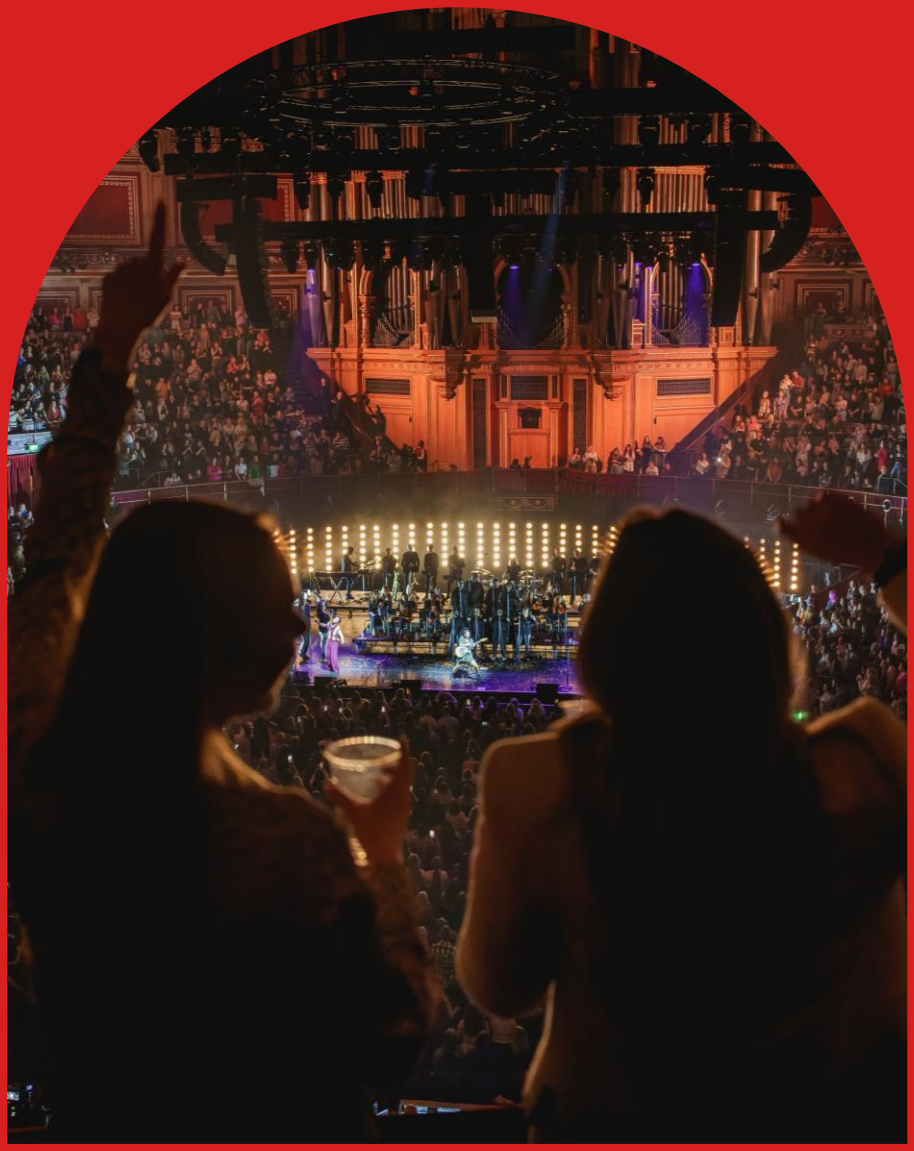
ROYAL ALBERT HALL



Recruitment pack

Head of People and Culture (Maternity Cover)

Information for candidates

Welcome

From Louise Halliday, Director of Audiences and Organisational Culture

Thank you for your interest in the role of Head of People and Culture (Maternity Cover) at the Royal Albert Hall.

The Royal Albert Hall is a unique organisation: a Grade I listed building, a world-renowned live events venue and a charity held in trust for the nation. Working here means supporting a diverse workforce across a complex, fast-paced operation, where the demands of delivering exceptional live experiences sit alongside our charitable purpose and the need for strong commercial performance. Our people are central to balancing these responsibilities and securing the Hall’s future.

This is an opportunity to make a real difference at one of the world's most celebrated cultural venues. Our Head of People and Culture has laid strong foundations, developing and beginning to implement an ambitious three-year People and Culture Strategy, introducing a new pay structure and leading significant improvements to our people systems and processes. With this work now underway, we're looking for an experienced leader to build on that progress, embedding the changes, strengthening leadership and organisational culture, and ensuring our people feel supported, valued and able to thrive. As the Hall's most senior HR professional, you'll lead an established team, work closely with the Executive Team and have the opportunity to make a tangible impact in an organisation that is as complex and challenging as it is rewarding.

We are looking for an experienced, collaborative people leader who brings professional expertise, warmth, pragmatism and sound judgement. You will understand the importance of building an inclusive, high-performing culture that enables our people to deliver our vision: creating breathtaking moments and lasting memories for everyone.

We look forward to learning more about you.



00 Month 2025

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.

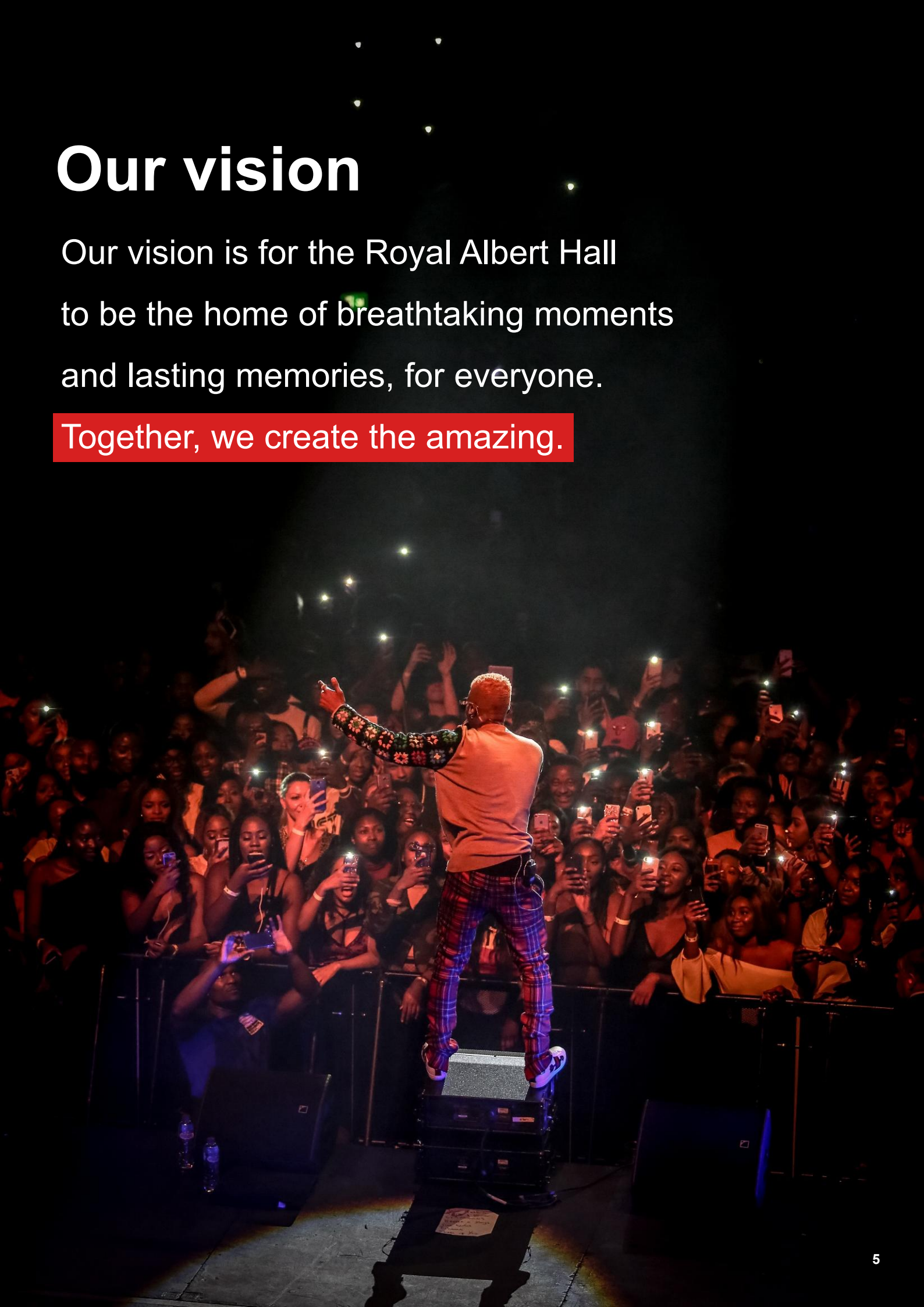
We are home to the future – working tirelessly to enable talent to thrive. We embrace change as well as tradition, inviting the new, the radical and the bold. We are open to all, a committed force for good, connecting people and communities.



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

The Royal Albert Hall exists to be a force for good through the power of music, culture and community. Everything we do supports our vision to be ***the home of breathtaking moments and lasting memories, for everyone***.

Strengthening the Hall's impact as a Force for Good:

For Everyone

Everyone should feel welcome, represented and able to experience the Hall. Through world-class programming, audience development, and the delivery of our Estate Plan, we will throw open the doors, creating a more accessible and inclusive Hall for audiences, artists, staff and communities, whatever their passions and needs.

For Thriving Creativity

We will nurture breathtaking talent on and off the stage. Through our Engagement programme we will become a local and national centre for creative wellbeing, while new performance spaces and world-class backstage facilities will help artists at every stage of their careers to flourish. By building inclusive creative career pathways for young people, strengthening confidence, employability, and belonging, we will ensure the Hall continues to inspire audiences and strengthen the UK's creative industries.

For a Sustainable Future

We will preserve this remarkable Grade I listed building while reducing its environmental impact, through renewable energy, water conservation, biodiversity enhancement and innovative technologies – including solar panels, rainwater harvesting, expanded green spaces and the Hall's first roof garden. By greening our Grade I listed building we will protect both our heritage and our planet for future generations.

Our strategic objectives

The Royal Albert Hall exists to be a force for good through the power of music, culture and community. Everything we do supports our vision to be ***the home of breathtaking moments and lasting memories, for everyone***.

Strengthening the Hall's foundations to make this possible:

Generating funds for the Estate Plan and other projects

The Estate Plan will transform the impact that our building can deliver. In addition, there are projects to enhance security and to invest in IT, Production & Technical and other business needs, whilst also sustaining the Hall's future by ensuring the charity builds and retains strong financial reserves and is able to service its CRF loan repayments (started from March 2025).

Investing in people and systems

To continue investing in people, processes, and systems to ensure the Hall remains an efficient and effective organisation, and an attractive employer with a strong reputation for developing talent across all roles.



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



© Royal Albert Hall

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.
- Leveraging 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.





Job description

Role: Head of People and Culture (Maternity Cover)

Location: Royal Albert Hall (Hybrid)

Salary: £75-80,000 per annum

Working hours: 35 hours per week, Mon-Fri

Reports to: Director of Audiences and Organisational Culture

Direct reports: 2 Senior People Partners, Learning and Development Manager, Wellbeing Manager, Dayforce Administration Manager (FTC)

Contract: Fixed term – maternity cover

Start date: Mid March 2027

The Head of People and Culture provides strategic leadership and inspiring management to the People and Culture team.

The Head of People and Culture will lead the Hall's approach to attracting, developing, and retaining a talented, diverse, and engaged workforce, overseeing every aspect of the employee lifecycle from talent acquisition to compensation and benefits.

They will ensure full compliance with all UK employment laws. And they will take a lead, along with the Chief Executive and Leadership Team (Directors and Heads), in building a high-performing and collaborative culture.

How does the People and Culture team deliver the Hall's Vision?

Our vision for People and Culture at the Hall is to be a Force for Good for our people, building an inclusive, healthy, high-performance environment where the Hall thrives as a dynamic, forward-thinking and attractive employer, celebrated for developing talent. We will do this by:

- Ensuring the Hall is known as a leading employer, with strong talent development.
- Making the Hall a place where people feel safe, respected, and able to thrive.
- Strengthening organisational culture, leadership, support and employee experience.
- Ensuring the Hall's people processes are efficient, well-run, data-driven, and legally compliant.

Key accountabilities	Key activities/decision areas
1. Recruitment	– Deliver a smooth recruitment process and excellent candidate experience. – Attract and assess diverse talent, selecting candidates who reflect the Hall's values and behaviours. – Ensure new starters receive a welcoming and effective onboarding experience from offer through to probation. – Lead executive recruitment activity, managing agency partnerships and stakeholder relationships where required. – Partner with leaders to support workforce and succession planning.
2. Learning and Development	– Oversee the annual performance review process, ensuring employees receive regular feedback and support to succeed. – Oversee learning and development programmes, building skills, performance and career growth across the Hall. – Drive mandatory training compliance and strengthen management capability through targeted development. – Promote talent development, progression and retention through effective career and succession planning. – Oversee the apprenticeship programme, ensuring learning opportunities are maximised.

Key accountabilities	Key activities/decision areas
3. Employee experience, reward, and Culture, Wellbeing and Inclusion	– Partner with the Staff Forum to support employee engagement and continuous improvement. – Review reward and benefits to attract, retain and engage great people, while overseeing pay requests and supporting payroll budget planning. – Ensure benefits and people services are well managed and accessible to employees. – Champion equity, diversity and inclusion through training, policies and delivery of the EDI roadmap. – Oversee wellbeing, occupational health and employee support programmes, embedding wellbeing across all people practices. – Oversee employee listening activity comprising onboarding surveys, pulse surveys and exit surveys, using feedback and engagement data to drive positive change and strengthen culture. – Work with Internal Communications to support engagement and bring the Hall's culture and values to life.
4. Employee Relations	– Lead the People and Culture team in supporting managers with employee relations matters, including performance, absence, disciplinary and grievance cases. – Ensure people policies and practices remain legally compliant and are applied consistently across the Hall and that any changes are made in consultation with Exec and LTM. – Partner with leaders and managers on organisational change, workforce planning and transformation initiatives.

Key accountabilities	Key activities/decision areas
	– Act as a trusted advisor to the Leadership and Executive Teams on people risks, workforce strategy and employment matters. – Support and advise the HR and Remuneration Committee (a sub-committee of trustees) to assist them in fulfilling their HR governance and best practice responsibilities. – Lead the Hall's thinking and response to wider national and sector policies related to employment and building a network of relationships with other leading employers across the cultural sector.
5. People Operations and Systems	– Manage the People and Culture budget, providing accurate financial planning and reporting. – Drive continuous improvement across people and payroll processes to enhance efficiency and service delivery. – Oversee the development of the HR system, maximising automation and self-service for managers and employees. – Attend AI Steering Group meetings and proactively drive the use of responsible AI, finding operational efficiencies within People and Culture.

Key accountabilities	Key activities/decision areas
6. Compliance, reporting and metrics	– Maintain compliant, accessible people policies and procedures. – Oversee key people-related compliance requirements, including safeguarding, health and safety, living wage and gender pay reporting. – Attend Safeguarding Committee meetings, preparing agendas and ensuring progress is monitored, working with the Lead Safeguarding Officer and Deputies. – Use people data and insights to inform decision-making and improve organisational performance. – Provide regular reporting on key people metrics, including recruitment, turnover, absence and employee engagement.
7. People and Culture Team	– Lead, develop and support a high-performing People and Culture team. – Empower the team through clear objectives, regular feedback and development opportunities. – Foster a culture of collaboration, continuous improvement and excellence.

Qualifications and Experience

Criteria	Requirement
CIPD Qualification (Level 7) or equivalent experience	Essential
Proven experience of working at a senior level (preferably at Head level) to drive continuous improvement with a People team	Essential
A clear understanding of HR metrics, using these to inform business decisions and recognise what delivers value for an organisation.	Essential
Excellent knowledge of employment legislation, human resource management principles and best practice combined with the ability to adapt these and make them fit for purpose in an entrepreneurial fast paced organisation	Essential
Experience of improving workforce diversity through inclusion initiatives	Essential
Experience of handling complex employee relations matters	Essential
High level of knowledge and understanding of HR systems, ideally with experience of implementing new software	Essential
Able to demonstrate an understanding and personal commitment to safeguarding and promoting the welfare of children and young adults	Essential
Experience of negotiation and consultation with unions / works councils	Desirable

Skills and Abilities

Criteria	Requirement
Ability to lead, engage and influence at all levels of the organisation and drive action through people to achieve desired outcomes	Essential
Able to adapt and tailor people initiatives to ensure they deliver commercial benefit and meet business need	Essential
Results driven and output/outcome focussed with the ability to deliver at a high quality within deadlines	Essential
Highly developed written and oral communication skills in order to write reports and policies, and to deliver briefings	Essential
Good numerical skills in order to monitor budgets and provide and interpret statistical information	Essential
Ability to demonstrate tact and discretion when dealing with sensitive issues	Essential

Behavioural Attributes

Criteria	Requirement
Passionate about the value and impact the right culture and behaviours can have on business performance	Essential
Personally credible with a professional demeanour that generates trust and confidence	Essential
Pragmatic and effective decision maker with good judgement	Essential

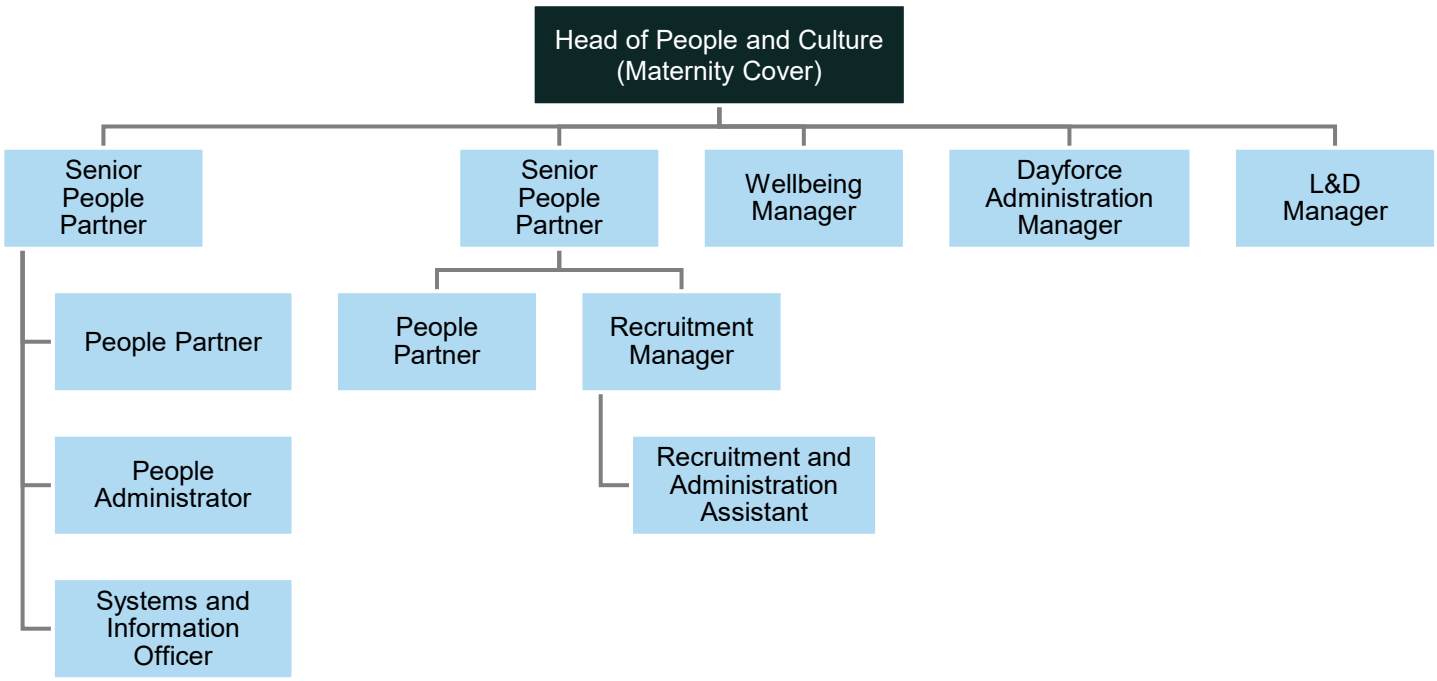
The job description above is intended to be an outline of the duties and responsibilities for this role. This is not exhaustive, and it is likely to change over time. The role holder may be expected to undertake other duties that are commensurate with this role.

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 four months

During your four-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 more than 150 years and where legends have performed on our stage, 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.



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 and select ‘apply’.

Vacancy Search Results - Royal Albert Hall

Provisional dates for interviews are:

First round interviews:

Week commencing 14 December 2026

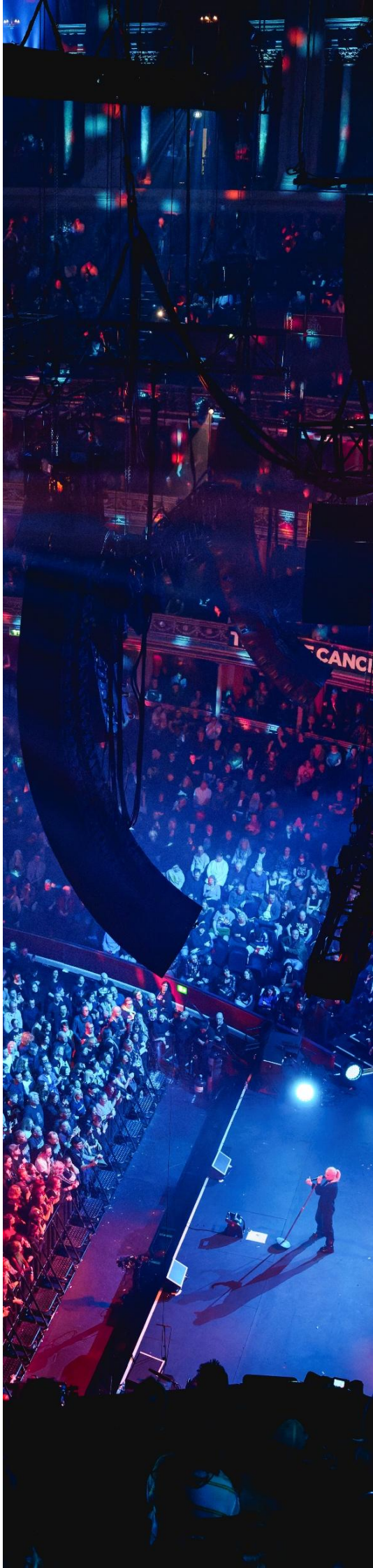
Second round interviews:

Week commencing 11 January 2027

The closing date for applications is 11.59pm on 25 November 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 Recruitment@RoyalAlbertHall.com. Please state ‘Request for Reasonable Adjustments’ in the email subject header and provide details of your preferred contact method.




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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 six 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.





