



Royal Albert Hall

Information for Candidates

Recruitment Pack





Welcome

From Tom Wingad, Deputy Tours Manager

We are looking to recruit an enthusiastic and professional Tours Supervisor to play a key part in the Tours Leadership Team at the Royal Albert Hall.

The Royal Albert Hall offers a variety of tour opportunities for visitors to experience this extraordinary and iconic building, and to learn about its vibrant past, unique architecture and unparalleled entertainment history.

The ideal candidate will have a warm and welcoming approach to customer service, and a resilient and calm manner under pressure. They will have a strong ability to develop relationships, both internally and externally, as well as a passion for sharing the Royal Albert Hall's extraordinary story.

The ideal candidate must also have a clear understanding of what makes a truly unforgettable visitor experience and work with all customer facing teams to achieve this.

The Tours Supervisor will work closely with myself, and the rest of the Tours Leadership team, in coordinating Tours and the Tour Guide team to ensure that we deliver the very best tours experiences we can.

If you enjoy a fast-paced environment, with a brilliant backdrop, along with meeting a wide variety of people, then please apply with a cover letter showing how you meet the person specification detailed in the job description below.

Good Luck, Tom



Royal Albert Hall

A story dating back to 1871

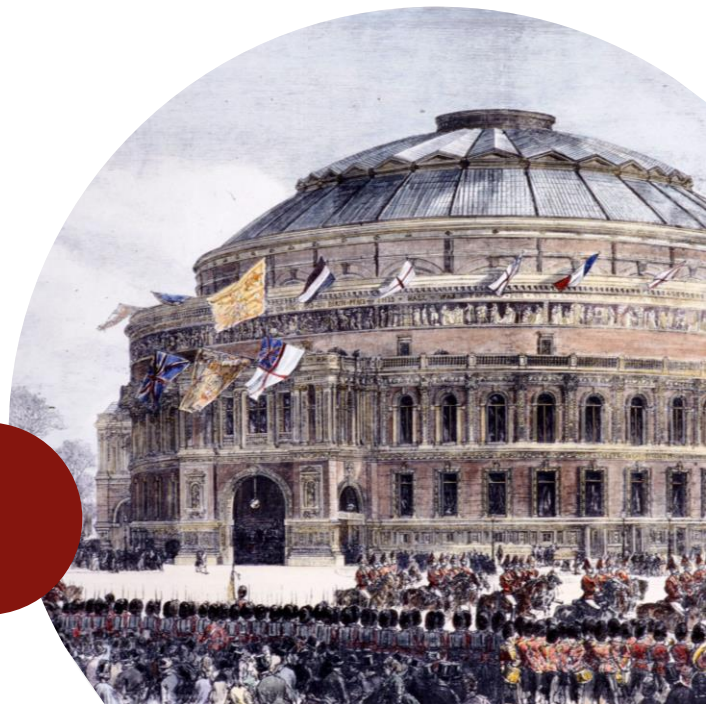
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

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.





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:	Tours Supervisor
Location:	Royal Albert Hall
Salary	Up to £28,000 per annum
Working hours:	35 hours per week over seven days (including evenings, weekends, and bank or public holidays)
Reporting line:	Deputy Tours Manager

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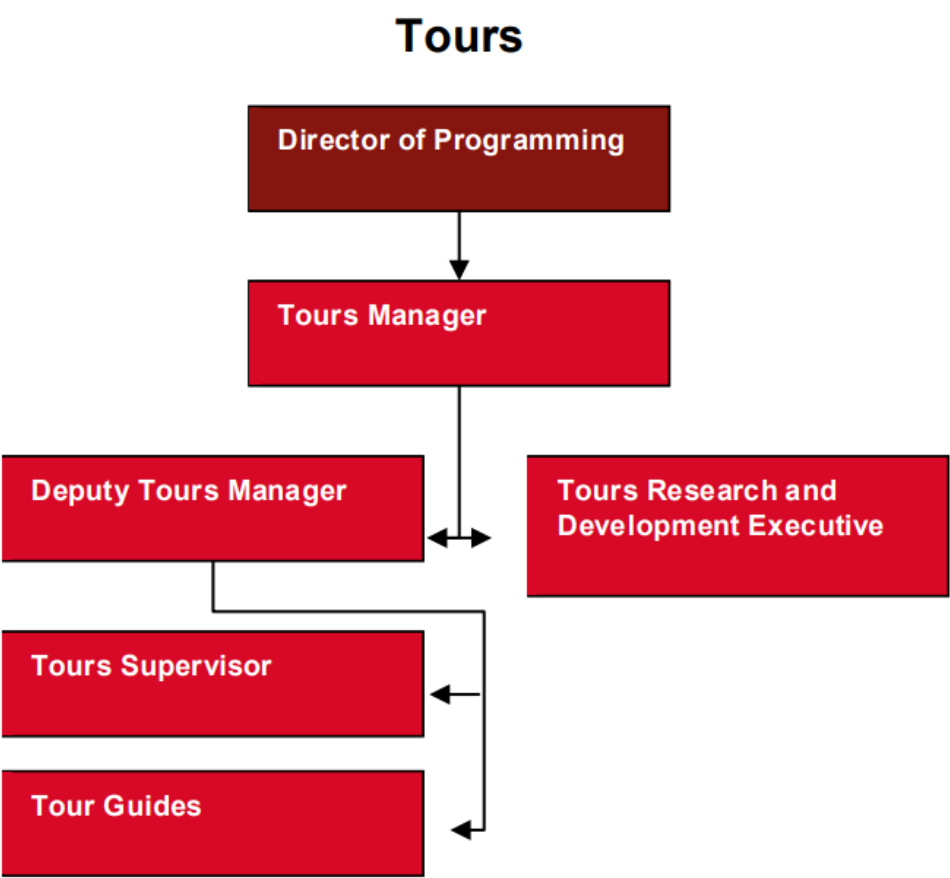
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Organisation chart





Job description

How does the Tours team deliver the vision?

Sharing the continuing story of the Royal Albert Hall, in an engaging, authentic, and responsible way is the driving force behind our Tours team. We bring the extraordinary story to life by immersing our visitors in the building's rich history, its stunning architecture, and tales of its fascinating and diverse events. As a key part of the daytime activity of the Hall, Tours play a crucial role in driving an increase in visitor numbers and financial surplus for the benefit of the charity. At the heart of what Tours do is utilising the powerful opportunity we have to not only share the Hall's story, but also highlight its mission, vision, and charitable objectives to those who have fond memories of the building as well as those experiencing it for the very first time. This allows us to bring to life in a personal way the Hall's vision of being the home of breathtaking moments and lasting memories, for everyone.

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

The Tours Supervisor role is crucial to the effective delivery and operational excellence of our tour experiences. Success in this role means effectively coordinating the staffing and operational resources for the department and maintaining high service standards through effective supervision and training of Tour Guides. The role will support the Deputy Tours Manager in delivering the department's service standards as well as revenue and visitor targets.



What the role holder will be responsible for delivering:

Key accountabilities	Key activities/decision areas
1). Duty Tours Supervisor Operational Responsibilities	<ul style="list-style-type: none">• Manage day-to-day operational delivery of Tour products• Provide briefings and operational support for Tour Guides• Understand and communicate implications of Hall’s events schedule• Deal with customer complaints efficiently and professionally• Ensure health and safety requirements are met and carry out relevant checks prior to public admission• Compile comprehensive daily duty reports• Collate feedback from tours, communicate urgent issues to Tour Guides and escalate when necessary• Work collaboratively with other Duty Tour Supervisors and other operational teams to ensure the smooth running of the department• Undertake public tours when necessary
2). Team Supervision Responsibilities	<ul style="list-style-type: none">• Assist in the training and development of the Tour Guide team• Carry out shadowing of Tour Guides to ensure the delivery of optimum tours and service standards• Deliver timely feedback to Tour Guide team members when necessary• Complete regular check-ins with Tour Guides to support them in their role



3). Customer Service	<ul style="list-style-type: none">• Along with the Deputy Tours Manager act as the first point of contact for internal teams and external partners.• Accelerate tour bookings to achieve financial objectives• Maintain strong relationships with partner agency• Work with relevant teams to ensure excellent customer service and to promote upselling of different offers
4). Resourcing and Administration	<ul style="list-style-type: none">• Work with the Deputy Tour Manager and the Tours Research and Development Executive to coordinate staffing, training and development, meetings and operations (e.g., rostering, holidays, payroll processing and reporting)• Work with the Deputy Tours Manager to ensure efficient rostering and operations (*e.g., groups, bespoke and specialist tours, confirm catering arrangements, room bookings etc• Ensure public tours are set up accurately on ticketing system• Comply with the Hall's GDPR processes.• Provide administrative support for the Deputy Tours Manager and the Tours Manager

Additional Note:

This is an active role, including floor-walking, an ability to climb many stairs and some manual handling. Duties are carried out both inside and outside the building.



What skills and experience the role holder will have:

Qualifications and experience

Criteria	Requirement (Essential or Desirable)
Proven supervisory experience ideally in a live entertainment, heritage or leisure environment	Essential
Proven customer service experience and the ability to work both individually and within a team	Essential
Strong IT and numeracy skills including Microsoft Office (Outlook, Word, PowerPoint & Excel)	Essential

Behavioural Attributes

Criteria	Requirement (Essential or Desirable)
A calm composed approach with the ability to be able to think on their feet and to adapt quickly and positively to last minute changes or resolve issues when they arise	Essential
An enthusiasm for and positive attitude towards the Hall and its events, music and the Arts in general	Essential
Passion for delivering insightful and engaging tour experiences	Essential



Skills and Attributes

Criteria	Requirement (Essential or Desirable)
Demonstrable leadership qualities and a keenness to develop, encourage and motivate staff	Essential
Excellent communication skills, both oral and written and experience of confidently presenting to a varied audience	Essential
Excellent organisational and administrative abilities	Essential
Proven ability to deliver tasks and projects on time and to a strict deadline	Essential
Excellent communication skills, both oral and written and experience of confidently presenting to a diverse audience	Essential
Strong interpersonal skills and the ability to build rapport with customers, team members and colleagues	Essential
Experience in ticketing systems	Desirable
Fluency in a foreign language and/or BSL	Desirable

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'.

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

Provisional dates for interviews are:

First round interviews:

w/c 9 June 2025

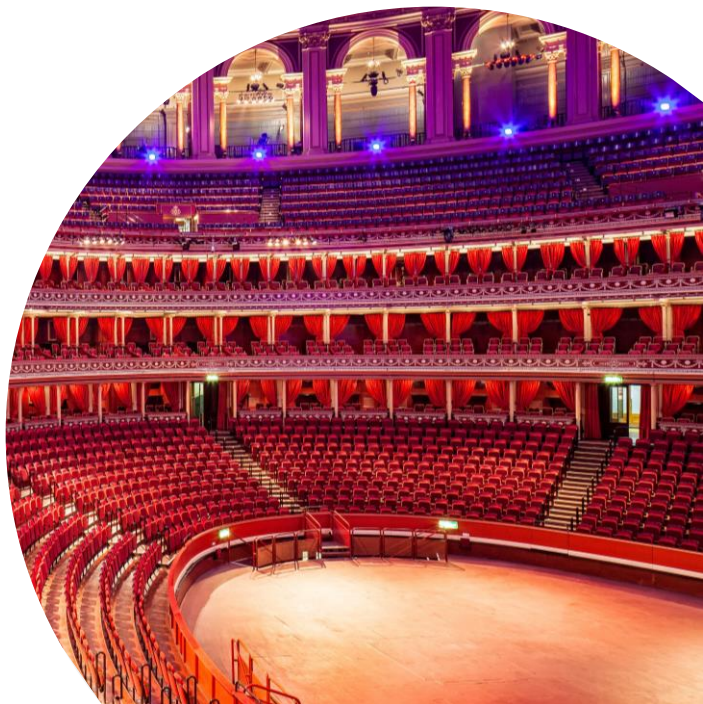
Second round interviews:

w/c 16 June 2025

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, 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.



