



Royal Albert Hall

Information for Candidates

Recruitment Pack

Recruitment and Administration
Assistant





Welcome

From Neesha Balsara, Senior People Partner

We have an exciting opportunity for a Recruitment and Administration Assistant to join our People team on a part time basis.

This role will primarily focus on supporting the Recruitment Coordinator with high volume recruitment to ensure all candidates have an amazing candidate experience, and to ensure managers are supported with recruitment and onboarding of their new joiners. Success in this role will mean being highly organised and communicating effectively with all relevant stakeholders, and providing them, and the organisation, with a seamless recruitment experience.

Key elements of the job will involve drafting pre joiner paperwork and providing interview support such as creating interview packs for hiring managers, managing new joiner inductions such as enrolling/adding new joiners onto various systems and training modules, answering recruitment queries in the P+C inbox, arranging and undertaking right to work/likeness checks and requesting/chasing references. The role is primarily recruitment administration but there will be some general administration support required too. The role will require the post holder to have excellent organisational skills and excellent attention to detail, as well as being a great communicator with the Recruitment Coordinator.

If you believe you have a strong background in administration and a desire to contribute to the magical moments created at the Hall, we would love to hear from 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.





BBC
Proms

BBC
Proms



Job description

Role: Recruitment and Administration Assistant

Location: Royal Albert Hall

Salary: Full time equivalent: £28,500 per annum

Pro rata for 4 days: £22,800 per annum

Working hours: 4 days/28 hours per week

Working days are tbc but will include Fridays.

Reports to: Senior People Partner

Direct reports: N/A

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?

This role will primarily focus on supporting the Recruitment Coordinator with high volume recruitment (in particular the tasks outlined below), to ensure all candidates have an amazing candidate experience, and to ensure managers are supported with recruitment and onboarding of their new joiners.

Success in this role will mean being highly organised and communicating effectively with all relevant stakeholders, and providing them, and the organisation, with a seamless recruitment experience.



Key accountabilities	Key activities/decision areas
1). Recruitment - Pre joiner paperwork/interview support	<ul style="list-style-type: none">• Creating interview packs for hiring managers• Assisting with preparing/booking interview rooms (if required)• Meeting and greeting candidates (if required)• Keeping Occupational Health screening results up to date• Supporting with preparation of recruitment packs• Ensuring interview notes are retained in line with data protection legislation• Arranging and undertaking right to work/likeness checks• Requesting/chasing references• Sending out new starter forms (pre-employment)• Assisting with posting/removing job adverts• Saving relevant recruitment documents on files• Setting up and creating personnel files
2). New joiner induction	<ul style="list-style-type: none">• Enrolling/adding new joiners onto various systems and training modules• Sending new joiner emails with important joining information/systems logins



Key accountabilities	Key activities/decision areas
<p>3). General recruitment</p>	<ul style="list-style-type: none"> • Assisting (as required) with the setup and administration of mass recruitment events • Using the Hall’s Applicant Tracking /recruitment system effectively • Assisting at recruitment/job fairs • Assisting the Recruitment Coordinator in answering recruitment queries in the P+C inbox • Providing cover for the Recruitment Coordinator/People Administrator when on leave etc
<p>4). General administrative duties</p>	<ul style="list-style-type: none"> • May be required to take notes in meetings • Assisting the P+C Team with general administration on an ad hoc basis

Qualifications and Experience	
Criteria	Requirement
Previous experience in a recruitment role	Desirable
Previous administrative experience	Essential
Experience of using Microsoft Office and computer systems to record up-to-date and accurate information	Essential
Experience of using iTrent and Eploy HR/recruitment systems	Desirable



Skills and Abilities	
Criteria	Requirement
Excellent IT skills (including MS Office packages) and ability to pick up new systems quickly and confidently	Essential
Understanding of HR practices and employment legislation	Desirable

Behavioural attributes	
Criteria	Requirement
Excellent multi-tasking and prioritisation skills	Essential
Highly organised and methodical, with excellent attention to detail	Essential
Be a team player with a flexible and unflappable approach and ability to remain calm under pressure	Essential
Reliable and trustworthy	Essential
Confident and approachable with excellent interpersonal skills and a positive attitude	Essential



Behavioural attributes	
Criteria	Requirement
Excellent written and personal communication skills and a professional, friendly telephone manner	Essential
Ability to maintain and develop excellent relationships with a variety of stakeholders	Essential
Ability to take initiative and prioritise own workload to meet deadlines	Essential
The ability to maintain utmost confidentiality, discretion and diplomacy	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.

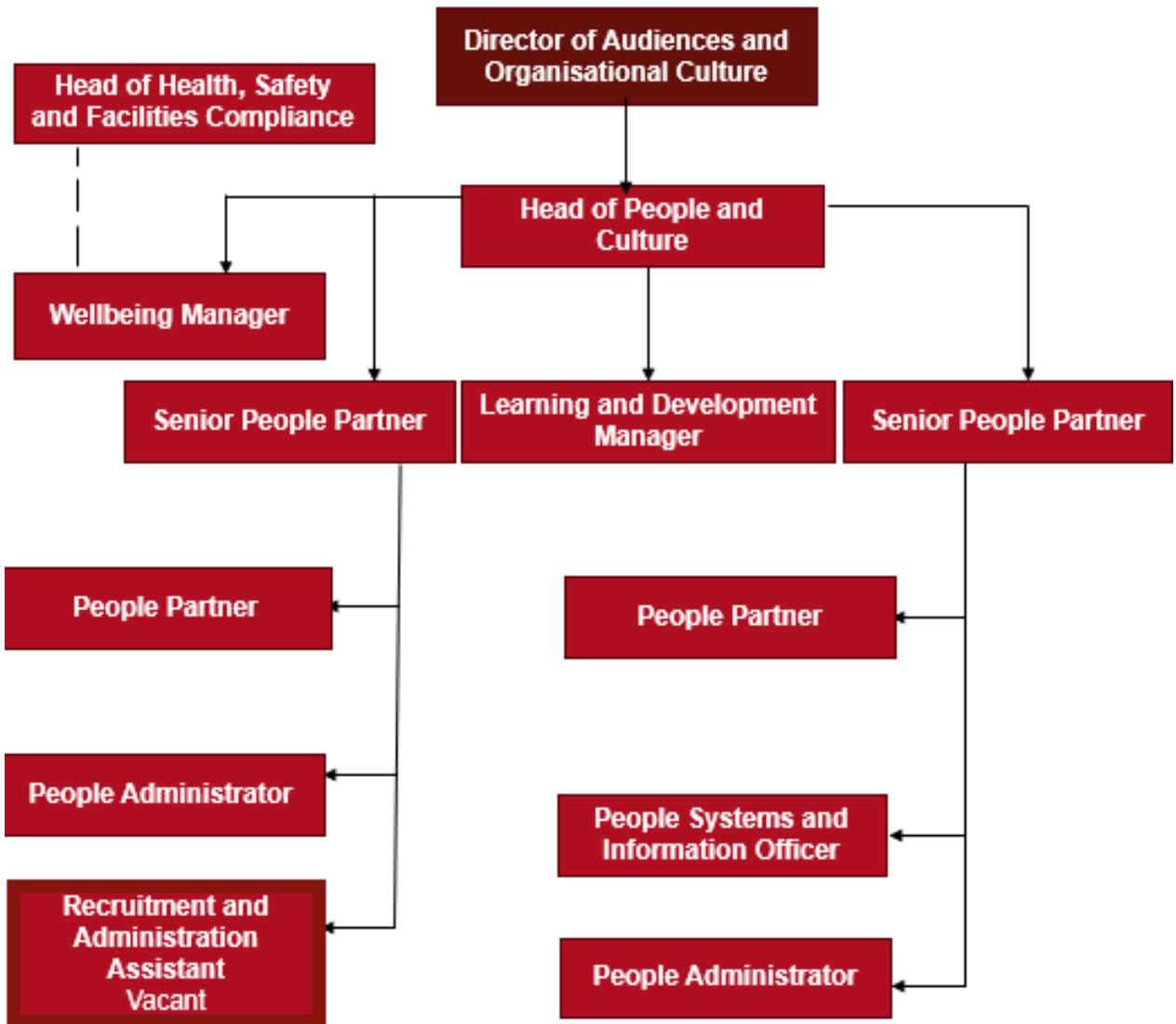
Note:

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.



Department chart





Your 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 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](#)

Provisional dates for interviews are:

First round interviews:

Week commencing 26 May 2026.

Second round interviews:

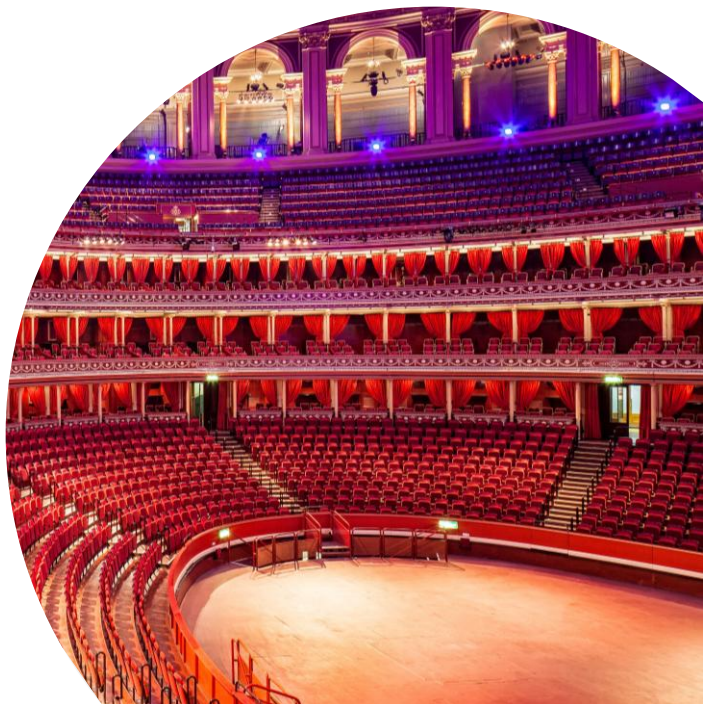
Week commencing 1 June 2026.

The closing date for applications is 12pm on Wednesday 20 May 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
royalalberthall.com

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