



Royal Albert Hall

Role: Tours Supervisor (Administration)
Reports to: Tours Manager

The Royal Albert Hall

For nearly 150 years we have been inspiring artists and audiences worldwide with the magic of the iconic Royal Albert Hall; creating life-enriching, unforgettable experiences for everyone. Hosting over 380 events in the main auditorium and more than 400 in other smaller spaces, it stands true to the vision of Prince Albert in promoting an understanding and appreciation of the Arts and Sciences. As a charity the Hall is dedicated to maintaining the Grade 1 listed building and to giving access to all, through an eclectic mix of events, a thriving education programme and a range of daytime activities including Tours of the Hall.

The Role

Reporting directly to the Tours Manager, the Tours Supervisor (Administration) role is responsible for the operational delivery of the Tour business whilst on shift along with creating and maintaining the administration of the Tours Department and to assist with the continued growth of the department. As such, building relationships with both internal and external teams, managing the Administration of those relationships, ensuring the effective operation and administration of the department and supporting the Tours Manager to deliver the department's service standards are key objectives of this role.

Responsibilities of the role

Supervisor

- To supervise the Tour Guides, on both weekdays and at weekends and offer operational support.
- To brief all Tour Guides on the day's activities ensuring that everyone is aware of their duties and any operational changes needed for the day.
- To effectively line manage all Tour Guides to ensure optimum delivery of the tours service standards.
- Proactive observation, monitoring and coaching of Tour Guides. Provision of timely feedback and on-the-job training and tips.
- Engaging with the Hall feedback system to track development and performance of Tour guides.
- To understand the Hall's schedule of events and any implications that this may have on the operation of the department.
- To resolve any departmental customer issues that may arise during the course of the day.
- To fully understand the health and safety requirements of the operation and to carry out relevant checks prior to public admission if and when necessary.



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- To undertake public tours of the building when necessary.
- To assist the Tours Manager in the regular monitoring and assessment of the Tour Guides to provide feedback and improve service delivery standards across the department.
- To assist visitors in the event of an emergency to evacuate the building according to the Hall's evacuation procedures.
- To compile a duty report at the end of each working day to provide a summary of the day's issues.
- To provide feedback to the Tours Manager on tour issues and procedures and to effectively communicate any changes to team members.
- To work collaboratively and maintain effective communication with other Tours Supervisors to ensure the smooth operational running of the department.
- To liaise with colleagues from other departments across the Hall to establish and maintain good working relationships and collaborate effectively in dealing with operational requirements.
- To attend departmental meetings as required.
- To carry out any other duties as reasonably requested by the Head of Front of House and Tours or Tours Manager.

Administration

- To provide administrative support to the Tours Manager and the department as a whole, acting as the main point of contact and facilitating effective and timely communication both internally and externally.
- In collaboration with the other Tours Supervisor (Administration), thoroughly and with a meticulous attention to detail, coordinate activities and operations to ensure efficient running of the Tours Department, including rostering, wages and bookings. Generate monthly payroll and holiday reports and cross check information in the Roster and Time sheets
- Plan, coordinate and improve Tour Department administrative procedures and systems and devise ways to streamline processes and monitor sales. This may include rostering, wages, compiling reports and ticketing systems.
- Communicate effectively both internally and externally to ensure that tours are on sale correctly and that Tour guides are rostered appropriately and efficiently to deliver tours.



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- Manage and maintain an efficient Tours Department filing system which complies with the Hall's GDPR processes and aids all members of the Tours Manager and Supervisor team to easily locate documents.
- Provide general administrative support for the Tours Manager to include data compilation, raising purchase orders, meeting co-ordination, room bookings, catering ordering, drafting documents, briefing papers, reports, presentations and minuting of meetings along with individual and ad hoc tasks and projects.
- To build and maintain relationships with internal departments, Tours Partners Administration teams and Group bookers. Providing solution focused customer service and managing the Administration of these relationships.

Person Specification

- Proven supervisory experience ideally in a live entertainment or leisure environment.
- Demonstrable leadership qualities and a keenness to develop, encourage and motivate staff.
- Excellent organisational and administrative abilities.
- Strong IT and numeracy skills including Microsoft Office (Outlook, Word, PowerPoint & Excel).
- A calm, composed approach with the ability to be able to think on their feet and to adapt quickly and positively to last minute changes or resolve issues when they arise.
- A proven ability to deliver tasks and projects on time and to a strict deadline
- Strong interpersonal skills and the ability to build rapport with customers, team members and colleagues.
- Excellent communication skills, both oral and written and experience of confidently presenting to a varied audience.
- An enthusiasm for and positive attitude towards the Hall and its events, music and the Arts in general.
- Proven customer service experience and the ability to work both individually and within a team.
- A good standard of personal appearance.
- A passion for delivering insightful and engaging tour experiences.



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- The ability to be able to learn factual historical information and present it in an exciting, fresh and engaging manner.
- An understanding of ticketing systems is desirable.
- Fluency in a foreign language is desirable.

Successful candidates must commit to a flexible shift pattern including weekends, occasional evenings and unsociable hours.

This is an active role, including floor-walking, an ability to climb many stairs and some manual handling. Duties are carried out both inside and outside the building.