



Royal Albert Hall

Information for Candidates

Recruitment Pack Event Manager





Welcome

From Olivia Sangster-Bullers, Head of Production and Technical

Thank you for your interest in the role of Event Manager (Auditorium) at the Royal Albert Hall.

As we move through 2026, our department continues to grow and evolve, enhancing our resources and investing in cutting-edge technology and infrastructure to uphold our rich heritage and reputation for presenting the broadest range of world-class entertainment in one of the most historic performance venues in the world.

In this role, you will be part of the driving force behind our productions, leading the beginning to end management of events in our main auditorium. You will build trusted relationships with promoters, artists and colleagues, translating creative ambitions into safe, viable and exceptional live experiences. From early advancing and production meetings to load ins, performances and post event documentation, you will bring collaboration and sound judgement to every stage of delivery.

Should you join us, you'll become part of a highly skilled and passionate department, committed to delivering extraordinary events and breathtaking moments to the highest possible standard. Every member of our department plays a vital role in maintaining the excellence audiences expect from the Royal Albert Hall.

Wishing you the very best with 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 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.





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.





BBC
Proms

BBC
Proms



Job description

Role: Event Manager

Location: Royal Albert Hall

Salary: £47,250-£54,000 per annum

Working hours: 37.5 hours per week, plus one-hour unpaid lunch break. The post will involve working some unsocial hours

Reports to: Deputy Event Operations Manager

Shift/working pattern: 2 x split shifts a week + advancing as required, to agreed allocation

Direct reports: N/A

How does the Production and Technical team deliver the Hall's Vision?

The highly skilled staff of the Production and Technical department provide first class service and support to all Promoters and Artists ensuring the Royal Albert Hall is the home of breath-taking moments and lasting memories, for everyone. Our specialist technical teams operate, manage and maintain our state-of-the-art technical equipment, designing solutions that add to an unforgettable experience for our audiences.



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

The Event Manager is the driving force behind our world-class productions, serving as the primary Production and Technical point of contact for events in our iconic main auditorium and other performance spaces. A confident and collaborative leader, they build trusted relationships with promoters, artists, contractors, and colleagues, bringing together diverse teams to deliver exceptional live events. The Event Manager combines meticulous planning, sound judgement, and a solutions-focused approach to ensure every production is executed safely, efficiently, and to the highest possible standard.

This pivotal role bridges the creative and operational elements, transforming complex event requirements into seamless experiences for promoters, artists and audiences alike.

Success in this role means upholding the Hall's reputation for excellence by consistently orchestrating exceptional events from beginning-to-end and fostering a collaborative, creative and solutions-focused environment.



Key accountabilities	Key activities/decision areas
1). Strategic Event Leadership	<ul style="list-style-type: none">• Lead beginning-to-end event management• Initiate early contact with promoters to establish requirements• Actively promote Production and Technical partners• Promote in house Technical Services to maximise revenue and ensure quality• Provide advice and solutions for creative vision and viability of show design
2). Client and Stakeholder Relationship Management	<ul style="list-style-type: none">• Deliver a first-class, comprehensive service to promoters and clients• Be the main RAH point of contact for the promoter• Coordinate with other Hall departments for seamless event execution• Comply with and support Duty Manager requests• Co-ordinate and attend Production Meetings for the client with relevant P&T members in attendance.
3). Operational Excellence and Compliance	<ul style="list-style-type: none">• Lead the safe evacuation of artists, promoter staff and contractors• Supervise the work and conduct of promoter personnel, ensuring adherence to safety and conduct standards• Be an active presence during load and performance, available on radio at all times.• Ensure compliance with Construction (Design and Management) Regulations (2015) and event safety standards• Maintain expertise in industry standards and Hall safety guidelines• Maintain expertise in City of Westminster Rules of Management and ABTT Technical Standards• Support training of new and current staff



Key accountabilities	Key activities/decision areas
4). Documentation and Information Management	<ul style="list-style-type: none">• Create Show Schedules and prep lists using Artifax and circulate timely information to key departments• Maintain accurate pre and post event documentation (e.g., PRS, event costs)• Complete duty Production and Technical show report• Keep complete and organised event files on shared network• Contribute with ideas and solutions on improving processes and completing documentation
5). Own/co promote responsibilities	<ul style="list-style-type: none">• Advise on creative vision viability and provide solutions to actualise the creative vision.• Prepare stage plans when required• Maintain and update budgets• Prepare/review production schedules• Create, and review event risk assessments and method statements• Manage and attend rehearsals when required



Qualifications and Experience	
Criteria	Requirement
Extensive experience in a similar role	Essential
Significant experience in large scale venues	Essential
Formal training or extensive experience in entertainment industry	Essential
Hold an IOSH certificate	Desirable

Skills and Abilities	
Criteria	Requirement
Excellent communication skills – both written and oral	Essential
Strong leadership and management skills	Essential
Keen attention to detail and accuracy of work	Essential
Ability to organise and prioritise workload	Essential
Skills to motivate and inspire individuals or teams	Essential
Computer literacy on Word, Excel and Outlook	Essential



Behavioural attributes	
Criteria	Requirement
Ability to relate and build positive relationships with a wide variety of people	Essential
Logical, thorough and detailed approach to planning and managing events	Essential
Ability to empathise with promoters and customers	Essential
Supportive Team player with a flexible approach	Essential
Approachable with strong listening skills	Essential
Ability to work independently with minimal supervision	Essential
Ability to remain composed under pressure	Essential
Positive, can-do attitude to problem-solving	Essential
Deadline-focused	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.



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. 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 6th July 2026

Second round interviews:

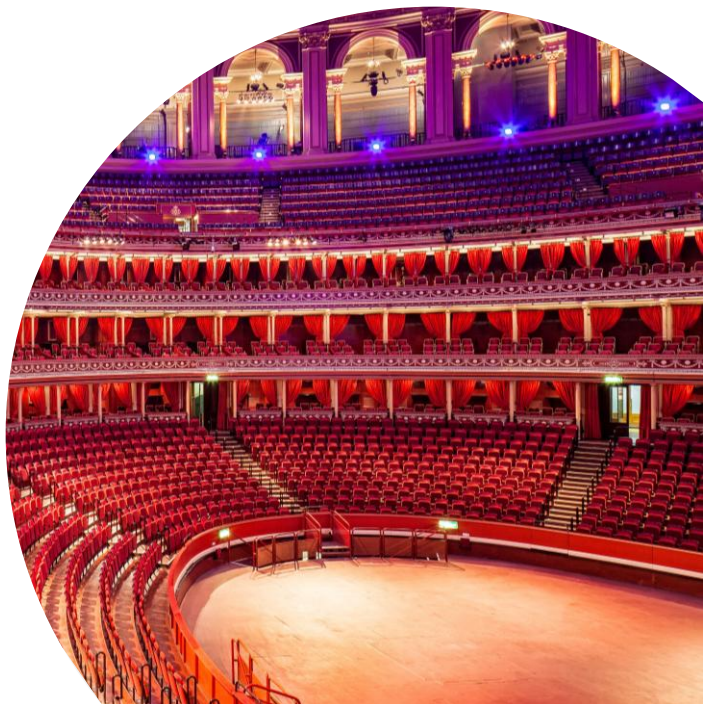
To be confirmed

The closing date for applications is 12pm on 3rd July 2026

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.



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

Kensington Gore
London, SW7 2AP



Royal Albert Hall