



Royal Albert Hall

JOB DESCRIPTION

Role: Recruitment Coordinator

Location: Royal Albert Hall

Reports to: HR Business Partner

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

THE ROLE

This position fulfils a vital function in managing and co-ordinating all recruitment activity for the Hall's various departments, ensuring a seamless and efficient process reduces time to fill vacant positions and provides a positive candidate experience. From Philanthropy to Building Services, IT to Front of House and everything in between, you will work closely with departmental managers and HR colleagues from the start of the recruitment process all the way through to onboarding, ensuring all candidates and potential future employees receive an efficient, professional and welcoming introduction to the Hall.



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WHAT YOU WILL BE DOING

End to end recruitment process

- Ensuring the appropriate pre-recruitment authorisations are complete before recruitment commences.
- Revising, updating and assisting managers to create new job descriptions for a broad variety of roles that fulfil all the demands of a fast-paced venue.
- Placing advertisements internally and / or in suitable media, including the Hall's website using our applicant tracking system (Eploy) and monitoring the effectiveness of these channels and suggesting improvements or alternatives where necessary.
- Liaising with recruitment agencies and third parties where required, always striving to obtain best value for the Hall and maintaining positive working relationships.
- In partnership with departmental managers and / or HR team members, shortlisting suitable applications for interview, communicating with candidates via the system in a professional and efficient manner.
- Responding to ad-hoc queries for opportunities at the Hall, including apprenticeships and work experience requests when required, and providing feedback to unsuccessful applicants.
- Working with managers to create suitable recruitment processes for specific roles, e.g. assessment days, role plays, psychometric testing, competency-based interview questions
- Coordinating interviews, including scheduling candidates, preparing interview packs and where appropriate attending and / or note-taking interviews.
- Coordinating and producing all post offer administration, including arranging eligibility to work in the UK checks, obtaining references for new employees, pre-employment or security clearances as needed, offer letters and contracts of employment.
- Managing the induction and onboarding process for new starters and apprentices, ensuring they have necessary information and paperwork prior to commencing employment at the Hall.

Recruitment development

- Responsibility for the applicant tracking system (ATS), building a suite of management information reports and developing ATS functionality to improve the candidate experience, efficiency of the recruitment and onboarding process and the ability to interrogate the system for key MI.
- Improving management of data and the interface between the ATS and other HR information systems, ensuring data protection compliance.



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- Ensuring recruitment processes and systems are legally compliant and adopt best practice.
- Exploring innovative ways to promote the Hall as an employer of choice, capitalising on our brand and ensuring our recruitment practices and methods attract the best possible and diverse talent in a competitive marketplace.
- Developing the Hall's employer brand exposure on social media and any other channels, including our own website, and championing roles that are challenging to recruit.
- Working with departmental managers and the HR team to standardise all recruitment-associated paperwork, from job descriptions to adverts to ensure professionalism and consistency, including the Hall's vision and values and competency frameworks are included for all roles.

PERSON SPECIFICATION

Essential

- Experience of supporting a team with a high volume of recruitment-based administrative activity with multiple campaigns and different media.
- Able to gain an understanding quickly of the requirements of various roles in order to provide a seamless and efficient recruitment process.
- Experience of using an applicant tracking system (ideally Eploy) and experience of supporting managers in the shortlisting process.
- Good knowledge of appropriate advertising routes for varied roles.

Desirable (Skills and Experience)

- Experience of co-ordinating successful assessment days would be desirable, as would experience of psychometric testing

Interpersonal skills

- Exceptional organisation skills and an ability to prioritise workload
- A positive and proactive individual, professional and empathetic in dealing with both colleagues and prospective candidates
- Demonstrates a strong commitment to equality and diversity
- Creative, innovative and technologically astute
- A team player who works collaboratively not just within their own team, but across different departments
- Shows pride and passion in all that they do
- Demonstrates willingness to contribute to / embrace new ideas
- Flexible and adaptable attitude



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- Ability to build positive relationships with a wide variety of people
- Demonstrates an understanding of maintaining confidentiality and discretion.
- Excellent verbal and written skills, including English and Maths GCSE grade A-C (or equivalent)

HOURS

35 hours per week, Monday to Friday 9 am to 5 pm. It may be necessary to work over and above the normal hours of work, including at occasional weekends, evenings and bank holidays to satisfactorily complete the duties of the role.

HEALTH & SAFETY

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.

SUSTAINABILITY

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.