



## JOB DESCRIPTION

**Role:** Front of House Coordinator

**Location:** Royal Albert Hall

**Salary:** £25,000 per annum

**Reports to:** Senior Front of House Operations Manager

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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

### WHAT WE EXPECT FROM YOU

The Front of House department is responsible for ensuring that all Royal Albert Hall customers receive a standard of service that reflects the Hall's reputation, vision and values. Consistently meeting and exceeding customer expectations is at the centre of the Hall's vision and the Front of House department leads in this being the first point of contact a customer has on arriving at the Hall.

The Front of House team is the largest in the Hall and the Front of House Coordinator provides general and varied office support across the team, to enable the smooth running of the busy department.



## **KEY DUTIES AND TASKS**

### **Administration**

- Using the Steward rostering software, generate accurate rosters on a monthly basis, ensuring all shifts are filled to the required levels.
- Process Stewards' wages to record all hours worked and ensure accurate wage payments for individual members of staff. Generate monthly payroll and holiday reports.
- Generate reports for the Front of House Team around data gathered through a variety of sources, these would include but not be limited to absence and lateness.
- Coordinate the system administration of the Stewards' rostering software, responding to stewarding self-serve requests for holiday, shifts, sickness and ensuring that the team receives a high standard of service in respect of their employment at the Hall.
- Manage and maintain an efficient filing system which complies with the Hall's GDPR processes and aids all members of the department to easily locate documents.
- Provide departmental administrative support to include data compilation and analysis, raising purchase orders, meeting co-ordination, room bookings, catering ordering, drafting documents, recruitment, Stewards' complimentary tickets, briefing papers, reports, presentations and minutes of meetings.
- Coordinate the office stationary, supplies and PPE within an allocated budget.

### **Operations**

- Assist the Front of House Operations Managers in compiling accurate forward planning documents that reflect future staffing requirements.
- Maintain accurate records of staffing quotes provided by the Front of House Operations Managers. Record actual staffing costs against events and provide them to other departments as required. Provide internal monitoring to ensure Front of House staffing and taxi costs are tracking to budget and/or highlighting variations.
- Attend planning meetings, providing insight and response to staffing requirements, updating the team on developments.
- Ensuring the Stewarding Food requirements are met in accordance with deadlines provided by our catering contractor.

### **General**

- Act as an ambassador for the Front of House department, ensuring a high standard of service is provided to all those with whom they deal.
- Carry out other duties as may be reasonably requested by the Senior Front of House Management team.

## **PERSON SPECIFICATION**

### **Essential, (Skills and Experience)**

- Excellent Administrative Skills
- Ability to influence decision makers through presentation of data and analysis
- Excellent interpersonal Skills (both verbal and written)
- Knowledge of Microsoft Office, including Outlook, Word, Excel, and Power Point
- Payroll experience desirable, but not essential
- An organised and logical individual with exceptional record keeping



- Meticulous attention to detail
- Have a passion and desire to understand the Hall's vision for Visitor Experience and the Front of House Operations
- Have an innovative, efficient approach with a desire to make improvements
- Flexible, adaptable and able to work in a fast paced working environment
- Highly organised with ability to manage time effectively between a number of ongoing tasks
- Ability to respond positively to last-minute changes
- A self-motivated and resilient individual who is able to keep a sense of perspective and humour whilst thriving under pressure

### **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.