



Royal Albert Hall

JOB DESCRIPTION

Role: Visitor Services Manager

Location: Royal Albert Hall

Salary: £32,000 per annum

Reports to: Senior Visitor Services Manager

For over 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

As one of two Visitor Services Managers, you will be leading, managing and motivating the stewarding team with responsibility for recruitment of the team and embedding a positive feedback culture. You will be an inspirational manager who brings out the best in people in line with the Hall's values. A key part of the role will be undertaking regular shifts as a Duty Manager, making calm and confident decisions, leading by example to uphold rigorous standards of safety, customer care and building presentation. You will have a passion for delivering exceptional levels of service that reflect the Hall's outstanding reputation.



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KEY RESPONSIBILITIES

Staff management

- Alongside the Senior Visitor Services Manager and other Visitor Services Manager, line manage, develop and motivate a large Front of House team comprising around 140 Stewards, 16 Supervisors and 4 Duty Stewarding Managers to deliver world class customer service and crowd safety in one of the world's leading venues.
- Input into the design and delivery of extensive, creative and motivational training, which will continually enhance the standards and effectiveness of the Visitor Services team.
- With the Front of House Training and Development Manager and the Hall's HR team, devise and implement effective and engaging recruitment processes for all positions within the stewarding team.
- Working with the wider Stewarding team and the Training and Development Manager, embed a positive and constructive feedback culture into the Front of House team to create a continuous cycle of improvement.
- Facilitate ongoing and timely support, feedback and performance reviews to the stewarding team seeking to continually improve service standards at an individual and team level.
- Manage staff performance, addressing issues promptly and sensitively and following formal policies and procedures when necessary.
- Provide leadership, coaching and mentoring to Duty Stewarding Managers and Stewarding Supervisors supporting the cascading management structure of the stewarding team.
- Assist the Senior Visitor Services Manager in maintaining and improving systems and processes to ensure the smooth functioning of the Visitor Services department.
- Maintain accurate records, database management and timely report filing.
- Actively lead on investigation into customer service issues and ensure swift resolution whilst using each instance as an opportunity to improve customer service standards.
- Ensure the stewarding team has a clear understanding of the Hall's key objectives, vision and values and have a forum for contribution through regular team meetings.
- Any other duties as reasonably requested by the Senior Visitor Services management team.



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Duty Management

The Duty Manager is the representative of the Hall's the premises licence holder, with the delegated full authority of the Chief Executive.

- Act as Duty Manager for a diverse range of events, holding responsibility for the safety and welfare of all public, staff, visitors and the building, ensuring that the Hall's licence conditions and reputation are upheld.
- In emergency situations act as the incident controller. Dynamically risk assess and decide upon appropriate action, liaising with other key departments across the Hall. Manage and coordinate an evacuation if necessary and ensure the safe evacuation of all customers and staff. Inform appropriate colleagues on the communication cascade to ensure business continuity.
- Oversee Visitor Services activity and liaise with other members of Hall staff to achieve excellent safety standards. Report on issues which may affect health and safety for that event or for subsequent events.
- Carry out pre-event health and safety checks of the building to ensure that there are no hazards or risks to public safety and that good housekeeping/maintenance is maintained throughout the Hall.
- Maintain effective communication channels with other departments. Working as a collective team to deliver an exceptional service to our customers and other stakeholders within the organisation. Communicate efficiently, succinctly and calmly complying with Hall radio etiquette at all times.
- Be a proactive and visible presence throughout the building when on duty, monitoring and raising service and safety standards accordingly.
- Deal efficiently and effectively with customer complaints in a professional manner, and where possible, ensure that the complaint is resolved before the customer leaves the Hall.
- Ensure that a factual and objective Duty Manager's report is completed at the end of each duty, documenting issues relating to customers, the event, the building, and health and safety.
- Act as an ambassador for the Hall, promoting high standards of service at all times.



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PERSON SPECIFICATION

Staff Management

- An experienced manager who can develop a team to support the needs of our customers and the wider strategic aims of the Hall
- Demonstrable experience of managing staff performance ensuring that all issues are addressed promptly and sensitively and that formal policies and procedures are followed when necessary
- An understanding of a high performance culture where encouragement and motivation supports the delivery of exceptional customer service
- A considered and empathetic individual who can deliver feedback in a positive and timely manner
- Identifies and provides creative solutions to improve the performance and welfare of staff and delivery of excellent customer experience
- Contributes and embraces new ideas to improve management processes and procedures
- Excellent verbal and written skills with the ability to build positive relationships with a wide variety of people
- Embodies the Hall's values in all they do and instils the same in others

Operational Leadership

- Experience of managing a large and diverse team of customer facing staff to deliver an outstanding customer experience.
- Duty management experience or equivalent experience in a comparable organisation
- A calm, confident and proven decision-maker in a fast-paced environment, with the gravitas and credibility to command the support of customers, staff and colleagues alike.
- Ability to forge strong working relationships within a high-pressure environment.
- Problem-solving skills with the ability to find immediate and longer-term solutions.
- A clear understanding of the health, safety and security standards practices as they affect a large public venue.

Personal

- Strong communication and presentation skills
- A self-motivated and resilient individual with a flexible and adaptable attitude. Able to thrive under pressure whilst maintaining a sense of perspective and humour
- Excellent interpersonal, influencing and problem solving skills
- A team player who leads by example
- Ability to respond positively to last-minute changes
- Willingness to undertake a flexible shift pattern, in accordance with the Hall's Duty Management roster
- An ability to organise and prioritise workload and manage time effectively between Duty Management shifts and office responsibilities

Administrative

- Excellent IT skills, experience in using rostering and learning and development programmes is desirable



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- Ability to absorb information from a variety of written documents, which will inform decision-making
- A detailed individual with exceptional record keeping and reporting skills

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.

EQUALITY, DIVERSITY AND INCLUSION

The Royal Albert Hall is committed to improving and increasing representation in our team. This is a key component of the Hall's 5 year business plan. A similar commitment to this ambition is essential in this role. As the responsible person for the Front of House recruitment process, you will be required to work with our People and Culture team to embed forward thinking practices and procedures into all recruitment and training to enable this ambition for greater inclusivity.