



Royal Albert Hall

Information for Candidates

Recruitment Pack

Data Analyst





Welcome

From Barbara Doe, Business Intelligence Manager

Thank you for your interest in the Data Analyst role at the Royal Albert Hall.

At the Hall we are continuing to develop how we use data and technology to improve our reporting, analytics and understanding across the organisation.

As part of our Business Intelligence team, you will work with colleagues across the Hall to understand their questions and turn data into clear, meaningful insight. The work is varied, from developing Power BI reports and analysing trends to improving data quality and exploring new approaches to analytics.

We are looking for someone who is curious, collaborative and keen to develop their skills. If you enjoy asking questions, understanding the story behind the data and turning it into something useful, we would love to hear from you.



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 the home of breathtaking moments and lasting memories for everyone
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 – Principally our reimagined Engagement Programme
 - A Home For a Sustainable Future – Greening the Royal Albert Hall towards net-zero and enhancing local 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:	Data Analyst – Fixed Term Contract – 12 months
Location:	Royal Albert Hall - hybrid
Salary:	£40,000 to £45,000 per annum
Working hours:	35 hours per week
Reports to:	Data and Software Solutions Manager

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

The business intelligence team helps colleagues across the Hall turn data into better decisions. Bringing together data from systems including Tessitura (our CRM and ticketing database), Artifax and other operational sources, and make it useful through analysis, reporting and data products.

Our core environment is built on Microsoft SQL Server and Power BI Alongside established reporting and integration tools. This role is designed to build hands-on capability in these technologies with support from experienced BI colleagues.

The purpose of the Data Analyst is to help people across the Hall understand what the data is telling them. They will turn business questions into clear analysis, reliable reporting and practical insight that supports better decisions.

They will work closely with colleagues to understand the question behind a request, explore and validate the relevant data and explain findings in a way that is clear to both technical and non-technical audiences.

Success in this role means becoming a trusted and curious member of the BI team; producing work people can rely on, growing skills in SQL and Power BI, and steadily building an understanding of the Hall's data, systems and business.



Key accountabilities	Key activities/decision areas
Data Analysis & Insight	• Translate business questions into clear analysis, agreeing what a useful answer looks like with the stakeholder. • Explore data to identify trends, patterns, opportunities and anomalies, and explain what they may mean. • Produce recurring and ad-hoc reports and analysis that is accurate, timely and relevant. • Present findings clearly, including limitations or uncertainty in the data.
Reporting & Visualisation	• Build and maintain clear, reliable reports and dashboards in Power BI and other appropriate reporting tools. • Support regular management information and help improve how it is produced. • Design reporting around the needs of the audience, not just the available data. • Apply consistent approaches to definitions, visualisations and documentation.
Data Quality	• Carry out sensible validation and quality checks before analysis or reporting is shared. • Spot missing, inconsistent or unexpected data and investigate the likely cause. • Work with BI colleagues and business teams to resolve issues and improve data at source where possible. • Handle personal and sensitive data responsibly and in line with the UK GDPR and Hall policies. • Contribute to data-cleansing and continuous data-improvement work.



Key accountabilities	Key activities/decision areas
BI Development Support	• Support BI Developers with data preparation, testing and analysis. • Help gather and document requirements, definitions and acceptance criteria. • Test BI changes and confirm that outputs answer the agreed business need. • Maintain useful documentation so reports and datasets can be understood and supported by the wider team.



Qualifications and Experience	
Criteria	Requirement
Experience analysing data and turning it into clear, useful findings.	Essential
Strong analytical and problem-solving skills, including the confidence to question unexpected results.	Essential
Working knowledge of T-SQL, including joins, filtering, aggregation and basic data investigation.	Essential
Confident use of Excel for analysis, validation and working with structured data.	Essential
Working knowledge of Power BI	Essential
Knowledge of DAX, Python or R, or evidence of learning one of these.	Desirable
Awareness of the UK GDPR and good practice when handling personal data.	Essential

Skills and Abilities	
Criteria	Requirement
Able to explain data and findings clearly to people with different levels of technical knowledge.	Essential
Able to build positive working relationships, listen well and ask useful questions.	Essential



Skills and Abilities	
Criteria	Requirement
Experience working with CRM, ticketing, membership, fundraising or other transactional data.	Desirable

Behavioural attributes	
Criteria	Requirement
Collaborative, curious and willing to learn, sharing knowledge and supporting colleagues across teams.	Essential
Able to organise and prioritise work, communicate progress and ask for support when priorities conflict.	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.

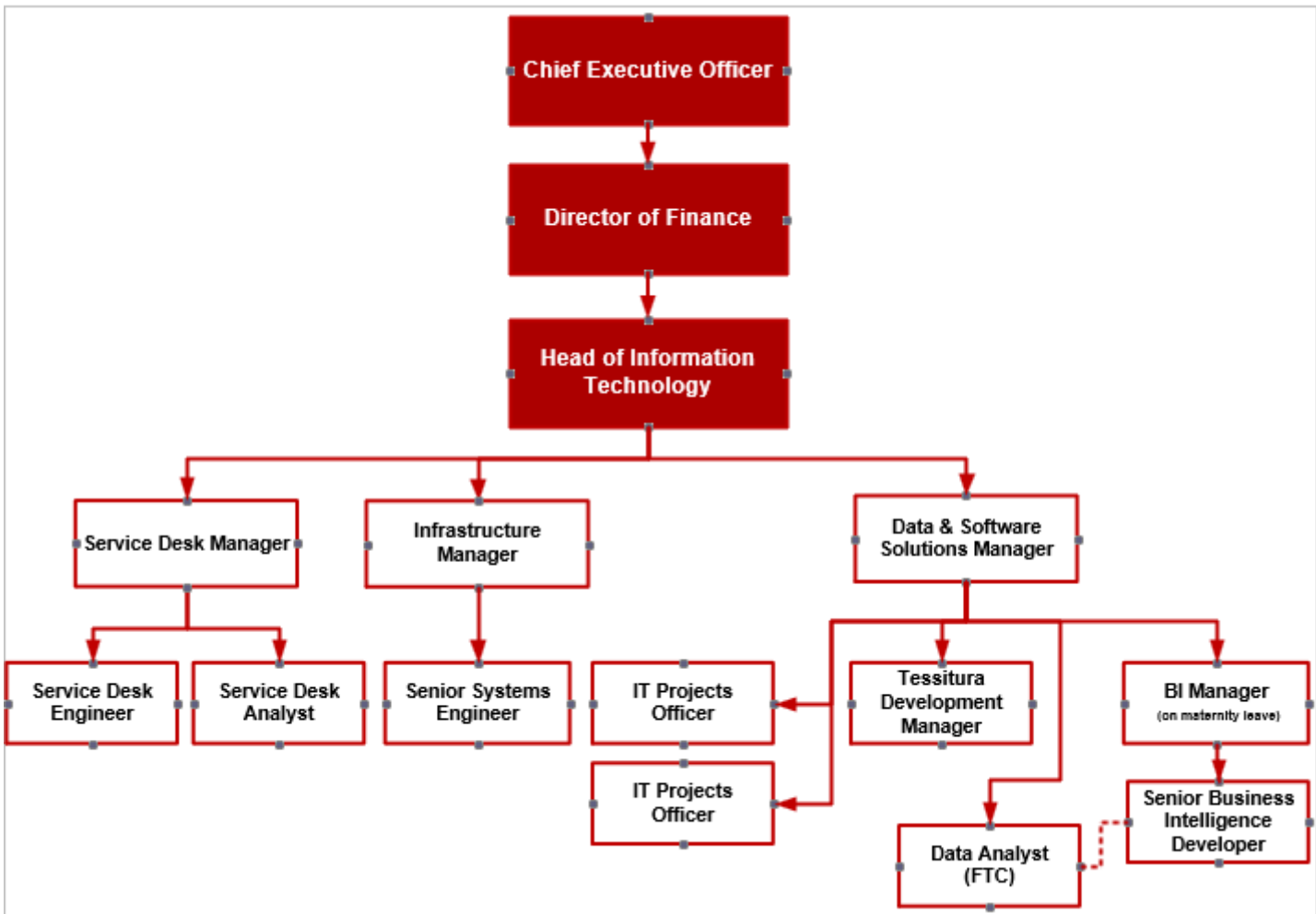
Note:

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





Your first four months

During your 4-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. We're partnering with Morgan Law to recruit this role.

Please apply via the link below:

[Apply Here](#)

Provisional dates for interviews are:

First round interviews:

Week commencing 16 November

Second round interviews:

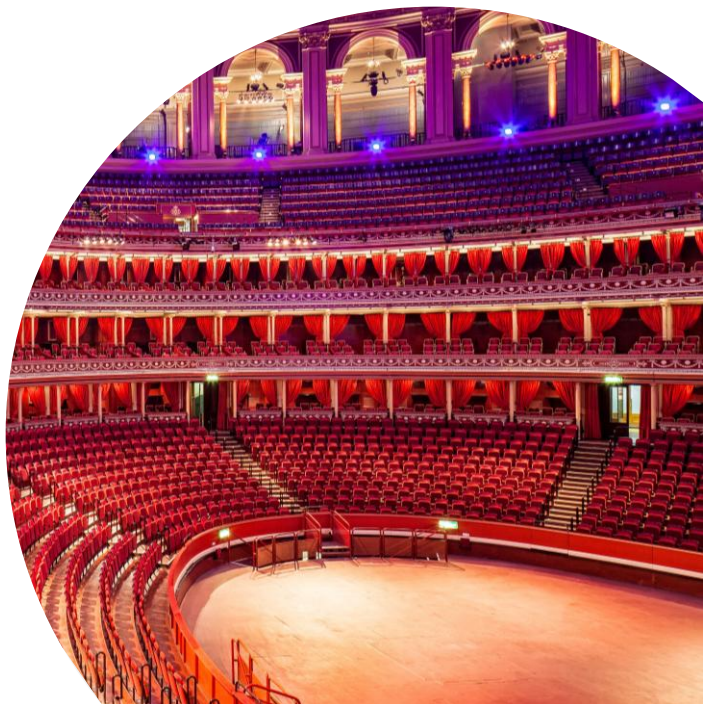
Week commencing November

The closing date for applications is
11.59pm on Sunday 8 November 2026.

Please note that all applicants must have the right to work in the UK.

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 Recruitment team via recruitment@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.



Life assurance

This is 6 x your basic salary.

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

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