visitors at every opportunity about the Hall, their visit, and what we have to offer. • Resolve visitor issues and queries in a prompt and professional manner. Respond empathetically to any complaints, seeking resolution and escalating to a Duty Stewarding Manager or Duty Manager if necessary.
3) Safety	<ul style="list-style-type: none"> • Maintain a proactive approach to the health, safety and security of visitors and staff at all times. Be vigilant for any hazards, alerting a manager as necessary. • Ensure section Stewards carry out pre-door checks. • Ensure that you and the Stewards maintain vigilance throughout your shifts to ensure public areas and exit routes are clear of any obstruction. • Comply with relevant PPE requirements, such as ear protection, hard hats or Hi-Viz clothing. Ensure Stewards also follow appropriate PPE instructions. • Maintain a thorough knowledge of role responsibilities in emergency situations and attend mandatory training sessions to ensure procedural knowledge is up-to-date. Assist visitors and staff calmly and efficiently in the event of an evacuation. Follow procedures to evacuate mobility impaired visitors via the lifts. • Reinforce emergency procedures training for stewards, by testing their knowledge and providing on-shift training.



WHAT THE ROLE HOLDER WILL BE RESPONSIBLE FOR DELIVERING

<u>Key accountabilities</u>	<u>Key activities/decision areas</u>
<p>4). Other Responsibilities</p>	<ul style="list-style-type: none"> • Take pride in the building by ensuring your team maintains excellent presentation standards throughout all public areas. Organise and lead your duty team to assist with rubbish clearance at busy times such as between closely-scheduled events. • Assist the Duty Stewarding Manager in various administrative duties related to the Visitor Services team, such as devising and implementing break patterns. • Accurately record customer issues including all relevant information in a clear and concise manner on the duty report. • Attend team meetings and mandatory training sessions. • Ensure Stewards maintain a tidy and professional cloakroom service. • On a duty basis, take instruction from Duty Stewarding Manager and Duty Managers. • Any other duties as may be reasonably required by the Visitor Services management team. • This is an active supervisory role, including extensive floor-walking, stair climbing and some manual handling. Duties are carried out both inside and outside the building.



WHAT SKILLS AND EXPERIENCE THE ROLE HOLDER WILL HAVE

We are looking to recruit proactive and professional Stewarding Supervisors to join our busy Visitor Services team.

You will work as part of a team of Supervisors reporting into the Duty Stewarding Manager on each shift. Supervisory experience is not essential, but we would like to see demonstrable qualities that make a good team leader. You will be committed to proactive supervision and the provision of timely and constructive feedback to the stewarding team to improve and enhance individual and collective service levels. You will line manage a small team of Stewards and be responsible for encouraging their continued development by meeting them regularly. Excellent communication and problem-solving skills, logistical and lateral thinking, diplomacy and the ability to remain calm under pressure are all essential to the role.

Candidates will need to have a flexible working approach as Stewarding Supervisors commence their shifts before the event to assist with front of house preparations. Usual start times for evening events are between 17.00 and 18.15, but times vary, and we also host a significant number of daytime events.

Essential and Desirable

<u>Qualifications and Experience</u>	
Criteria	Requirement (Essential or Desirable)
Experience leading, supervising and motivating small teams	Desirable
Previous experience working in a venue	Desirable
Experience of providing feedback and training to a team	Desirable
Strong administrative and PC skills and an aptitude to use various software systems for rostering, feedback and ticketing. Experience using Microsoft Office packages	Desirable



Behavioural attributes	
Criteria	Requirement (Essential or Desirable)
A passion to deliver excellent customer service.	Essential
Taking a positive and professional approach in a public-facing role.	Essential
A demonstrable ability to nurture effective teamwork in order to deliver exceptional service.	Essential
Strong communication, motivation, resilience, flexibility and enthusiasm.	Essential
An ability to remain calm under pressure and to react to last-minute changes.	Essential
An empathetic and responsive approach; always seeking a positive resolution to queries and problems.	Essential
Immaculate standard of personal presentation.	Essential
An ability to instil confidence in staff and visitors, both in day-to-day requirements of the role and in exceptional emergency situations.	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

THE 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 1 listed building and that you, immerse yourself in the Hall's culture. This means exploring our historic building where history has unfolded for over 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 social events. Embracing your team's working pattern is essential to ensuring a smooth transition and a successful start.



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'.

Please ensure that your covering letter does not include any personal details such as your name, date of birth, gender, address or phone number.

[Vacancy Search Results - Royal Albert Hall](#)

Provisional dates for interviews are:

First round interviews:

w/c [insert info]

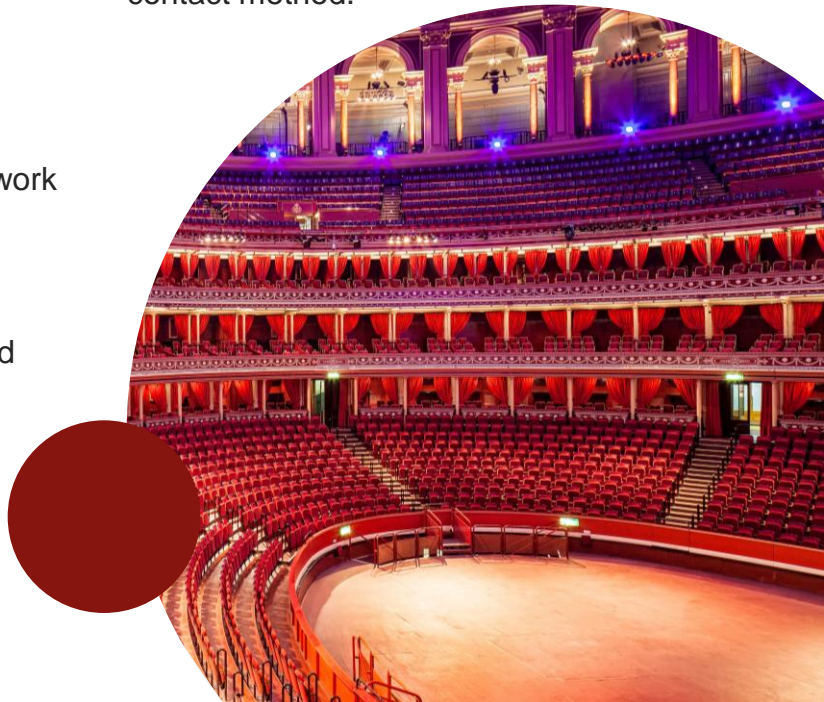
Second round interviews:

w/c [insert info]

All applicants must have the right to work in the UK without the need for sponsorship. The closing date for applications is [Insert closing time and date].

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,



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.



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.



