



Royal Albert Hall

JOB DESCRIPTION

Role: PA to the Director of Finance and Administration

Location: Royal Albert Hall

Working hours: 35 hours per week, Monday to Friday, 9am to 5pm

Reports to: Director of Finance and Administration (and indirectly to his three function heads)

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

To provide efficient and effective secretarial and administrative support to the Director of Finance and Administration (DOFA) and assist the DOFA and his departments in a range of tasks and projects.



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KEY RESPONSIBILITIES

- General administrative duties – correspondence, phone calls, maintaining paper and electronic filing systems, managing post, ensuring contact databases are up to date, expense claims, meeting arrangements, catering etc
- Monitor the DOFA's emails (inbox and sent items) to keep up to date with ongoing activity and action accordingly
- Manage the DOFA's diary effectively, allocating time for meetings, planning, projects and events
- Coordinate any travel arrangements for the DOFA, providing detailed itineraries where required
- Ensure project and meeting deadlines are met, and actions are followed-up where necessary
- Assist the DOFA in collating information and preparing presentations and reports as may be requested (maintaining confidentiality at all times)
- Ensure on behalf of the DOFA, that papers (including risk management papers, Finance Committee, RAHDL papers, and Trustee reports) are collated and circulated as appropriate and in a timely fashion to members of the Finance Committee and the Hall's management team
- Attend meetings with the DOFA, providing a full secretariat service with minutes and follow ups where necessary
- Provide effective support and event co-ordination for any entertainment carried out by the DOFA
- Support the DOFA with the Hall's insurance renewal programme and liaise with our insurers and other parties in relation to any actions required including in relation to claims made against the Hall
- Assist the DOFA in administering to the Royal Albert Hall Pension Scheme, collating and disseminating pension administrative papers, taking and distributing minutes of the meetings of the Halls' pension trustees and liaising with the Hall's pension advisors and actuaries
- Assist with the implementation of and embedding of a culture of GDPR at the Hall
- Reporting to the Staff Forum Chair, coordinate all Staff Forum activities to include: meeting arrangements; agenda setting and disseminating relevant papers; minuting Forum meetings; managing the Forum Rep election process and coordinating any interim communications



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- Support the work of the DOFA's function heads and their teams: Finance, HR and IT
 - Finance: supporting debt-chasing administration; ad hoc cash counting; bank account downloads when the cashier is absent; fundraising accounting (including gift aid); cost control reporting and compliance; assisting with any legal and professional advice/fees, to help facilitate the weekly pay run by arranging the necessary signing off requirements
 - HR: support staff engagement activities such as administration for induction days and the Staff Talks programme; general routine administrative support such as meeting minutes and assistance with preparation of reports and presentations; benefits administration including managing invoices, assisting with annual renewals and long service awards; booking meeting rooms; purchase orders
 - IT: routine administrative support such as production of meeting minutes, managing purchase orders and invoices, assisting with annual renewals and booking meeting rooms.
- Work collaboratively with the other Directors' PAs to provide cover when absent or on annual leave.
- Carry out additional tasks as may be reasonably requested by the DOFA and his direct reports; Head of Finance, Head of HR and Head of IT
- Establish and maintain excellent working relationships both within the Hall and externally, acting as an ambassador for the DOFA and the Hall at all times
- Other ad hoc PA duties

PERSON SPECIFICATION

- Significant PA experience at senior executive level
- Excellent administrative and organisational skills, with a keen eye for detail
- Able to work under pressure, prioritise workload effectively and work on own initiative
- Good drafting skills, with a fast and accurate typing speed and experience with shorthand or speed-writing
- Computer literate in Outlook and Microsoft Office packages, understanding of Mac software
- A positive and proactive team player, who is able to build positive relationships with a wide variety of people



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- Strong interpersonal and communication skills (both written and verbal)
- Forward thinking – able to think ahead and second guess requirements and needs
- Happy to contribute/embrace new ideas and shows pride and passion in all that they do
- Absolute discretion and an understanding of the need to maintain confidentiality
- Flexible and adaptable attitude
- GCSE English & Maths or equivalent

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.