



Royal Albert Hall

Information for Candidates

# Recruitment Pack





# Welcome

## **Ayse Huseyin, Visitor Services Manager**

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

We are looking for Stewards to work in our Visitor Services team. This role is perfect for someone who likes to work with a wide variety of people and going the extra mile to create positively memorable experiences for all our customers. The role also includes 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.

Previous stewarding experience is not essential, only that you have a positive, proactive and confident approach to ensuring the welfare and safety of our visitors and enjoy delivering excellent customer service.

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.



Royal Albert Hall

# A history dating back to 1871

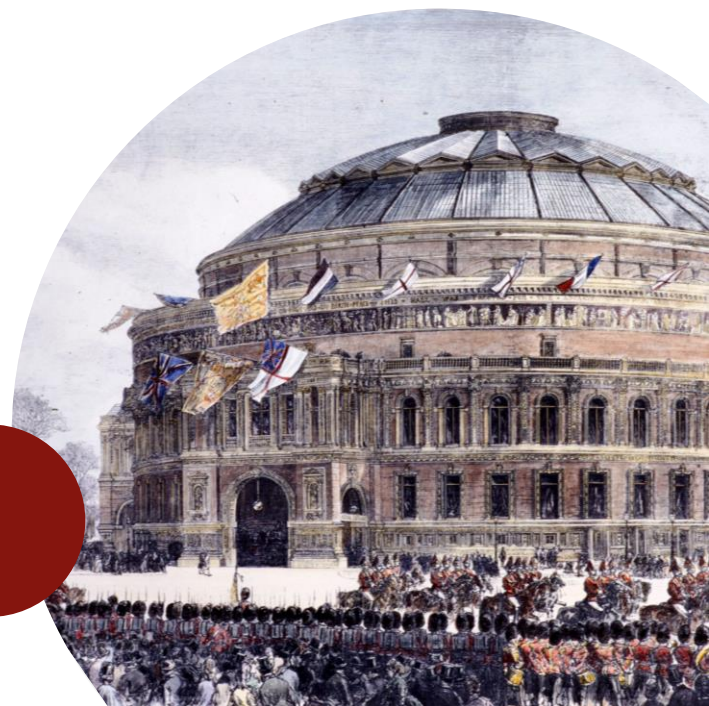
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

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

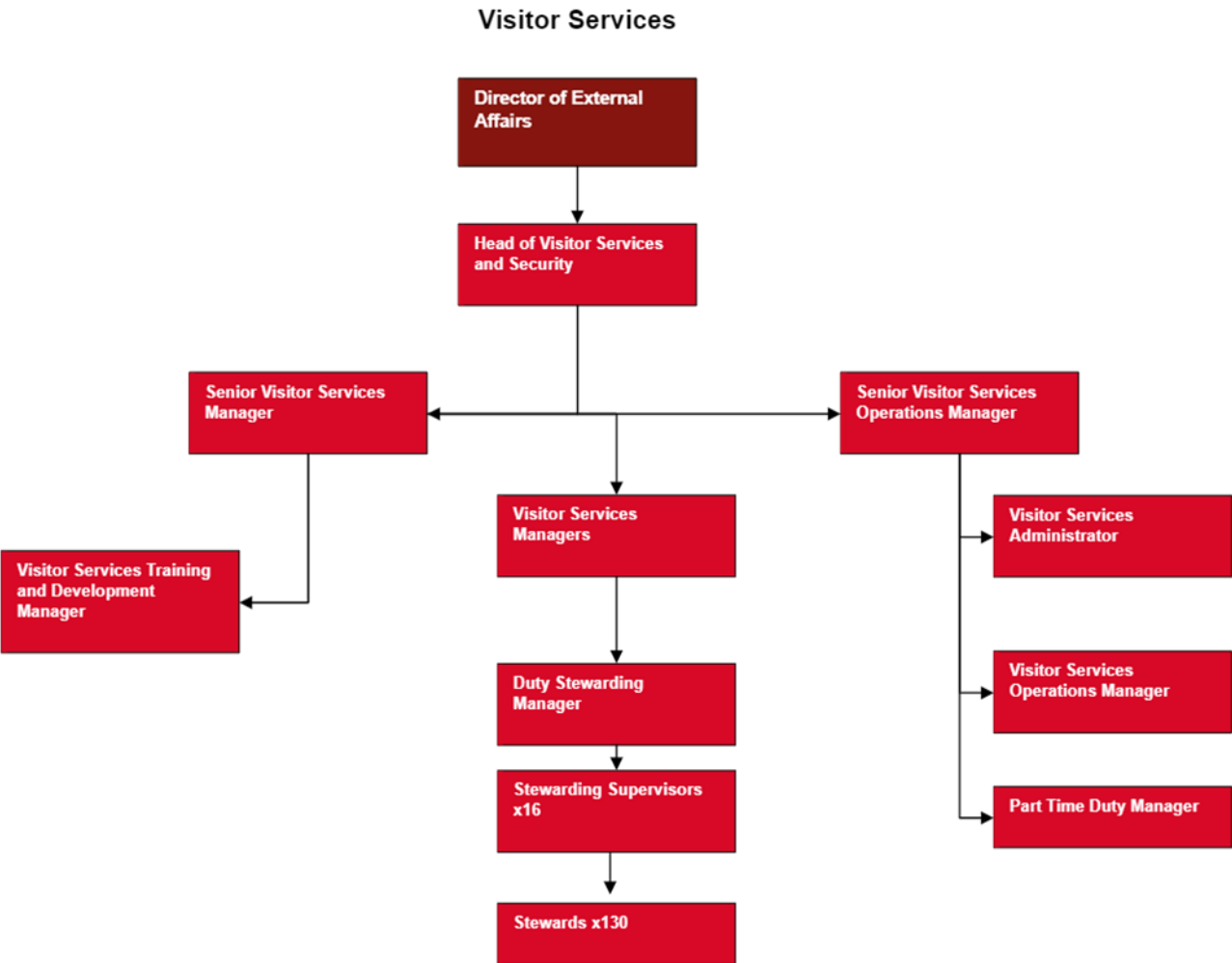
We are committing to:

- 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: Steward**

**Location: Visitor Services Team**

**Salary: £13.85 per hour**

**Working hours: Either 60 or 80 hours per month with evening and daytime shifts**

**Reports to: Visitor Services Managers**

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 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?

.The exceptional level of service delivered by our Stewards enhances the experience for all our customers. A genuine passion for providing fantastic service, both as an individual and as part of a team, is paramount to delivering and maintaining the excellence for which the Hall is renowned. You will enjoy engaging with a wide variety of people, acting as an ambassador for the Hall, promoting its facilities and services and have an enthusiasm for our charitable and sustainability aims. You will also have a proactive role in the welfare and safety of all visitors. You will have key responsibilities during an emergency. Above all you will want to go the extra mile to create positive lasting memories for everyone. From the first warm welcome to a friendly goodbye, you will be an approachable and knowledgeable point of contact for our customers.



What the role holder will be responsible for delivering:

Key accountabilities	Key activities/decision areas
1). Customer Experience	<ul style="list-style-type: none"><li>Proactively help all visitors, enhancing their experience of the Royal Albert Hall and facilitating a safe, welcoming, and tailored experience.</li><li>Engage positively with visitors. Lead by example by adhering to and making them aware of house or event-specific policies, including safety procedures, using proactive communication techniques.</li><li>Offer directional assistance, answer queries, provide information, manage queues and assist in crowd control.</li><li>Be an ambassador for the Hall by maintaining a thorough knowledge of all the Hall’s facilities, services and upcoming programme. Offer customers a bespoke service by actively promoting the bars, restaurants, retail, and merchandise offers at the Hall.</li><li>Check tickets using a combination of hand-held scanning technology and visual inspection.</li><li>Take a proactive and empathetic approach to resolving customer issues and problems, escalating promptly when appropriate.</li><li>Take instruction from Duty Managers, as well as supervisors and managers within the Visitor Services team ensuring that interdepartmental queries are escalated appropriately up the chain of command for a timely resolution.</li></ul>



What the role holder will be responsible for delivering:

Key accountabilities	Key activities/decision areas
1). Customer Experience	<ul style="list-style-type: none"><li>• Support and liaise with other members of Hall staff to communicate effectively and collectively deliver an exceptional service.</li><li>• 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.</li></ul>
2). Health & Safety	<ul style="list-style-type: none"><li>• Maintain a proactive approach to the health, safety and security of visitors at all times. Be vigilant for any hazards, proactively monitoring front of house areas both inside and outside the auditorium and escalating any concerns promptly.</li><li>• Provide support and assistance to visitors with access requirements, maintaining an up-to-date knowledge of all services and facilities that the Hall provides to access customers.</li><li>• Staff the cloakroom, overseeing the safe receipt, storage and return of customer items, ensuring cloakroom charges are correctly reconciled.</li><li>• Take pride in the building by maintaining excellent presentation standards throughout all areas. Assist with rubbish clearance at busy times. Work collaboratively with the wider Visitor Services team as well as Housekeeping, Building, Production, Merchandise and Catering staff to ensure that the building is safe and well-presented.</li></ul>





<b>2). Health &amp; Safety</b>	<ul style="list-style-type: none"><li>• 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 calmly and efficiently in the event of an evacuation. Follow procedures to evacuate mobility impaired visitors via the lifts.</li><li>• Comply with relevant PPE requirements, such as ear</li></ul>
<b>3). Other Responsibilities</b>	<ul style="list-style-type: none"><li>• Maintain excellent personal presentation and uniform standards.</li><li>• Fulfil operational retail duties accurately when requested to do so.</li><li>• Any other duties as may be reasonably required by the Visitor Services management team.</li><li>• Attend mandatory training sessions</li><li>• 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.</li><li>• This is an active role, including extensive floor-walking, stair climbing and some manual handling. Duties are carried out both inside and outside the building.</li></ul>



What skills and experience the role holder will have:

Please note, this role encompasses positions across the building, covering 5 floors above ground level and 2 floors below. The role includes extended periods of standing, climbing stairs and some manual handling. Duties are carried out both inside and outside the building. In addition, the building can be a noisy and loud environment, and you will be required to wear Hall-approved hearing protection. If you have questions, please contact us on [vsrecruitment@royalalberthall.com](mailto:vsrecruitment@royalalberthall.com).

Qualifications and experience

Criteria	Requirement (Essential or Desirable)
Experience delivering world-class customer service in customer-facing environments	Desirable
Experience engaging with a wide variety of people with ranging needs	Essential

Skills and Attributes

Criteria	Requirement (Essential or Desirable)
Excellent communication skills, with a confident ability to engage with both individuals and groups.	Essential
An empathetic and responsive approach, always seeking a positive resolution to queries and problems. An ability to convey house policies messages in a positive way.	Essential
An ability to absorb and react to new information quickly and to recall procedural, building and event knowledge accurately and efficiently.	Essential
Team-working skills to deliver exceptional service, involving co-operation, motivation, flexibility and positivity.	Essential



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**Behavioural attributes**

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<b>Criteria</b>	<b>Requirement (Essential or Desirable)</b>
<b>A genuine desire to welcome customers and always provide an exceptional level of customer service.</b>	<b>Essential</b>
<b>An ability to remain calm, positive and professional under pressure in a busy environment.</b>	<b>Essential</b>
<b>An ability to demonstrate excellent standards of personal presentation</b>	<b>Essential</b>

*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 who works collaboratively not just with their own team, but across different departments.
- The ability to build positive relationships with a wide variety of people.
- Shows pride and passion in all that they do.
- Happy to contribute/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.





# 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:**

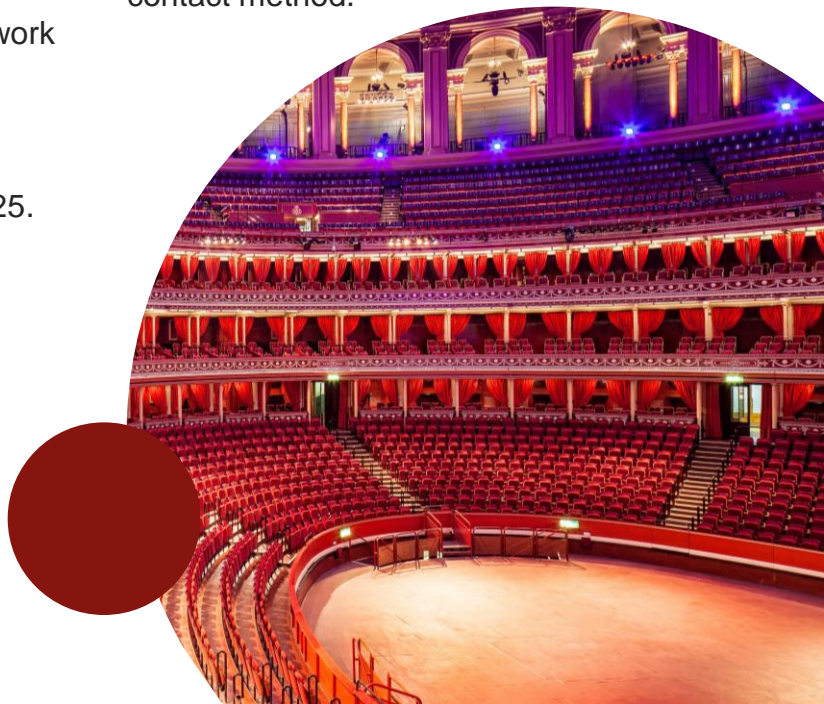
w/c 19 May 2025

All applicants must have the right to work in the UK without the need for sponsorship. The closing date for applications is midday on 13 May 2025.

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](mailto: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.



