



Royal Albert Hall

Information for Candidates

Recruitment Pack





Welcome

From Matt Todd, Director of Programming

We are recruiting for a Head of Engagement, an exciting new role that will place the Hall's Engagement programme at the heart of the organisation, fulfilling the Hall's charitable objectives and enhancing the Hall's profile across the UK and internationally as a force for good. We will focus on people, opportunity and the transformational power of music, the arts and sciences, through the lens of Creative Wellbeing. The role will lead a process of change for our Engagement work.

The Royal Albert Hall's Engagement programme has evolved over the years, from working with valued promoter partners including Teenage Cancer Trust, English National Ballet and Music for Youth to developing innovative and impactful programmes with a variety of external organisations. We are a trusted partner within our local schools and communities and have a range of activity covering sensory and dementia engagement, support for music tuition, talent development and careers pathways – always prioritising inclusive practice. We work collaboratively with specialist organisations to create thoughtful and meaningful projects, driven at all times by the needs of the participants.

Building on the success of the programme, we are now looking to establish Creative Wellbeing as the driving force behind our Engagement work. We believe that creativity has a positive impact on our wellbeing and that a sense of improved health, comfort, happiness and social cohesion can be achieved through creative engagement with the arts and sciences.

Achieving positive wellbeing in turn supports a vibrant and thriving arts world and exploration of science – supporting talent, experimentation and creativity as well as a lifelong desire to engage with the arts. We intend that every Engagement activity we undertake demonstrably improves social interaction, empathy and behaviour, mental and physical health, learning skills and attainment as well as understanding and enjoyment for the arts and sciences.

We are seeking candidates who can drive the change needed and place Creative Wellbeing at the heart of what we do as a force for good. The role is purposively externally-focused and will be expected to devise and deliver a strategy with an emphasis on establishing new partnerships and networks, innovative project work across arts, health and social welfare as well as funding opportunities that support widening participation. The role will establish the Royal Albert Hall as a sector-leader.



Welcome

From Matt Todd, Director of Programming

We expect candidates to articulate how they will bring principles of best-practice to the role, demonstrating leadership and knowledge in the field. Candidates are likely to come from the world of arts education and we also welcome applications from those with backgrounds in health and welfare, that have involvement with the arts.

Why is Creative Wellbeing authentic to the Royal Albert Hall?

A positive sense of wellbeing as a result of engaging with events at the Royal Albert Hall is at the heart of all our activity. It is reflected in our vision statement: our intention to be the home of breathtaking moments and lasting memories for everyone. Creative wellbeing is a tangible outcome of delivering one of our charitable objectives, to promote the arts and sciences (the other objective is to preserve and enhance the building). We see it every day in audiences and artists who come to the Hall and in those with whom we engage in the community, as well as prioritising wellbeing for our staff and those who work with us.

Creative Wellbeing will ensure that the Engagement programme is at the core of the Hall's vision and values, reinforcing our intention to be a force for good in everything we do and to ensure that we are a home for everyone.



Royal Albert Hall

A history dating back to 1871

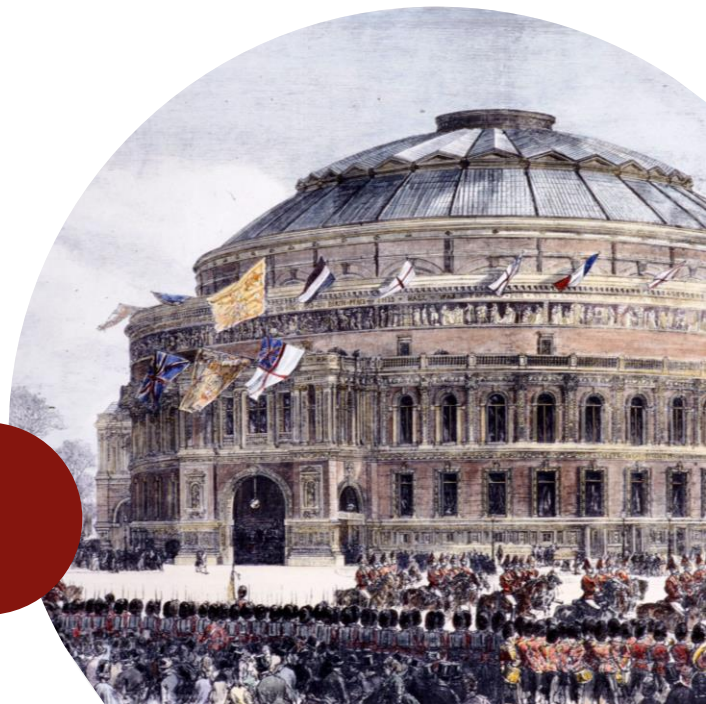
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

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 over 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.





Equality, Diversity and Inclusion

The Hall supports an equal, diverse and inclusive environment for future, 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

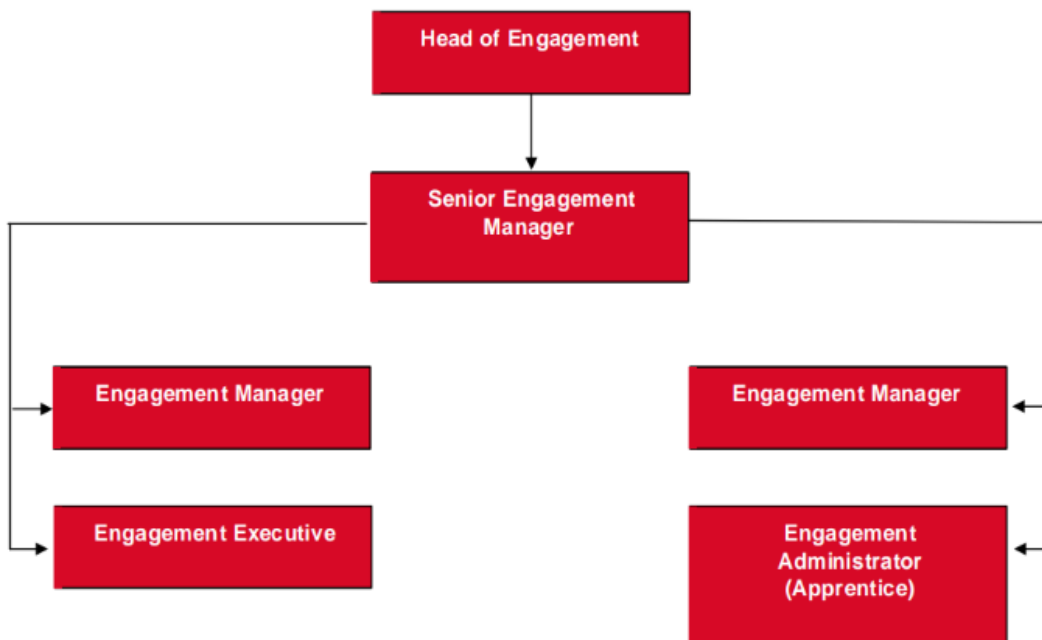
We are committing to:

- 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: Head of Engagement

Location: Royal Albert Hall

Salary: £65,000 per annum

Working hours: 09:00-17:00, Monday-Friday

Reports to: Director of Programming

Direct reports: Senior Engagement Manager

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?

Creative wellbeing is the driving force behind our Engagement programme. Music and the arts have a powerful and proven influence on wellbeing and quality of life, and creativity is a vital component of public health. Our Engagement programme boosts participants' wellbeing through creative experiences and social interaction, improving mental and physical health. A positive sense of wellbeing as a result of engaging with events at the Royal Albert Hall is at the heart of all our activity. It is reflected in our vision statement: our intention to be the home of breathtaking moments and lasting memories for everyone, whatever their background, age or beliefs. Creative wellbeing is a tangible outcome of delivering our charitable objectives, to promote the arts and sciences. We see it every day in audiences and artists who come to the Hall and in those with whom we engage in the community.

Creative Wellbeing embeds the Royal Albert Hall's charitable aims within communities across the UK and internationally and reinforces our ambition to be a force for good.

HOW DOES THIS ROLE FIT INTO THE STRUCTURE/TEAM? AND WHAT DOES SUCCESS LOOK LIKE?

The Head of Engagement is a new role within the Royal Albert Hall, responsible for creating the Hall's Engagement strategy, overseeing a focused and expansive programme centred around Creative Wellbeing, establishing the Royal Albert Hall as a sector leader, advocating nationally and internationally on the importance of participation in the arts (and music in particular) and the benefits it can bring to people's physical and mental health. Working collaboratively within the Hall and with an extensive partnership network, the Head of Engagement will provide strong leadership, elevating the profile, reach and resonance of the Hall's Engagement programme internally and externally.



WHAT THE ROLE HOLDER WILL BE RESPONSIBLE FOR DELIVERING

Key accountabilities	Key activities/decision areas
<p>1). Create and implement an impactful strategy and programme of activity that is driven by the concept of Creative Wellbeing</p>	<ul style="list-style-type: none"> • Working with the Director of Programming and Engagement team to establish new programmes of arts and science-based activity, using an evidence-driven approach to determine the success of each programme • Increasing the scale and reach of the Hall’s Engagement programme • Working with the Director of Programming and Head of Programming to ensure thematic content of the Engagement programme is aligned with artistic planning • Working with the Hall’s Philanthropy team to maximise opportunities for attracting external funding, whilst also identifying and securing funding from a wide-range of sources • Working with the Hall’s Marketing & Communications team to ensure that the programme is effectively communicated internally and externally
<p>2). Demonstrating improved social, academic and health benefits as a result of engaging with the Royal Albert Hall’s Engagement programme.</p>	<ul style="list-style-type: none"> • Establishing and sustaining a robust impact framework and evaluation plan for the department’s programme in support of Creative Wellbeing • Developing evidence-based participant case studies that support the work of the department • Ensuring the department’s work is aligned with national initiatives, including social prescribing



<p>3). Promoting intersectionality between the arts, healthcare services and local authorities, contributing to a mixed model of financial resourcing and promoting community cohesion.</p>	<ul style="list-style-type: none">• Developing and fully participating in a network of organisations local to the Hall, including community groups, agencies, healthcare services and statutory bodies that support Creative Wellbeing so that together we can shape a positive future• Identifying and creating project work that involves multiple stakeholders (including those above) and associated funding opportunities
<p>4). Contributing to nationwide evidence-based support for creative wellbeing and create sector-leading projects in arts and science education that can be replicated nationally and internationally.</p>	<ul style="list-style-type: none">• Working with partners to identify and commission reports into the impact of Creative Wellbeing in education and society more broadly• Developing project work always with a consideration to what may be scaled, shared and developed nationally and internationally
<p>5). Establishing partnerships to create a national network of support for arts education and creative wellbeing.</p>	<ul style="list-style-type: none">• Identifying opportunities to lead and gather partners in sharing and advocating the importance of creative wellbeing.• Attending industry events and conferences, representing and advocating the role of the Hall in the wider arts world.



<p>6). Increasing opportunities for young people from all backgrounds to engage with music, arts and science, in support of their creative wellbeing.</p>	<ul style="list-style-type: none">• Overseeing an increase in participation and reach for people interacting with the Hall's Engagement work• Identifying opportunities for participants in the department's activities to further their engagement with the Hall and the arts and sciences more generally
<p>7). Championing talent and promoting careers in the arts and sciences.</p>	<ul style="list-style-type: none">• Ensuring that the programme incorporates project work that nurtures and signposts future industry talent• Creating pathways within the Hall's programming and recruitment strategies, always seeking to coordinate our initiatives with stakeholders internally and externally• Ensuring opportunity and access for all, particularly for those who may not ordinarily engage with the Hall
<p>8). Promoting the Royal Albert Hall as a welcoming and well-integrated space within its community and a catalyst for improved wellbeing and social cohesion for all.</p>	<ul style="list-style-type: none">• Working with the team and other departments including Programming, Marketing and Visitor Services to ensure that we welcome participants and communities to the Hall, creating a sense of belonging



9). Managing, inspiring and motivating an engaged and talented team and ensuring positive cross-departmental collaboration, acting at all times as a leader and advocate for the Engagement programme

- Ensuring the work of the department is responsibly scheduled in support of the team's wellbeing
- Ensuring that the Hall has access to a wide network of freelance contributors suitable for the strategy and programme
- Overseeing the annual budgeting and reforecasting of the Engagement Department
- Organising, attending and (where necessary) chairing meetings as required
- Together with the Director of Programming be a public face and advocate for the Hall's Engagement programme
- As a member of the Hall's Leadership team, working collaboratively with Executive and other Heads of Department on Hall-wide initiatives
- Ensuring team structure, roles and responsibilities remain appropriate as the function develops over time
- Deputising for the Director as required
- At all times leading by example through positive behaviour



WHAT SKILLS AND EXPERIENCE THE ROLE HOLDER WILL HAVE

<u>Qualifications and Experience</u>	
Criteria	Requirement (Essential or Desirable)
<ul style="list-style-type: none">• Significant senior-level experience of working in an organisation involving any of Arts Engagement, Creative Wellbeing, Education and Outreach, Health and Welfare	Essential
<ul style="list-style-type: none">• Proven experience and knowledge of how the arts can interact with healthcare services and local authority welfare provision and associated fundraising	Essential
<ul style="list-style-type: none">• Ability to successfully establish project aims and objectives and analyse the results, demonstrating evidence-based impact	Essential
<ul style="list-style-type: none">• Proven experience using insights to inform strategic thinking, identify practical solutions and clearly communicate tangible action	Essential



<ul style="list-style-type: none"> • Successful track record of managing teams; setting and monitoring budgets; building and maintaining effective partnerships; and skilfully negotiating and handling a diverse range of stakeholder relations. 	Essential
<ul style="list-style-type: none"> • Demonstrable experience of creating and implementing a successful multi-year Engagement strategy which has increased fundraising, reach and impact. 	Essential
<ul style="list-style-type: none"> • Knowledge of social prescribing and how arts interventions can support healthcare and welfare. 	Desirable

Skills and Attributes	
Criteria	Requirement (Essential or Desirable)
<ul style="list-style-type: none"> • Intuitive people-person who understands the importance of a motivated team and is able to maintain this through varying circumstances. 	Essential
<ul style="list-style-type: none"> • A good strategic thinker with the ability to formulate complex, multi-strand, long-term strategy and to deliver it effectively day by day. 	Essential
<ul style="list-style-type: none"> • Proven ability to plan, manage and deliver project work and programmes of activity with clear aims and identifiable outcomes. 	Essential
<ul style="list-style-type: none"> • Ability to work under pressure and manage time and resources effectively 	Essential



<ul style="list-style-type: none"> Excellent problem-solving and decision-making skills, along with the ability to think creatively to establish the best solutions to meet objectives 	Essential
<ul style="list-style-type: none"> Proven ability to build credible and collaborative stake-holder relationships with experience influencing at all levels 	Essential
<ul style="list-style-type: none"> A passionate communicator with excellent diplomatic, networking, influencing and public speaking skills who can inspire and execute the Engagement strategy and be a true ambassador of the Royal Albert Hall. 	Essential

Behavioural attributes	
Criteria	Requirement (Essential or Desirable)
<ul style="list-style-type: none"> A visible, inclusive leader who can inspire and motivate a team to facilitate change. 	Essential
<ul style="list-style-type: none"> A high degree of initiative and independence, whilst also understanding the necessity of reporting back and judging when to ask for guidance and support 	Essential
<ul style="list-style-type: none"> Innovation – a desire to try things a new way and challenge the status quo 	Essential
<ul style="list-style-type: none"> A natural “team player”, able to listen, empower, coach and mentor their team. 	Essential



<ul style="list-style-type: none">• Tact, discretion and the ability to maintain confidentiality	Essential
<ul style="list-style-type: none">• Resilient and the ability to use judgement when navigating ambiguity and addressing key priorities	Essential
<ul style="list-style-type: none">• A clear understanding of and commitment to the role that equality, diversity and inclusion plays in the future of the Royal Albert Hall.	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, 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'.

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

Provisional dates for interviews are:

First round interviews:

w/c 2 December 2024

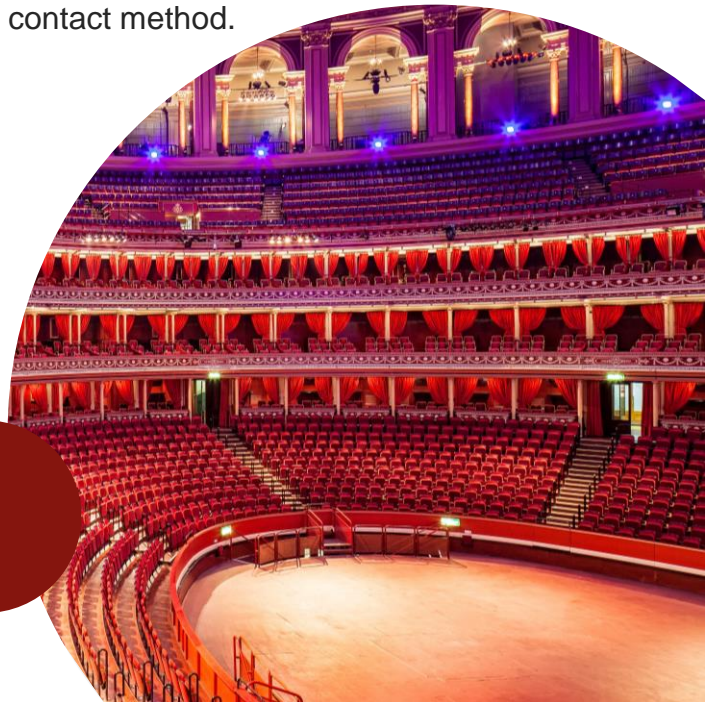
Second round interviews:

w/c 16 December 2024

All applicants must have the right to work in the UK without the need for sponsorship. The closing date for applications is at 12pm on Monday 25 November 2024.

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.



