



JOB DESCRIPTION

Role: Head of HR

Location: Royal Albert Hall

Reports to: Director of Finance and Administration

Direct Reports: Senior HR Manager (part time) and Learning & Development Manager

Team: 8, consists of above roles plus two HR Managers, HR Advisor, Recruitment Officer, HR Administrator (Apprentice)

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 400 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

THE ROLE

- Provide strategic HR leadership to the Hall to achieve its vision to attract, develop and retain a highly talented, diverse and engaged workforce; create a positive culture; and be a great place to work.
- Lead the Hall's HR function, across all areas including HR strategy, resourcing, recruitment and talent planning, staff engagement, employee relations, reward and recognition, performance management, learning and development, payroll and organisational development.

KEY RESPONSIBILITIES

- Develop and implement a people strategy, aligned to the Hall's wider Business Plan objectives.
- Be an active and effective member of the Hall's senior leadership team (LTM), ensuring the high visibility, focus and delivery of all people and culture activities. Working with LTM, lead the development of our culture across the organisation to enable us to achieve the aims of the Hall's Business Plan.



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Talent

- Develop and implement an effective talent strategy to support the building of high performance teams across the Hall.
- Develop our employer brand to further enhance our standing in the sector and the wider marketplace to drive inbound talent.
- Work closely with LTM and the Learning and Development Manager to ensure effective resource and succession planning.

Culture and Engagement

- Develop, lead and promote the Hall's diversity and inclusion strategy and culture
- Support the Staff Forum (an independent cross-departmental group) as required, leading any sub committees as a subject matter expert or implementing new practices and procedures where required.
- Lead the Hall's rolling annual engagement survey programme as well as other simple employee feedback tools (e.g. pulse surveys). Share findings and recommended interventions with the Executive, LTM and Staff Forum and implement action plans to drive positive change.
- Implement a holistic wellbeing and engagement strategy which delivers workplace activities to ensure employees remain motivated, healthy and productive at work.
- Participate in third party led engagement assessment that is competitively measured against other organisations with a view to securing a Best in Class accreditation (such as IIP or Best Companies).

Learning and Development

- Working closely with the Learning and Development Manager, lead on the development, delivery and evaluation of the L&D strategy ensuring it meets organisational objectives, addresses skills gaps and promotes a culture of continuous learning, improvement and feedback.
- Continue the implementation of the new performance management process; ensuring relevant organisational / team / individual objectives are communicated to employees. Implement a skills framework, which reinforces the Hall's values and behaviours and supports the Hall's commercial, public benefit and customer focused aims.
- Deliver a 360 feedback mechanism for the CEO and Directors, with a view to rolling this out more widely once successful within the Executive team.
- Work with the Learning & Development Manager to deliver a comprehensive suite of other L&D interventions that focuses on measurable deliverables and milestones for all employees, to ensure high performance, engagement and achievement of the Hall's Business Plan goals

Reward and Recognition

- Develop and deliver the Hall's reward strategy to ensure the Hall remains competitive in terms of pay, reward, and benefits.
- Regularly review and benchmark compensation and benefits offering to improve recruitment, engagement and retention.
- Consider wider forms of recognition to implement and champion across the organisation.
- Ensure that, through the wider HR team, benefits administration is effectively managed (for example pensions (inc. auto enrolment), childcare vouchers, season tickets etc).



HR Team, Budgets and Payroll

- Lead, manage and coach the HR team to ensure high performance and excellent service delivery.
- Motivate, empower and develop the team through feedback, clear objective-setting and regular performance reviews and appraisals.
- Lead by example through positive behaviour, inspiring the very highest standards of working and innovation.
- Prepare, manage and monitor the HR and L&D budget, always mindful that the Hall is a charity. Provide accurate financial updates, including forecasts/reforecasts where required.
- In partnership with the Head of Finance, manage the relationship with the Hall's outsourced payroll provider (and/or the Hall's Payroll Manager) ensuring staff are paid accurately and any changes are communicated effectively.
- Encourage continuous improvement, streamlining HR and payroll processes, procedures and ways of working to ensure maximum effectiveness and service delivery.

HR Support and Employment Relations

- Partner with LTM and the organisation in staff/workforce change and transformation programmes ensuring compliance with best practice and legal obligations.
- Support and advise the Oversight and Appointments Committee (a sub-committee of council) to assist them fulfil their HR governance and best practice responsibilities.
- Lead the HR team in supporting managers with employee relations issues: including disciplinary matters, capability, grievances, sickness absence, and performance concerns. This may include advising managers on the legal implications, conducting appropriate investigations, and attending and supporting related meetings.
- Advise the Senior Leadership and Executive Teams on HR risks and develop solutions to mitigate them and protect the Hall, and act as an HR Business Partner for the Chief Executive.
- Review and maintain a full suite of HR policies and procedures to reflect the aims and focus of the Hall, current legislative requirements and best practice. Ensure managers and staff are fully aware of these and their responsibilities.
- Set up and manage an HR dashboard and reporting framework, analysing results to ensure fully informed business decisions.
- Report regularly on KPIs to the Executive to include data on turnover, recruitment, absence and other relevant HR metrics.
- Support the wider business by managing the Hall's compliance with key legislative and other requirements including but not limited to Safeguarding, Health & Safety, GDPR, London Living Wage, Gender Pay Gap, Modern Slavery etc.
- Act as the Hall's Lead Safeguarding Officer. Have primary responsibility for managing and reporting any safeguarding concerns and ensuring adequate safeguarding procedures are in place; continuous review of the Hall's approach to safeguarding, awareness of staff and all related activities.
- Undertake other tasks and responsibilities as may be reasonably requested by the Director of Finance and Administration or the Chief Executive.

PERSON SPECIFICATION

- Significant experience in a senior generalist HR leadership role
- CIPD qualified or equivalent



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- Ability to lead, engage and influence at all levels of the organisation and drive action through people to achieve desired outcomes
- Experience of designing, delivering and evaluating people strategy, plans and budgets aligned to organisational aims
- Passionate about the value and impact the right culture and behaviours can have on business performance
- Has integrity, is willing to hold others to account and challenge when necessary. A role model for the organisation
- Commercially aware with the ability to adapt and tailor people initiatives to ensure they deliver commercial benefit
- Results driven and output/outcome focussed with the ability to deliver at a high quality within deadlines
- Able to motivate and inspire others, maintaining a positive attitude at all times, particularly in a fast paced constantly changing environment
- Excellent communication and interpersonal skills, leads by example and able to gain the trust and confidence of colleagues
- High levels of emotional intelligence, curious and the ability to coach others
- Professional, approachable, sensitive and diplomatic. Able to build productive and effective working relationships with people at all levels
- Pragmatic and effective decision maker
- A clear understanding of HR metrics, using these to inform business decisions and recognise what delivers value for an organisation. Experience of implementing, developing and interrogating HR systems an advantage
- 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
- Experience of devising and implementing policy, procedures and process improvements
- Experience of handling complex employee relations matters
- Commitment to delivering workforce diversity
- Excellent IT skills
- Good working knowledge and understanding of and GDPR principles

Desirable:

- Experience of negotiation and consultation with unions / works councils
- Able to demonstrate an understanding and personal commitment to safeguarding and promoting the welfare of children and young adults
- Experience of managing payroll processes

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.