



Royal Albert Hall

JOB DESCRIPTION

Role: HR Administrator (Apprentice)

Location: Royal Albert Hall

Salary: £14,942.20

Duration: 18 months

Reports to: HR Manager

For nearly 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.

OUR VISION AND VALUES

Our vision is to inspire artists and audiences worldwide with the magic of the iconic Royal Albert Hall, creating life-enriching, unforgettable experiences for everyone. The Royal Albert Hall is more than just a building. Together we are...

One team

Encouraging and harnessing each other's talents, valuing our differences, supporting one another and celebrating our achievements together

Passionate

Dedicated, creative, embracing new ideas, always seeking a better way; because together we are writing the story of the Royal Albert Hall

Open to all

Welcoming, warm, always professional; committed to providing as many people as possible with unforgettable experiences

ROLE PURPOSE

To provide effective administrative support to the HR team, in relation to day-to-day operational HR work, HR project work, and more routine administrative duties to help the entire HR team to deliver the department's business plan objectives.

APPRENTICESHIP

An Apprenticeship is a job coupled with a programme of skills development designed by employers. This means that the apprentice can gain technical knowledge and real practical experience, along with the functional and personal skills that are required for their current and future job roles. This is accomplished by a mix of workplace learning, formal training (supported by an external provider), and the opportunity to practise and embed new skills in a real working context. In this particular role, you will achieve a BTEC Diploma in Business Administration (Level 3).



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KEY RESPONSIBILITIES

Duties and responsibilities include (but are not limited to) the following:

1. Provide full administrative support to the HR team, including placing purchase orders and ordering stationery supplies using the Hall's finance system, booking rooms for meetings through the Hall's online booking system and arranging catering as required.
2. Have ownership for the updating and effective storage/filing of the department's various electronic and paper based filing. Ensure that information is easily retrievable and accurately stored in compliance with the General Data Protection Regulation (GDPR) 2018 and the HR department's Data Retention procedures. Where necessary, undertake audits or archiving of files, including using the Hall's off site archiving facility where necessary and confidentially destroying obsolete information.
3. Ensure that personnel information is treated confidentially, and where appropriate entered into the Hall's HR and payroll system (Midland iTrent) in an accurate and timely manner.
4. Organise the 'Introduction to the Charity' session for new joiners, including rooms, invites, catering etc.
5. Support in the management of the Hall's time and attendance system (TMS) by setting up new employees, rosters and shift patterns, and producing reports in relation to absence, sickness and anomalies.
6. Assist the HR team with the production of management information from the HR systems (Midland iTrent, TMS and applicant tracking system Eploy).
7. Work with HR colleagues and departmental managers to book training events for staff and managers across the Hall and manage the related administration, e.g. waiting lists, purchase orders for catering or external suppliers, responses from delegates, training outcomes recorded on iTrent appropriately, feedback forms completed etc.
8. Assist the Recruitment Officer with the recruitment administration of new joiners.
9. Meet interview candidates and visitors at Stage Door and arrange refreshments for meetings / interviews as required.
10. Ensure all other relevant internal documentation for new starters and leavers is processed in an accurate and timely manner and stored appropriately.
11. Support the HR Advisor to administer organisation-wide benefits e.g cycle scheme and childcare vouchers.
12. Assist the HR Managers and Learning & Development and Apprenticeships Manager with the administration associated with HR Projects and the Hall's learning initiatives and events as requested.
13. Assist with the administration of the Hall's Progress Review (appraisal) process, e.g. logging copies returned to HR in iTrent, filing hard copies.
14. Respond to general HR enquiries from the public (by phone and e-mail) e.g. requests for work experience and internships, speculative job enquiries etc.



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15. Undertake any additional ad hoc project work to support the departmental objectives and business plan delivery.
16. Undertake any other reasonable task as requested by the Head of Human Resources.

HOURS OF WORK

Your working hours (on average 35 per week) will be a combination of practical hands-on work at the Hall and studying hours to complete your apprenticeship, with support from the training provider Ginger Nut Training.

PERSON SPECIFICATION

The ideal candidate will meet the following criteria:

Skills and Personal Qualities

- Ability to maintain confidentiality
- Highly organised and methodical, with good attention to detail
- Confident, approachable with excellent interpersonal skills and a positive attitude
- Excellent communication skills and professional, friendly telephone manner
- Ability to cope with changing priorities and a high level of activity, possibly from multiple sources
- Team player with a flexible and unflappable approach and ability to remain calm under pressure
- Ability to take the initiative and prioritise own workload to meet deadlines
- Ability to maintain and develop excellent relationships with a variety of colleagues within this fast paced arts environment and be confident about dealing with people who may challenge, complain or require details of Hall decisions (e.g. candidates who are unsuccessful at interview).
- Is discreet, reliable and trustworthy
- GCSEs (ideally grade A-C or 9-5) in English, Maths and ICT
- Good IT skills (including MS Office packages) and ability to pick up new systems quickly and confidently.

Ideal experience

- Has some previous administrative experience, ideally supporting a small team, which requires multi-tasking, working confidentially, managing priorities and being a central point of contact
- Experience of working closely with varied IT systems, maintaining up-to-date and accurate information



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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.

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.