



Royal Albert Hall

Information for Candidates

Recruitment Pack

Press Assistant





Welcome

From Rick Burin, Senior Press Manager

Thank you for your interest in the role of Press Assistant at the Royal Albert Hall.

The Communications team at the Hall works to drive sales, diversify audiences and build the reputation of the Hall as a force for good and a place for everyone. We inspire people across the UK and the world with what the Hall does, both in the building and online. We work hard to improve perceptions of our venue and communicate in a way that is accessible to all, embedding our culture and our history into those communications.

The Press Assistant is key to the smooth running of the Communications department, and also works to build contacts, pitch stories and manage shoots.

We are looking for a driven, organised individual with excellent written English and a strong understanding of the media landscape – particularly social media.

If you believe you have the skills and experience to excel in this role, we would love to hear from you. Thank you once again for your interest and we look forward to receiving your application.



Introducing the Royal Albert Hall

The Royal Albert Hall is an iconic venue and a registered charity, held in trust for the nation.

Our charitable purpose is to:

- Promote the Arts and Sciences
- Preserve and enhance our Grade I listed building

Since we opened our doors in 1871, the Royal Albert Hall has been home to the world's leading figures in music, dance, entertainment and conversation. From the Suffragettes to Stormzy, Elgar to Einstein, the Beatles to Bassey... icons grace our stage.

A charity known and loved across the globe, we are home to dreams and determination, contemplation and celebration – bringing people together to lift their spirits and inspire. Every year nearly 2 million people enjoy unforgettable experiences in our spectacular building, with millions more joining us online and through broadcast worldwide.

We are home to the future – working tirelessly to enable talent to thrive. We embrace change as well as tradition, inviting the new, the radical and the bold. We are open to all, a committed force for good, connecting people and communities.



Our Vision

Our vision is for the Royal Albert Hall to be the home of breathtaking moments and lasting memories, for everyone.

Together, we create the amazing.





Our Strategic Objectives

We have four Strategic Objectives that will help us achieve our Vision:

1. Driving progress on the Hall's Vision to be a home for everyone – artists and audiences
2. Generating funds for the Estate Plan and other projects
3. Investing in people and systems
4. Building the Hall's reputation as a Force For Good:
 - A Home For Everyone – Equity, Diversity and Inclusion
 - A Home For Thriving Creativity – Engagement and wellbeing
 - A Home For a Sustainable Future – Towards net-zero and biodiversity.





Royal Albert Hall

Equity, Diversity and Inclusion

The Hall supports an equal, diverse and inclusive environment for all.

We want everyone to feel that the Royal Albert Hall is a place for them, where they truly belong. To do this, diversity and inclusion must be built into everything that we do, so that it's a part of who we are. We want our programme, staff and audiences to be reflective of London and to celebrate the diversity of the communities that we serve. So we look to recruit colleagues who support these ambitions and values.

We aim to be a force for good, and we know that what we programme on our stage has the power to shift and change mindsets. We are increasing the number of global majority headliners and younger performers at the Royal Albert Hall. And we are creating new opportunities for diverse participants across the Hall team.

“I want the Hall to champion a diverse array of performers, and to attract staff and audiences that truly reflect modern Britain. There is much still to do, but we are working hard to ensure the Hall is a home for everyone.”

- James Ainscough OBE, Chief Executive





Equity, Diversity and Inclusion

We are committed to:

- Providing training on inclusivity to all staff.
- Implementing a structured and transparent framework for talent management and promotion to drive consistency, equity, and strategic workforce development.
- Reviewing our recruitment strategies to ensure that we can widen our candidate pool and further increase the diversity of our workforce.
- Leverage data-driven insights from staff engagement and pulse surveys to inform and deliver targeted interventions that cultivate a sense of belonging and high-performing team cultures.
- Establishing end-to-end reasonable adjustments processes that proactively support accessibility and inclusivity for all employees and visitors.
- Strengthening the Hall's mental health and wellbeing agenda by expanding support mechanisms and resources aligned with evolving staff and visitor needs.
- Working with our EDI staff working group to champion our initiatives. By collaborating with this group, we'll ensure our team understands and actively supports our commitment to Equity, Diversity, and Inclusion.
- Ensuring that our tours and archive properly represent the Hall's rich and diverse history.







Job description

Role: Press Assistant

Location: Royal Albert Hall

Salary: £27,000 per annum

Working hours: 35 hours per week

Reports to: Senior Press Manager

Shift/working pattern: 35 hours per week

Direct reports: N/A

How does the Communications team deliver the Hall's Vision?

The Communications team at the Hall works to drive sales and diversify audiences, and to build the reputation of the Hall as a force for good and a place for everyone. We inspire people across the UK and the world with what the Hall does in the building and online, even if people never attend in person. We work hard to improve perceptions of the Hall and communicate in a way that is accessible to all, embedding our culture and our history into our communications.

How does this role fit into the structure/team? And what does success look like?

Success in the role will mean that the press office runs smoothly and efficiently, while your skills in managing shoots, building contacts and pitching stories keep improving. Both senior members of the team – and the director they're reporting to – have worked themselves up from more junior positions, and there is scope for an ambitious, hardworking and creative press assistant to really thrive and grow at this incredible venue.



Key accountabilities	Key activities/decision areas
1). Communications activity	<ul style="list-style-type: none"> • Support the Senior Press Manager and Press Manager to write, edit and arrange for the effective distribution of press releases, newsletters and other public relations material • Run your own press campaigns, initially for Beyond the Main Stage shows, then later for main auditorium events • Work with the Press Manager to run our influencer outreach strategy, supplying knowledge, understanding and tons of ideas • Monitor and manage the press inbox • Maintain press lists on Cision database • Co-ordinate, manage and invoice selected external filming and photography requests • Manage the invitation of journalists for evening entertaining, and attend these press nights • Manage the inclusion of the Hall's events on external listings websites • Compile press coverage reports weekly, as well as for specific projects and campaigns • Manage press tickets and allocations, with our CRM, Tessitura, and the box office team
2). Event and Project support	<ul style="list-style-type: none"> • Support the Hall's press events ordering catering for press boxes, and attending some events out of hours • Build contacts with national journalists • Support promoter press activity and press launches for promoter events when necessary • Assist with the development and proofing of documents including programmes and documents for the Director of External Affairs' Office, ensuring high levels of accuracy • Represent the brand of the Hall to all stakeholders, both internal and external • Provide administrative support for the Communications team, including but not limited to booking meetings, processing invoices, managing subscriptions, raising POs and proofreading • Assist with photography and videography projects commissioned by the Hall to generate content for the Hall's channels • Any other tasks as may be reasonably requested by members of the Communications team



3). Other	<ul style="list-style-type: none">• Ensure that the Hall's brand values are promoted and protected at all times• Act as an ambassador for the Hall and its activities at all times; including conducting presentations internally and externally to promote the Hall and its brand when required• Promote co-operation and communication between the Communications team and other teams around the Hall• Any other tasks as reasonably requested by the Director of Audiences
------------------	---

Qualifications and Experience	
Criteria	Requirement
Extensive experience in a similar role at a similar/related venue/organisation where the post-holder has held responsibility for the development of internal communications strategy.	Essential
An in-depth knowledge of internal marketing platforms, channels and initiatives	Essential
Experience of planning, delivering, and evaluating creative, high-impact internal communications strategies, campaigns and activities	Essential
Experience of collaborating across different departments and organisations to deliver outcomes that meet the needs of all parties	Essential
Degree educated or equivalent	Desirable
Experience of budgeting	Desirable



Skills and Abilities	
Criteria	Requirement
Ability to think strategically and ensure campaigns support the Hall's employee engagement and business plan objectives.	Essential
Strong understanding of internal communications strategies, tactics, and techniques.	Essential
Strong political instincts, empathy for others, and ability to identify areas of sensitivity and potential reputational risk.	Essential
Effective and open communication / presentation skills at all levels.	Essential
Ability to evaluate internal communications campaigns against business plan objectives and use this to inform the development of future activities.	Essential
Ability to innovate, identify opportunities for improvement, and respond to a changing internal context and to evolving internal communications best practice.	Essential
A digital native with a rich understanding of social media platforms, including TikTok	Essential



Behavioural Attributes	
Criteria	Requirement
Flexible and open minded	Essential
An imaginative and creative outlook	Essential
An enthusiasm for the Hall, the arts and an interest in a wide range of events	Desirable
Flexible and open minded	Essential

The job description above is intended to be an outline of the duties and responsibilities for this role. This is not exhaustive, and it is likely to change over time. The role holder may be expected to undertake other duties that are commensurate with this role.

Note:

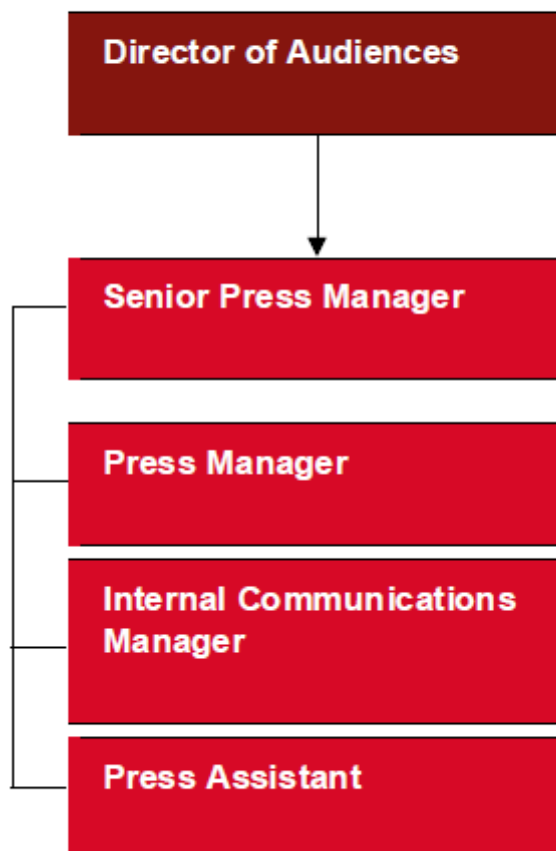
Essential criteria refer to the minimum skills, abilities, knowledge, experience, and professional qualifications required for the role. These are non-negotiable and individuals who do not meet these basic requirements cannot undertake all the duties required for this role.

Desirable criteria are those that are important, but not essential for an individual to perform the duties of the role. They are criteria that an individual can develop while they are in post through training and other developmental type activities.



Department chart

Communications





Your first six months

During your 6-month probationary period, our focus is on setting you up for success, so we will invest in giving you skills and knowledge to perform your role.

It is also vital that you build an understanding of our unique working environment, intimately tied to our Grade I listed building, and that you immerse yourself in the Hall's culture. This means exploring our historic building where history has unfolded for over more than 150 years and where legends have performed on our stage, building strong relationships through face-to-face interactions with your line manager, engaging in relevant in-person training and investing quality time with colleagues and peers to foster strong working connections and where possible attending events.

Embracing your team's working pattern, whether hybrid or on-site only, is essential to ensuring a smooth transition and a successful start. The magic happens in our building, so it's vital that you have a regular on-site presence to support us in creating the amazing.



Royal Albert Hall

Application

Thank you for your interest in working at the Royal Albert Hall. To apply for this vacancy, please visit our website using the link below, locate the role and select 'apply'.

[Vacancy Search Results - Royal Albert Hall](#)

Provisional dates for interviews are:

First round interviews:

Week commencing 13 October 2025.

Second round interviews:

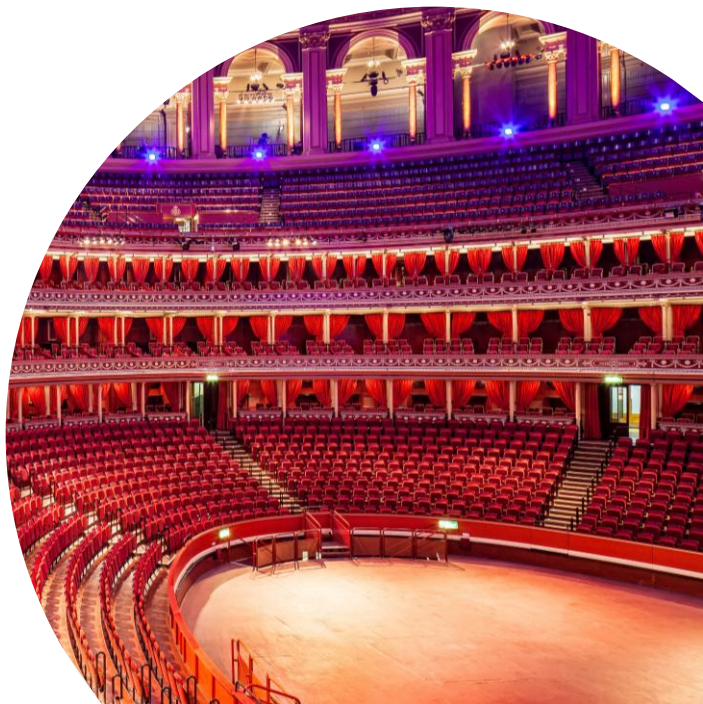
To be confirmed.

The closing date for applications is 12pm on Friday 3rd October 2025.

The Royal Albert Hall is a registered charity (no. 254543) and strives to be an equal opportunities employer.

The Royal Albert Hall is committed to creating a diverse and inclusive environment in which everyone can thrive. We encourage candidates from all cultures and backgrounds to apply. If you believe you need a 'reasonable adjustment' with the recruitment process, then please email the People and Culture team via peopleandculture@royalalberthall.com.

Please state 'Request for Reasonable Adjustments' in the email subject header and provide details of your preferred contact method.





Staff Benefits

Our commitment to you

Our people are our greatest asset and play a role as active ambassadors for the Hall. In recognition of your commitment and in support of the work that you do, these are the health, wellbeing and staff benefits that are available to you as a staff member.



Annual Leave

Entitlement is 25 days per year, with the Opportunity to buy or sell up to five days holiday per calendar year.



Personal development

Development is really important to us and there are a variety of options available to staff at the Hall.



Family leave

We offer enhanced pay during maternity, paternity and shared parental leave.

Care first

Employee assistance programme

Care First offers support, information, expert advice and specialist counselling to help you when you need it.

Aviva DigiCare+

Mental health and wellbeing app

Access to expert care and tailored resources – helping you stay well and feel supported.



Cycle to work scheme

This allows you to obtain a new bike to use to ride to work. You can then repay it through your salary.



Interest free season ticket loan

We pay for the ticket, and you repay the money out of your monthly salary



Employee discounts scheme

From groceries to wellness products, travel and more, with our employee discount scheme you can start saving more money right away, on things you're already buying using our Backstage portal.



Wellbeing

We take the health and wellbeing of our staff at the Hall seriously. We have a dedicated Wellbeing Committee and Mental Health First Aiders. Well-being sessions are run throughout the year, some of the recent sessions run included Menopause and Emotional resilience training.



Pension

When you join us, we'll automatically enrol you into our pension scheme. You will have the option to join our stakeholder pension scheme after 6 months service and successful completion of your probation at six months.



Complimentary tickets

Following three months continuous service, you will be eligible to apply for complimentary tickets to performances within the auditorium at the Hall.



Staff canteen

Our canteen offers free hot and cold meals, including vegetarian options to staff whilst at work.





Royal Albert Hall
royalalberthall.com

Kensington Gore
London, SW7 2AP



Royal Albert Hall