



Royal Albert Hall

Information for Candidates

# Recruitment Pack





# Welcome

## From the Partnerships 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 around 400 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.

Partnership support allows us to continue fulfilling our charitable aims along with building new relationships to enhance audience experience.

Partnerships at the Hall fall into two categories, Brand - working with sponsors who have long term relationships with the venue to create great experiences for our audiences - from food and beverage providers to accommodation and production, we work with companies to enhance visitor experience within the building.

The second area of Partnerships is in the form of Private Box Partnerships – a long-term hospitality option for frequent visitors to the Hall, working closely with our catering partner rhuarb to deliver outstanding experiences at shows.

The Partnerships Administrator will support the Partnerships team, providing efficient and effective administration. This role involves maintaining all admin tasks related to Private Box Partnerships as well as Brand partnerships. This role will ensure daily duties such as ticketing, invoicing, show information and announcements are kept up to date. The Partnerships Administrator will be a key interface for current Partners, providing them with excellent communication and customer service.

This role supports the department by handling administrative, operational, and client-related tasks. It involves working closely with the Senior Partnerships Manager, Partnerships Manager and Private Box Partners Executive.

We are looking for a highly organised individual with exceptional attention to detail and the ability to thrive in a fast-paced environment. This admin-focused role requires balancing multiple priorities accurately while delivering excellent customer service.



# A history dating back to 1871

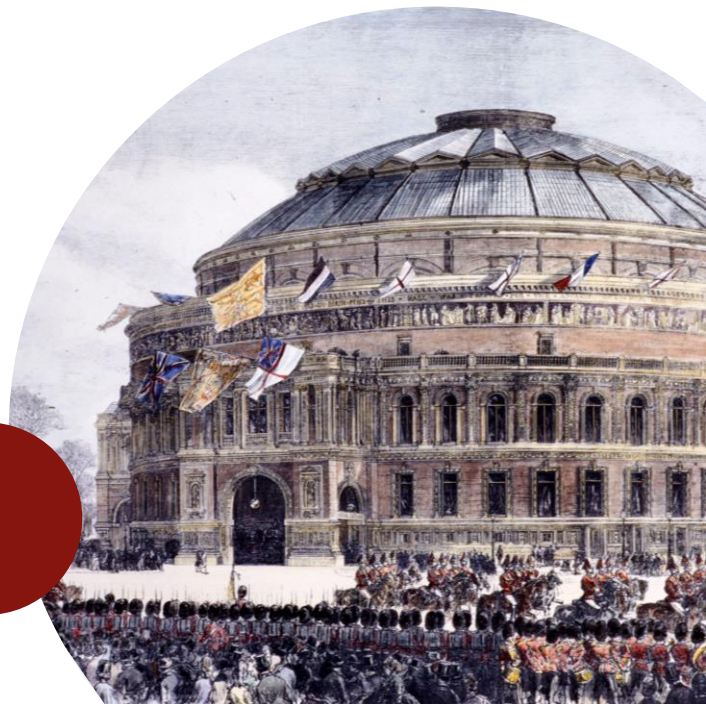
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

Since then, we have become the world's village hall, known and loved across the globe for events and moments in history that have, in many cases, shaped the nation and in doing so, realised Albert's vision.

More than a concert hall, we are also a home for those who dream of making the world a better place.

We hosted 25 suffrage meetings, and numerous great patriotic rallies in support of the armed forces. Sir Winston Churchill, the Dalai Lama, Emmeline Pankhurst, Stonewall, Nelson Mandela, the Royal family and world leaders have graced our auditorium. History is played out on our stage.

The Royal Albert Hall may be 150 years old, but we have more history to make, and you could help us write it.





# About us

Based in South Kensington, the Royal Albert Hall is an iconic venue. The Royal Albert Hall is a registered charity held in trust for the nation's benefit.

Our purpose is to:

- promote the Arts and Sciences
- preserve and enhance our Grade I listed building.

The world's leading figures in music, dance, sport and politics have appeared on our stage since we opened in 1871, and now over 1.7 million people enjoy live experiences here every year, with millions more experiencing our events through broadcasts, recordings and new media channels. Today, the Royal Albert Hall hosts around 400 events each year and our amazing staff play a huge part in ensuring the success of all our events.

The BBC Proms have called the Hall their home since 1941. Shirley Bassey has had more than 45 performances at the Hall since 1971. Statesmen, sportsmen and a galaxy of stars have graced our stage, creating unforgettable memories. From Albert Einstein, to Arctic Monkeys, The Beatles to Beyoncé, Churchill to Coldplay. Recently, we have hosted the premier of the James Bond film 'No Time to Die', Cirque De Soleil, the EE Baftas, Classical Spectacular and a series of events for Teenage Cancer Trust.





# Engagement

Our public benefit work is of paramount importance to us and features most prominently through our inclusive and ground-breaking Engagement programme.

As a charity, the Royal Albert Hall believes in providing an Engagement programme that aims to enrich people's lives and offer fairer access to the arts. The programme is divided into 3 main strands of activity:

- **Engaging with Music**
- **Supporting Communities**
- **Discovering Careers**

and all of our projects and events:

- **Offer a subsidised or free programme of arts activity**
- **Enable specific groups to access the Hall in a way that suits them**
- **Are informed by inclusive practice**
- **Involve collaborative working with specialist partner organisations**
- **Take inspiration from the Hall's architecture, history & events**

“Our Engagement programme includes concerts in care homes, schools' workshops, careers masterclasses, Relaxed performances and much more.”





# Equality, Diversity and Inclusion

The Hall supports an equal, diverse and inclusive environment for all and we know we can do more.

Diversity was one of the five key strategic objectives agreed for our five-year business plan in August 2019. This means that it is right at the heart of our planning for the future and we will have an action plan to underpin this. Equality, Diversity and Inclusion is part of our mandatory training and we have a committee, set up in 2018 which has representation from staff across all departments, levels and represents the nine protected characteristics.

“I want to use the Hall’s platform to champion and highlight a diverse mix of performers and attract staff and audiences that truly reflect modern Britain”

**- James Ainscough, CEO**





# Equality, Diversity and Inclusion

We are committing to:

- Programming more events with diverse artists and to making our platforms available to black voices – both on the stage and on digital channels.
- Ensuring that our archives and our tours properly represent the Hall's rich and diverse history and we are refreshing our diversity training for our leadership team and trustees.
- Reviewing our recruitment strategies to ensure that we can widen our candidate pool and further increase the diversity of our workforce.





# Organisation chart







# Our Mission, Vision and Values

## WHO WE ARE

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.**



# Job description

**Role:** Partnerships Administrator

**Location:** Royal Albert Hall

**Salary:** £28,000 per annum

**Working hours:** 35 hours per week

**Reports to:** Partnerships Manager

**Direct reports:** N/A

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.



# Job description

## **HOW DOES THE PARTNERSHIPS TEAM DELIVER THE VISION?**

Partnerships deliver the vision through working with our corporate partners to enhance our guest experiences, whether this is accommodation, curated culinary offers or production and artistic excellence. To seek corporate partnership with organisations that align with our business pillars, audience development plan and Royal Albert Hall values and ethics.

## **HOW DOES THIS ROLE FIT INTO THE STRUCTURE/TEAM? AND WHAT DOES SUCCESS LOOK LIKE?**

The Partnerships Administrator will support the Partnerships team, providing efficient and effective administration. This role involves maintaining all administrative tasks related to Private Box Partnerships as well as assisting with the administration of Brand Partnerships. This role will also ensure daily duties such as ticketing, invoicing, processing of menus, sending show information and latest show announcements are sent in a timely manner. The Partnerships Administrator will be a key interface for current partners providing them with excellent communication and customer service. This role demands a strong administrative focus, so exceptional organisation and attention to detail are vital.



**WHAT THE ROLE HOLDER WILL BE RESPONSIBLE FOR DELIVERING**

<u>Key accountabilities</u>	<u>Key activities/decision areas</u>
<p><b>1). Private Box Partner Administration</b></p>	<ul style="list-style-type: none"> <li>- The main element of this role is being in primary contact with all of our Private Box Partners ahead of their bookings, keeping them informed, gathering information and ensuring excellent customer service.</li> <li>- Responsible for the timely processing of menus, send out of tickets, itineraries, and managing the communication of all pre-show information and collateral for Private Box Partners.</li> <li>- Assist in processing booking requests from Private Box Partners where required.</li> <li>- Assist in organising tours or any special requests for existing Private Box Partners, informing internal departments and liaising with box office on red carpet events and access.</li> <li>- Schedule and create Partnership Newsletters and ensure these are sent out to Private Box Partners on schedule.</li> </ul>
<p><b>2). Internal Communications</b></p>	<ul style="list-style-type: none"> <li>- Gather information ahead of all shows from internal departments, filtering what to communicate to Partners and the team in a timely manner.</li> <li>- Update and circulate cross-departmental communication documents, keeping all key stakeholders informed, including to our incumbent caterers, Rhubarb.</li> <li>- Work operationally on occasion at certain shows, providing excellent customer service to Partners in attendance. This may include meet and greet, guest lists and keeping internal ops informed on event schedule.</li> <li>- Assist the Private Box Partnerships Executive with the administration of events for Private Box Partners and assist Account Managers with events for Brand Partners.</li> <li>- Support the Private Box Partnerships Executive in releasing house boxes back to box office, in a timely manner.</li> <li>- Updating internal events schedules, ensuring that records are entered accurately and kept up to date and in line with GDPR.</li> </ul>



<p><b>3). Brand Partner administration support</b></p>	<ul style="list-style-type: none"> <li>- Taking bookings from Brand Partners, balancing demand and requests.</li> <li>- Provide primary account management for select partners.</li> </ul>
<p><b>4). Administration support for the whole team</b></p>	<ul style="list-style-type: none"> <li>- Full administrative support including placing purchase orders and raising invoices in our finance system for all partners.</li> <li>- Booking rooms and organising meetings through the Hall's online system.</li> <li>- Assist Account Managers administration as a point of contact where relevant.</li> <li>- Process all ticketing for the team.</li> <li>- Inputting clients and contacts into Tessitura.</li> <li>- Provide operational support to the Partnerships Team on events where necessary.</li> <li>- Any other tasks as may reasonably be requested by the Partnerships Manager, Senior Partnerships Manager and Head of Partnerships and Hospitality and wider Partnerships team.</li> </ul>

**WHAT SKILLS AND EXPERIENCE THE ROLE HOLDER WILL HAVE**

**Essential and Desirable**

<b>Qualifications and Experience</b>	
<b>Criteria</b>	<b>Requirement (Essential or Desirable)</b>
<ul style="list-style-type: none"> <li>• Excellent IT/PC skills with knowledge of all Microsoft Office packages</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Experience in a customer service or Hospitality role</li> </ul>	Desirable
<ul style="list-style-type: none"> <li>• Experience of administration role within a busy office</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Experience with CRM systems</li> </ul>	Desirable



<b>Skills and Attributes</b>	
<b>Criteria</b>	<b>Requirement (Essential or Desirable)</b>
<ul style="list-style-type: none"> <li>Highly organised with the ability to work in a fast-paced environment</li> </ul>	Essential
<ul style="list-style-type: none"> <li>High attention to detail and adhering to strict deadlines</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Professional customer service with an understanding of its importance</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Ability to organise and prioritise a busy workload</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Clear communication and keeping key documents up to date</li> </ul>	Essential
<ul style="list-style-type: none"> <li>The ability to build positive relationships with a wide variety of people</li> </ul>	Essential

<b>Behavioural attributes</b>	
<b>Criteria</b>	<b>Requirement (Essential or Desirable)</b>
<ul style="list-style-type: none"> <li>A positive and proactive individual</li> </ul>	Essential
<ul style="list-style-type: none"> <li>A team player who works collaboratively not just with their own team, but across different departments</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Shows pride and passion in all that they do</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Flexible and adaptable attitude</li> </ul>	Essential

*The above job description 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*

## **THE 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 1 listed building and that you, immerse yourself in the Hall's culture. This means exploring our historic building where history has unfolded for over 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 social events. Embracing your team's working pattern, whether hybrid or on-site only, is essential to ensuring a smooth transition and a successful start.



# 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'.

Please ensure that your covering letter does not include any personal details such as your name, date of birth, gender, address or phone number.

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

Provisional dates for interviews are:

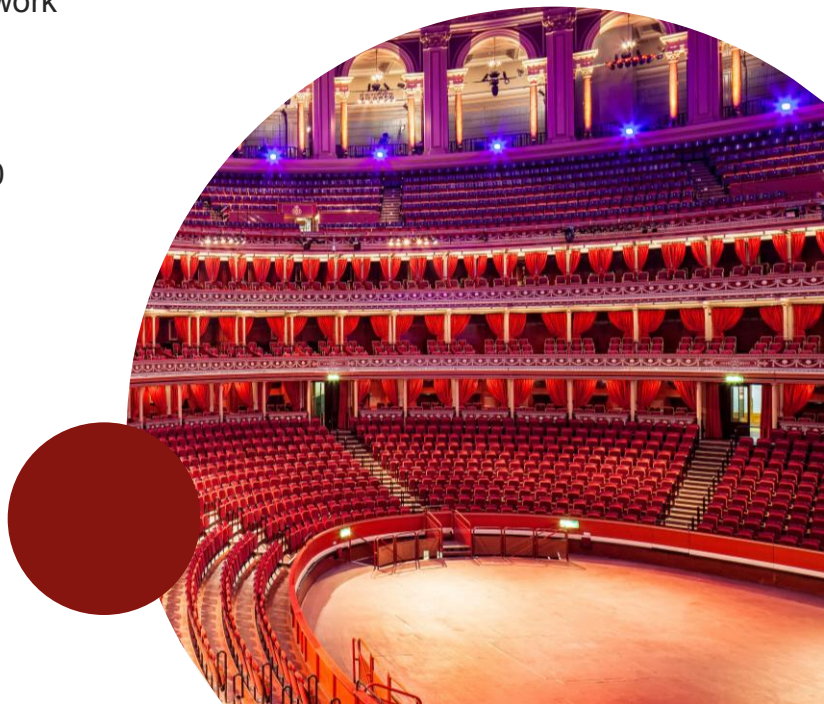
**First round interviews:**

w/c 3 February 2025

All applicants must have the right to work in the UK without the need for sponsorship. The closing date for applications is 12pm on Thursday 30 January 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](mailto: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

We fully recognise that 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, we want to share with You the portfolio of 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.



### 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.



### Life assurance

This is 6 x your basic 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.



