



Royal Albert Hall

Information for Candidates

Recruitment Pack

IT Projects Officer





Welcome

From Lindsay Smith, Data & 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.



Royal Albert Hall

A history dating back to 1871

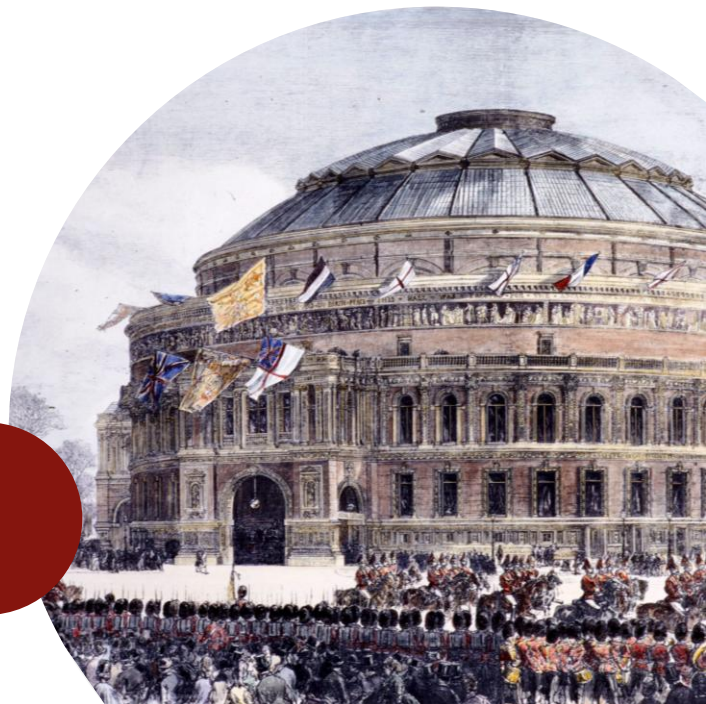
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

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.





Royal Albert Hall

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.





Equity, 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





Equity, Diversity and Inclusion

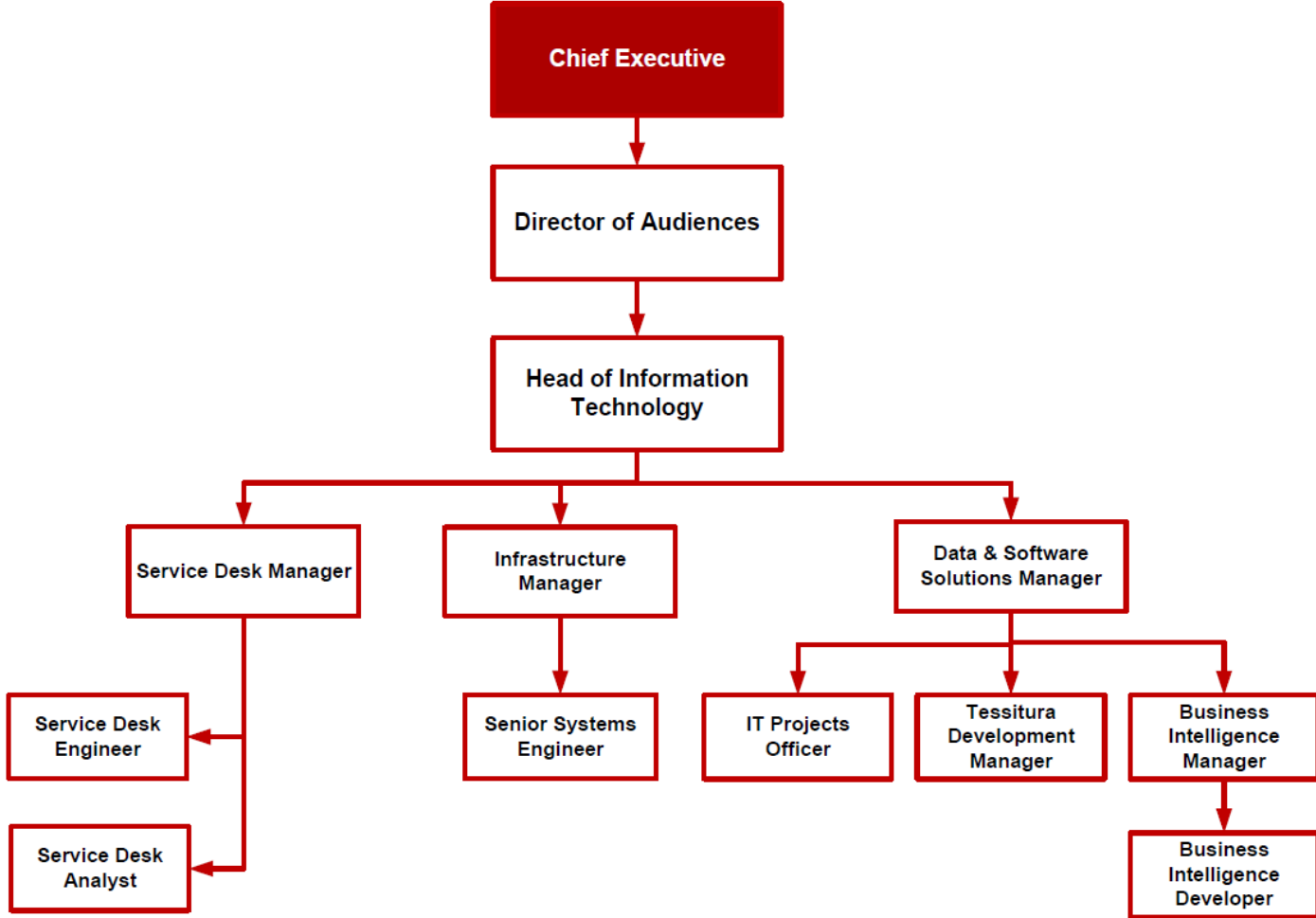
We are committing to:

- 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.



Our Strategic Objectives

We have four Strategic Objectives that will help us achieve our vision.

Our Strategic Objectives are:

1. Driving progress on the Hall's Vision
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.



Job description

Role: IT Projects Officer

Location: Royal Albert Hall

Salary: £46,000 per annum

Working hours: 35 hours per week

Reports to: Data and Software Solutions Manager

Direct reports: N/A

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 IT team deliver the 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?

This is a new role which 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.



You will need to use your skills in problem solving, communication and knowledge of evaluating and implementing software solutions to progress the interconnecting IT projects which we enable. These projects can range from completely new software solutions to routine upgrades of existing systems – and a few things in between. As you gain more experience at the Hall, we hope that you will be able to identify further opportunities for improvement across our systems and processes

As our projects are on behalf of departments across the Hall, our stakeholders all have day jobs, so it is sometimes difficult to motivate this activity around their Business-as-Usual roles. The Hall is a fast-paced environment, and you will need a level of understanding of the priorities which impact your stakeholders.

This role is part Business Analyst, part Project Manager and will require you to engage with stakeholders to understand their requirements. You'll be involved in various stages of projects from inception through to delivery and handover.

As part of this you may be required to set up or configure demonstrations, arrange testing, and liaise between the technical IT teams or vendors to solve problems in order to deliver the best solution for all concerned.



Key goals for this role are:

- To clearly define project objectives, ownership, success criteria and timelines.
- To reduce the time projects, spend in Work in Progress.
- Ensure that all stakeholders and interested parties are kept informed of the project status.
- Identify dependencies across projects to ensure that resources and stakeholders are effectively managed.
- Document progress.
- Ensure efficient handover to projects to Business-as-usual teams



What the role holder will be responsible for delivering:

| Key accountabilities | Key activities/decision areas |
|---------------------------|--|
| 1). Product Support | <ul style="list-style-type: none">• Understand our software systems and how they are used across the Hall, building an understanding of how business systems are used.• Ensure clear communication of project scope, objectives, owners and timelines to all stakeholders.• Work with stakeholders to define requirements, identify possible solutions and drive implementation of systems and changes.• Monitor project progress, identify potential risks, and propose mitigation strategies.• Maintain accurate and up-to-date project documentation. |
| 2). Team Responsibilities | <ul style="list-style-type: none">• Work with the Data and Software Solutions Manager to provide overall view of project timelines.• Ensure solutions are created with security meeting the standards of the infrastructure team and complying with the UK GDPR.• Translate business requirements into technical specifications in collaboration with IT teams. |



| | |
|---|--|
| 3). Collaborative Working | <ul style="list-style-type: none">• Prioritise and coordinate competing IT demands based on organisational goals and resource availability.• Promote collaboration and effective communication between business and IT teams.• Listen, ask questions and interpret business requirements to translate them into technical deliverables. |
| 4). Process Improvement and Innovation | <ul style="list-style-type: none">• Identify opportunities to streamline processes and leverage technology to improve operational efficiency.• Stay informed of emerging IT trends and best practices to recommend innovative solutions.• Advocate for the adoption of IT tools and solutions that align with the organization’s strategy. |



What skills and experience the role holder will have:

Qualifications and experience

| Criteria | Requirement (Essential or Desirable) |
|---|--------------------------------------|
| Proven experience in software solutions or software projects. | Essential |
| Demonstrated ability to manage cross-functional projects and multiple stakeholders effectively. | Essential |
| High level of organisational and time management skills. | Essential |



Skills and Attributes

| Criteria | Requirement (Essential or Desirable) |
|--|--------------------------------------|
| 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 (Essential or Desirable) |
|---|--------------------------------------|
| 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 of people. | Essential |
| Positive role model, interested in learning and sharing this passion with others. | Essential |
| Seek new ideas and improvements; is happy to contribute/embrace new concepts. | Essential |
| Flexible and adaptable attitude. | 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



Person specification

General

- A positive and proactive team player..
- The ability to build positive relationships with a wide variety of people.
- Shows pride and passion in all that they do.
- Happy to contribute and embrace new ideas.
- Flexible and adaptable attitude.
- An ability to organise and prioritise workload.

Health & Safety

You will have a good understanding of the Hall's Health and Safety guidelines and your responsibilities within these. Your role will include promoting a safe working environment and fostering a non-blame culture, adhering to any Health & Safety requirements, flagging any conflicts that may arise with Health and Safety and working towards finding effective solutions.

Sustainability

The Hall is committed to maintaining and furthering greater sustainable practices in all areas of the organisation to act on climate change. Whilst working at the Hall, you will be expected to embrace the Hall's Sustainability Policy and work to meet its objectives, putting sustainability at the forefront of all decisions.



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, whether hybrid or on-site only, is essential to ensuring a smooth transition and a successful start.



Royal Albert Hall

Application

Thank you for your interest in working at the Royal Albert Hall. We are currently collaborating with Morgan Law for this role. All applications must be submitted via the website here: [IT Projects Officer | Morgan Law](#).

The closing date for applications is 8th August 2025.

First round interviews:

w/c 11th August 2025.

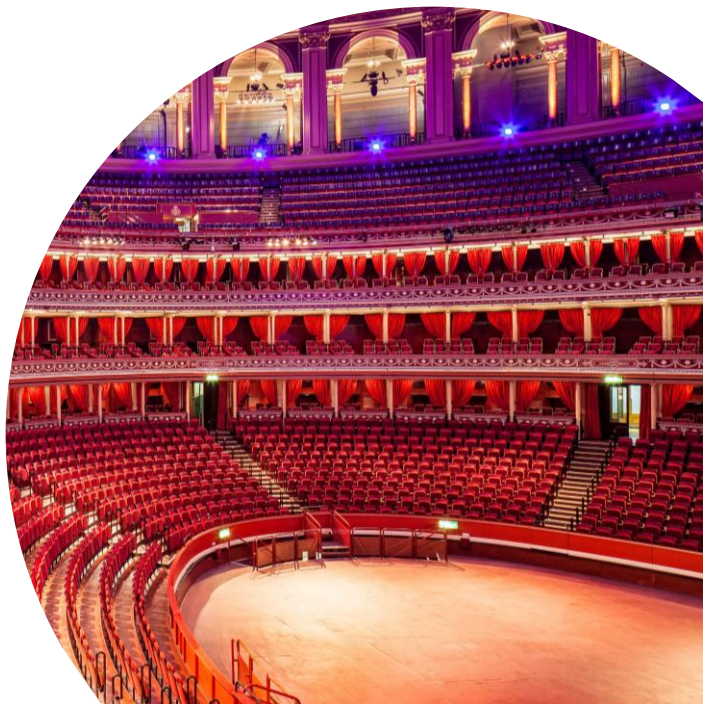
Second round interviews:

w/c 25th August 2025.

All applicants must have the right to work in the UK without the need for sponsorship.

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.



