



Royal Albert Hall

Information for Candidates

Recruitment Pack





Welcome

From Jane Baxter Customer Experience Manager (Box Office)

We are seeking to recruit a Contact Centre Manager (Rota and Resources) to join our Box Office team.

Our Box Office sells over 1.2 million tickets each year and handles around 250,000 customer interactions by phone, email, social media and in person. Our customers expect the highest level of customer service during every aspect of their experience, and this is what you'll help us deliver.

The Contact Centre Manager (Rota and Resources) is vital in optimising our customer service operations. Success means efficiently managing staff schedules and resources to ensure optimal coverage and maintain high service levels. This role will balance employee needs with business demands, maximising productivity. Ultimately, enhancing customer experiences by aligning our workforce with demand

Key areas of the role include management of the Contact Centre rota, developing

schedules and plans to ensure sales and service functions are appropriately resourced along with line managing members of the Contact Centre team.

The successful candidate will possess strong management and leadership qualities, good listening skills, the ability to demonstrate empathy and be confident, resilient and credible.

Experience with Automatic Call Distribution, resource planning tools and other Contact Centre technologies is desirable, along with knowledge of Tessitura or other ticketing software.

This role sits within a wider management team and therefore requires a collaborative approach to achieving collective goals. Previous line management responsibility is advantageous.

We are the Royal Albert Hall – the home of breathtaking moments and lasting memories for everyone.

Together, we create the amazing.



Royal Albert Hall

A history dating back to 1871

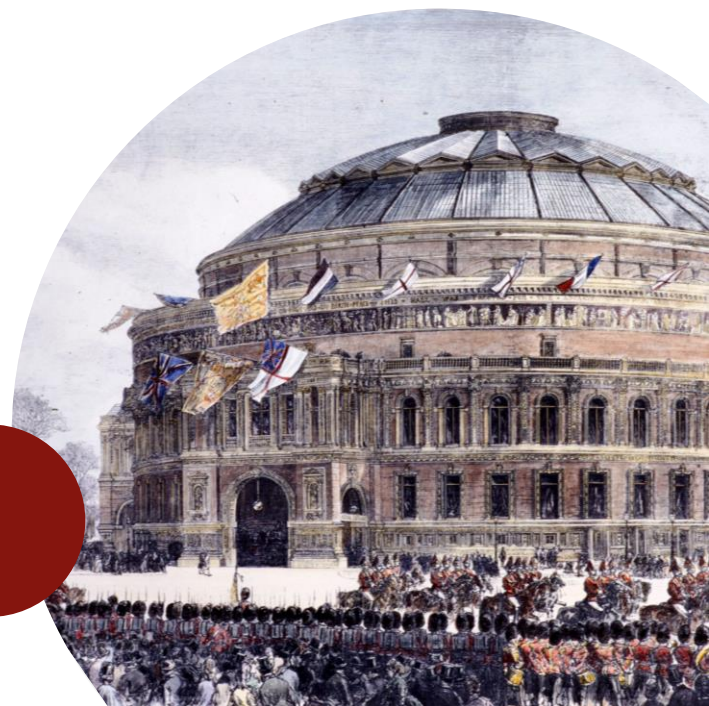
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

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.





Royal Albert Hall

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.





Equity, 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





Equity, Diversity and Inclusion

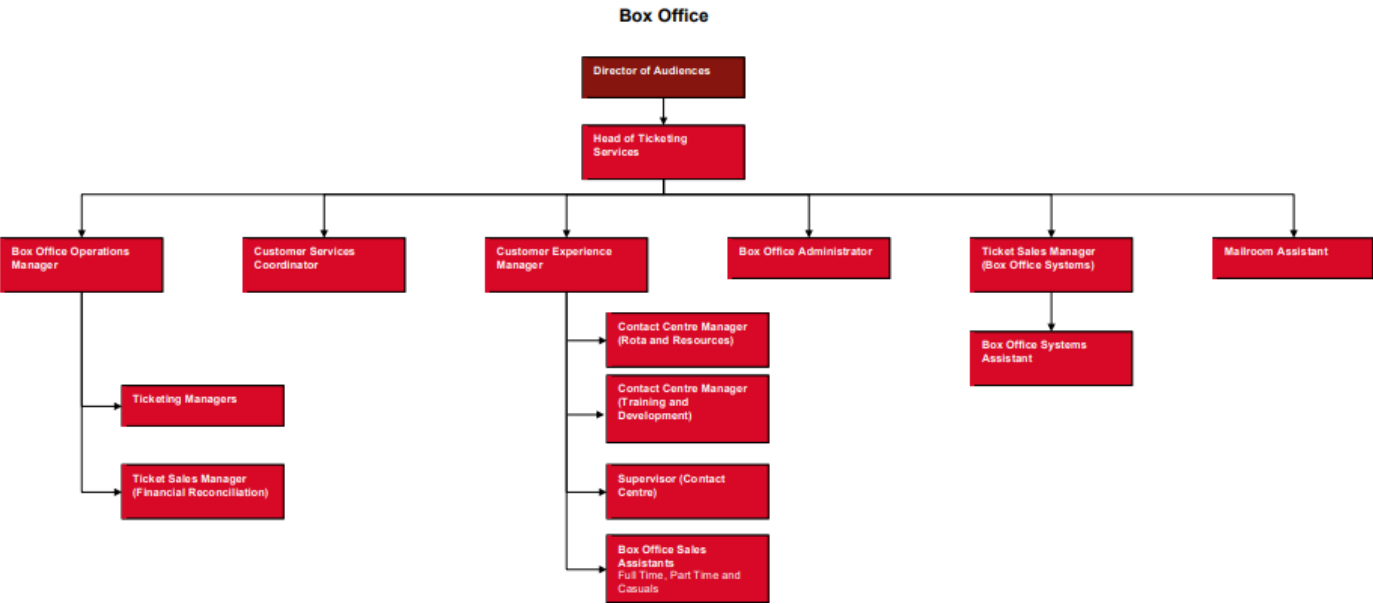
We are committing to:

- 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.



Our Strategic Objectives

We have four Strategic Objectives that will help us achieve our vision.

Our Strategic Objectives are:

1. Driving progress on the Hall's Vision
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.



Job description

Role: Contact Centre Manager (Rota and Resources)

Location: Royal Albert Hall

Salary: £43,381 per annum

Working hours: 9 am – 8 pm, over 7 days a week (Usually Monday to Friday)

Reports to: Customer Experience Manager

Direct reports: Box Office Sales Assistant

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 Box Office team deliver the vision?

Offering the best service to customers and promoters, and ensuring the most effective ticket sales online, on the phone and over the counter.

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

The Contact Centre Manager (Rota and Resources) is vital in optimising our customer service operations. Success means efficiently managing staff schedules and resources to ensure optimal coverage and maintain high service levels. This role will balance employee needs with business demands, maximising productivity. Ultimately, enhancing customer experiences by aligning our workforce with demand.



What the role holder will be responsible for delivering:

Key accountabilities	Key activities/decision areas
1). Rota Management	<ul style="list-style-type: none">• Produce staff rosters and daily work schedules to ensure the department is effectively resourced• Develop appropriate call routing strategies to achieve service objectives
2). Resource Planning and Contact Centre	<ul style="list-style-type: none">• Develop schedules and plans to ensure sales and service functions are appropriately resourced• Improve quality of service offered and obtain maximum value from expenditure• Gain in-depth knowledge of omni-channel technology• Stay informed with contact centre industry developments and provide technology and resourcing recommendations• Plan, test and implement new versions of omni-channel technology• Programme box office phone lines and email opening times• Set up basic phone line routing• Ensuring that phone announcements are up to date• Ensure contact centre solutions are fully operational and report issues• Ensure Contact Centre and box office customer facing operations run efficiently• Work closely with the Contact Centre Manager (Training and Development) in identifying training needs and assisting them to deliver this training.• Produce regular and hoc statistics and analysis on system and staffing performance• Work closely with the Head of Ticketing in ensuring that staff are scheduled in line with achieving agreed service levels and within agreed budgets.



3). Team Management	<ul style="list-style-type: none">• Appraise performance, identify skill gaps and provide constructive feedback• Train staff to sensitively and professionally ask customers about accessibility needs• Lead, coach and develop direct reports• Complete annual progress reviews for direct reports
4). Additional Responsibilities	<ul style="list-style-type: none">• Occasionally, act as Duty Contact Centre Supervisor



What skills and experience the role holder will have:

Qualifications and experience	
Criteria	Requirement (Essential or Desirable)
Experience with Automatic Call Distribution software, resource planning tools and other Contact Centre technologies	Desirable
Strong management and leadership qualities	Essential
Ability to work on own initiative	Essential
Experience of Tessitura or understanding of ticketing software packages	Desirable
Effective training and coaching skills	Desirable
Experience in an omni-channel Contact Centre environment	Desirable



Skills and Attributes

Criteria	Requirement (Essential or Desirable)
Strong communication skills – both written and oral	Essential
Good listening skills and ability to demonstrate empathy	Essential
Keen attention to detail	Essential
Ability to work well within a team	Essential
Ability to build relationships with a wide variety of people	Essential
Ability to organise and prioritise workload	Essential

Behavioural Attributes

Criteria	Requirement (Essential or Desirable)
Ability to influence and promote new ideas and changes	Essential
Confident, resilient and credible	Essential
Passionate about improving service standards	Essential
Problem-solving skills and ability to work well under pressure	Essential
Ability to deliver constructive feedback, and provide praise	Essential



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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



Person specification

General

- A positive and proactive team player who works collaboratively not just with their own team, but across different departments.
- The ability to build positive relationships with a wide variety of people.
- Shows pride and passion in all that they do.
- Happy to contribute/embrace new ideas.
- Flexible and adaptable attitude.
- An ability to organise and prioritise workload.

Health & Safety

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.

Sustainability

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.



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'.

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

Provisional dates for interviews are:

First round interviews:

w/c 26 May 2025

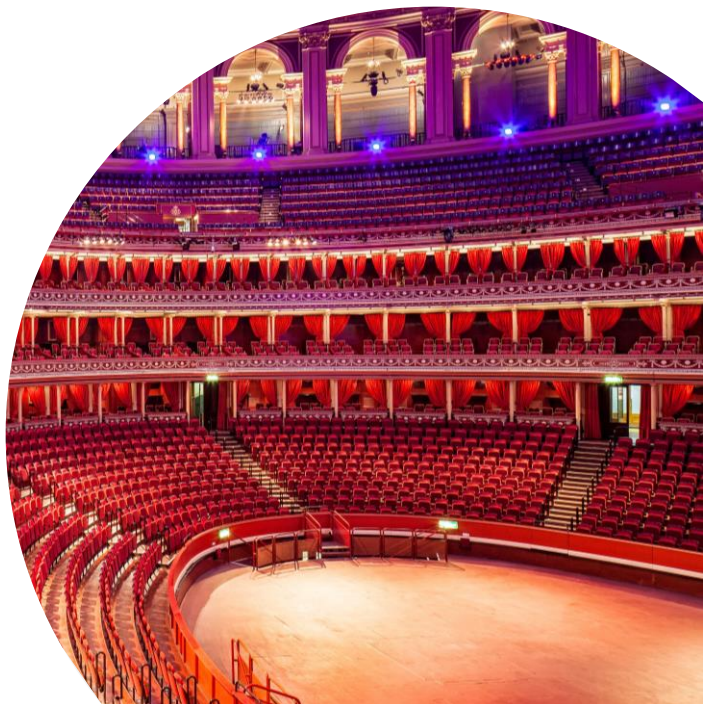
Second round interviews:

To be confirmed

All applicants must have the right to work in the UK without the need for sponsorship. The closing date for applications is Wednesday 14th May at 12pm.

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

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.



