



Royal Albert Hall

Information for Candidates

Recruitment Pack

Recruitment Manager





Welcome

From Neesha Balsara, Senior People Partner

Thank you for your interest in the Recruitment Manager role at the Royal Albert Hall.

This is an important, newly created position that will shape how we attract and hire talent across the organisation. We're looking for someone who can deliver a high-quality recruitment service while also improving how we do things—bringing structure, insight, and a focus on continuous improvement.

The role is varied. You'll work across a wide range of functions, partnering closely with hiring managers to deliver effective, tailored recruitment approaches. You'll need to be comfortable operating at both a strategic level and in the detail, particularly as part of a small team.

A key priority is ensuring a consistent, inclusive, and well-managed experience for both candidates and hiring managers. There's a real opportunity here to build strong relationships, strengthen capability across the business, and raise the overall standard of recruitment.

If you're someone who values practical delivery, clear communication, and building trust with stakeholders, this role offers the scope to make a meaningful impact.

I encourage you to apply if this sounds like the right next step for you.



Introducing the Royal Albert Hall

The Royal Albert Hall is an iconic venue and a registered charity, held in trust for the nation.

Our charitable purpose is to:

- Promote the Arts and Sciences
- Preserve and enhance our Grade I listed building

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:

1. Driving progress on the Hall's Vision: to be the home of breathtaking moments and lasting memories for everyone
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 – Principally our reimagined Engagement Programme
 - A Home For a Sustainable Future – Greening the Royal Albert Hall towards net-zero and enhancing local biodiversity.





Equity, Diversity and Inclusion

The Hall supports an equal, diverse and inclusive environment for all.

We want everyone to feel that the Royal Albert Hall is a place for them, where they truly belong. To do this, diversity and inclusion must be built into everything that we do, so that it's a part of who we are. We want our programme, staff and audiences to be reflective of London and to celebrate the diversity of the communities that we serve. So we look to recruit colleagues who support these ambitions and values.

We aim to be a force for good, and we know that what we programme on our stage has the power to shift and change mindsets. We are increasing the number of global majority headliners and younger performers at the Royal Albert Hall. And we are creating new opportunities for diverse participants across the Hall team.

“I want the Hall to champion a diverse array of performers, and to attract staff and audiences that truly reflect modern Britain. There is much still to do, but we are working hard to ensure the Hall is a home for everyone.”

- James Ainscough OBE, Chief Executive





Equity, Diversity and Inclusion

We are committed to:

- Providing training on inclusivity to all staff.
- Implementing a structured and transparent framework for talent management and promotion to drive consistency, equity, and strategic workforce development.
- Reviewing our recruitment strategies to ensure that we can widen our candidate pool and further increase the diversity of our workforce.
- Leverage data-driven insights from staff engagement and pulse surveys to inform and deliver targeted interventions that cultivate a sense of belonging and high-performing team cultures.
- Establishing end-to-end reasonable adjustments processes that proactively support accessibility and inclusivity for all employees and visitors.
- Strengthening the Hall's mental health and wellbeing agenda by expanding support mechanisms and resources aligned with evolving staff and visitor needs.
- Working with our EDI staff working group to champion our initiatives. By collaborating with this group, we'll ensure our team understands and actively supports our commitment to Equity, Diversity, and Inclusion.
- Ensuring that our tours and archive properly represent the Hall's rich and diverse history.





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Proms

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Proms



Job description

Role: Recruitment Manager

Location: Royal Albert Hall

Salary: £47,250 - £54,000

Working hours: Monday – Friday, 35 hours per week (3 days a week in the office, 2 days a week working from home)

Reports to: Senior People Partner

Direct reports: 1 direct report

How does the People and Culture (P +C) team deliver the Hall's Vision?

Within the People and Culture team, this means placing people at the heart of everything we do, continuing to invest in our people, our culture and the systems to ensure the Hall remains an efficient and effective organisation, as well as an attractive employer with a strong reputation for developing talent across all roles.

The People and Culture team lead on ensuring we can attract, develop and retain talent, working cross collaboratively with all departments to ensure the Hall has a safe, supportive and inclusive environment to work in, alongside ensuring our policies and systems are fit for purpose.

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

The Recruitment Manager will lead on delivering a high-quality, inclusive recruitment service to all stakeholders; ensuring the necessary processes are in place to help the Hall attract and select the best talent, whilst ensuring a positive candidate and hiring manager experience.



The role will lead on the delivery of the recruitment strategy and activity, ensuring that the Hall expertly source the best talent by providing tailored recruitment solutions. From Philanthropy to Building Services, IT to Visitor Services and everything in between, the role will work closely with hiring managers and the People and Culture team from the start of the recruitment process through to onboarding.

This role is both strategic and hands-on, operating within a fast-paced environment, with seasonal peaks and a wide variety of specialist and operational roles. This role will have administrative support, but as a two-person team, there will be the need for the Recruitment Manager to support with some day-to-day recruitment administration.

Success in this role means delivering an end-to-end recruitment process where managers feel supported and empowered, candidates experience an efficient, professional, inclusive and welcoming application process, and the best talent is secured and retained.



Key accountabilities	Key activities/decision areas
1). Recruitment Strategy and Delivery	<ul style="list-style-type: none">• Provide strategic leadership of recruitment, ensuring hiring aligns with the Hall's vision, workforce priorities and EDI commitments.• Lead and continuously improve recruitment policies, processes, systems and candidate experience.• Deliver high-volume and complex recruitment campaigns, working with hiring managers to agree resourcing and selection approaches.• Ensure all recruitment and pre-employment activity is legally compliant, including right-to-work, references, DBS, Occupational Health and data protection.• Partner with hiring managers to develop clear and inclusive job descriptions.• Manage recruitment agencies and third-party suppliers, including PSL arrangements, ensuring value for money.• Design and oversee fair and effective selection processes, including interviews and assessments for specialist or senior roles.• Deliver a consistent, high-quality onboarding experience.• Build talent pipelines for key skill areas, leading proactive attraction activity to reduce time-to-hire.• Partner with the Learning & Development Manager on the recruitment of our Apprentices, ensuring they are sourced and selected in line with our Apprenticeship strategy.• Lead outreach initiatives, including Theatrecraft engagement (careers event dedicated to offstage roles in theatre), job fairs and market-facing activity, to strengthen the employer brand.



	<ul style="list-style-type: none">• Stay informed on sector and wider market recruitment best practice, applying insight to improve recruitment effectiveness and candidate experience.• Manage recruitment budgets, controlling agency and advertising spend to deliver value for money while meeting organisational needs.
2). Recruitment Systems and Data and Compliance	<ul style="list-style-type: none">• In partnership with the Senior People Partner and Systems Officer, ensuring the ATS supports efficient, compliant recruitment and onboarding.• Ensure recruitment processes and systems meet legal and best practice standards, identifying and addressing risks or opportunities.• Maintain a strong working knowledge of Dayforce to ensure accurate data flow from recruitment to core HR and payroll.• Be accountable for the quality, accuracy and entry of new starter data into Dayforce.• Provide assurance and guidance on GDPR, data protection and right-to-work compliance across recruitment and onboarding activity.• Use system data and insight to monitor recruitment performance, identify trends or risks, and support informed decision-making.
3). Recruitment and Attraction and Candidate Experience	<ul style="list-style-type: none">• Provide strategic advice to hiring managers on attraction strategies, channels and recruitment methods, balancing candidate diversity, reach, quality and cost efficiency.• Shape inclusive attraction approaches, challenging assumptions, removing barriers and broadening candidate pools.



	<ul style="list-style-type: none">• Influence and support hiring managers to use effective, proportionate assessment and selection methods aligned to role and market needs.• Ensure effective feedback and communication practices for candidates, holding managers accountable good communications.• Lead training, coaching and guidance for hiring managers in recruitment and selection best practice.• Lead employer brand activity, working with Marketing to develop careers content that attracts diverse, high-quality talent.
4). Day to day recruitment administration	<ul style="list-style-type: none">• Have knowledge of the end to end recruitment and onboarding process, to be able to cover for the other recruitment colleague when they are on leave, absent etc.
5). Line management	<ul style="list-style-type: none">• Develop your direct report through consistent coaching, regular one-to-ones and structured performance and progress reviews.



Qualifications and Experience	
Criteria	Requirement
Significant experience leading end-to-end recruitment in a complex, fast-paced organisation	Essential
Experience delivering both high-volume and specialist recruitment campaigns	Essential
Demonstrated experience designing and implementing recruitment strategies and attraction initiatives	Essential
Experience managing and developing recruitment processes, policies, and Applicant Tracking Systems	Essential
Experience ensuring legal compliance across recruitment (right to work, DBS, GDPR, referencing, etc.)	Essential
Experience using Dayforce system	Desirable
Line management experience, including coaching and developing team members	Desirable
Experience managing recruitment agencies and suppliers, including cost control and PSLs	Desirable
CIPD Level 5 (minimum) or working towards / equivalent professional qualification	Desirable



Skills and attributes	
Criteria	Requirement
Strong strategic and operational recruitment capability, with the ability to switch seamlessly between hands-on delivery and strategic input	Essential
Excellent stakeholder management, influencing, and communication skills, with the ability to coach and guide hiring managers effectively	Essential
Strong understanding of inclusive recruitment practices, selection design, and wider market trends and sourcing channels	Essential
Data-driven and detail-oriented, with the ability to interpret metrics, ensure compliance, and maintain high data/system accuracy	Essential
Highly organised and commercially aware, able to manage multiple priorities, optimise budgets, and effectively use ATS/HR systems (e.g. Dayforce)	Essential
Behavioural attributes	
Criteria	Requirement
Inclusive and values-driven, actively promoting diversity, challenging bias, and ensuring fair and accessible recruitment aligned to the Hall's "Force for Good" ethos	Essential
Collaborative and relationship-focused, building strong partnerships across all levels and working effectively with hiring managers and colleagues	Essential
Resilient, adaptable and hands-on, thriving in a fast-paced, seasonal environment and willing to support operational delivery in a small team	Essential
Proactive and solutions-oriented, continuously seeking opportunities to improve processes, candidate experience and ways of working	Essential
Credible, accountable and people-focused, acting as a trusted advisor, delivering high-quality outcomes, and developing others through coaching and support	Essential



The job description above 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.

Note:

Essential criteria refer to the minimum skills, abilities, knowledge, experience, and professional qualifications required for the role. These are non-negotiable and individuals who do not meet these basic requirements cannot undertake all the duties required for this role.

Desirable criteria are those that are important, but not essential for an individual to perform the duties of the role. They are criteria that an individual can develop while they are in post through training and other developmental type activities.

Your first four months

During your 4-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 I listed building, and that you immerse yourself in the Hall's culture. This means exploring our historic building where history has unfolded for over more than 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 events.

Embracing your team's working pattern, whether hybrid or on-site only, is essential to ensuring a smooth transition and a successful start. The magic happens in our building, so it's vital that you have a regular on-site presence to support us in creating the amazing.



Royal Albert Hall

Application

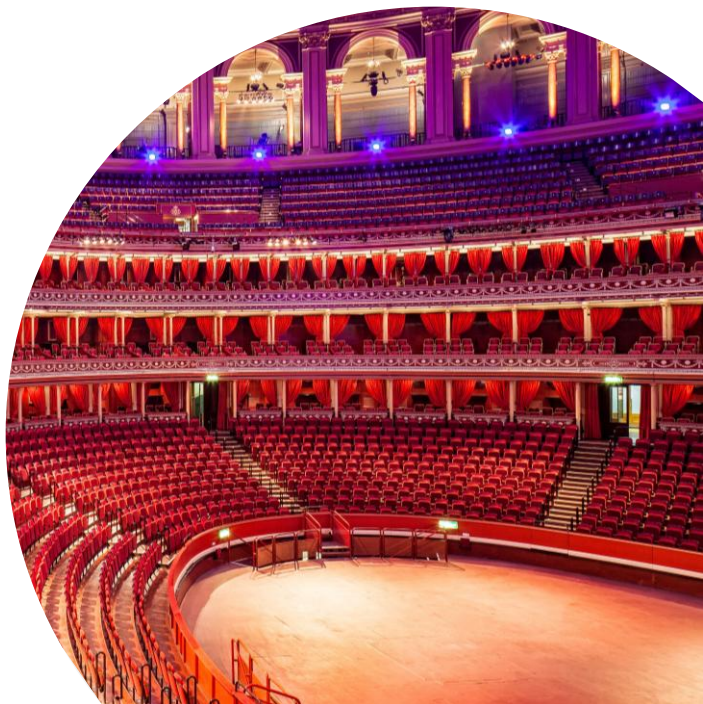
Thank you for your interest in working at the Royal Albert Hall. To apply for this vacancy, please visit our website using the link below, locate the role and select 'apply'.

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

The closing date for applications is 12pm on Friday 24 July 2026.

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

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, these are the 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.



Life assurance

This is 6 x your basic salary.

Care first

Employee assistance programme

Care First offers support, information, expert advice and specialist counselling to help you when you need it.

Aviva DigiCare+

Mental health and wellbeing app

Access to expert care and tailored resources – helping you stay well and feel supported.



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.





Royal Albert Hall
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