



Royal Albert Hall

Information for Candidates

Recruitment Pack

**Programming Coordinator (Royal
Albert Hall Presents / Touring)**





Welcome

From Dave Gamble, Head of Programming

Thank you for showing interest in joining the Programming team at the Royal Albert Hall. Our passionate team works daily to further our busy and eclectic programme of events, ensuring we stay true our vision of making the Hall an accessible, exciting and inclusive venue for all.

Royal Albert Hall Presents is a key team within the Hall's Programming department, producing and promoting over 80 events per calendar year in the Main Auditorium, from our Film in Concerts series to Christmas at the Hall, we then take a small number of these shows out to tour around the world which is an exciting new strand of work for the Royal Albert Hall Presents team.

The Programming Coordinator - is a central team member in the administration and coordination of this work. You will be the administrative backbone to this exciting and diverse body of work and assist the Senior Programming Manager and Producers in delivering our amazing schedule of shows each year. In delivering this work you'll gain invaluable experience at the front line of operational activity at the world's busiest venue. You will also lead the administrative support for the touring productions which is a growth area for the Royal Albert Hall.

You'll be a reliable team member, demonstrating strong focus and attention to detail, adaptability and a talent for balancing multiple priorities while working in a fast-paced environment. Excellent communication, teamwork and meticulous organisation will be at the core of your working style, combined with some previous experience of co-ordinating varied projects, ideally with a background or demonstrated passion for music and the arts.

We're looking for a best-in-class candidate who is aiming to kickstart their experience in an arts programming environment at a world class venue.

Please attach a cover letter to your application demonstrating how you meet the person specification detailed in the description below.

I wish you all the best in your application.

Dave Gamble
Head of Programming



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: Programming Coordinator (RAHP/Touring)

Location: Royal Albert Hall

Salary: £31,500 per annum

Working hours: 35 hours per week

Reports to: Senior Programming Manager

Direct reports: None

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

To promote the arts and sciences by presenting a program of world-class events that reflect the diversity of people and art forms within the UK, whilst continuing to drive financial surpluses in excess of budget for the benefit of the charity.

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

As Programming Coordinator, your role is central to the smooth delivery of the Royal Albert Hall's self-promoted events and touring productions. You will act as the administrative backbone of the Royal Albert Hall presents team. By supporting the Senior Programming Manager and Producers, you will help transform creative ideas into live experiences that meet the Hall's artistic and commercial objectives. Your responsibilities span coordinating contracts, budgets, schedules, and ticketing, while maintaining strong relationships with artists, agents, and internal teams. In essence, you will be a key link between creative vision and operational delivery. Success in this role is defined by the delivery of seamless, well-coordinated events, proactive and precise communication, and the ability to anticipate and resolve challenges effectively. It also includes strong support for touring activity, contributing to income generation, and earning the confidence of colleagues and external partners through reliable, efficient processes.



Key accountabilities	Key activities/decision areas
1). Administrative Support and diary management	<ul style="list-style-type: none">• Co-ordinate the administrative processes for self-promoted events including contracts (in conjunction with the Contracts Manager), artist and third party fees, invoicing and engaging freelance creative and production personnel as required.• Update and manage Artifax database, make calendar reservations into the system at the earliest opportunity and keep contacts updated at all times.• Support the Head of Programming with diary management.• Support the RAHP team in assessing data from performances to ensure we are meeting targets and prepare reports and presentations to support this.• Draw up budgets for main auditorium events using existing templates.• Arrange and attend internal and external meetings and/or video calls, minute taking as required, regularly briefing and sharing information afterwards with the rest of the team.• Administration of the Hall's music library.• Carry out any other duties as may reasonably be required by the Head of Programming, Senior Programming Manager and/or senior colleagues.
2). Research and Innovation	<ul style="list-style-type: none">• Keep abreast of the music and events industry, updating the wider team where relevant and attend various industry-related networking events, conferences and festivals as and when required.



Key accountabilities	Key activities/decision areas
3). Venue Knowledge and Representation	<ul style="list-style-type: none">• Proactively offer the highest level of customer service to all partners, both internally and externally, to ensure the department and Hall's reputations are perceived positively and enhanced wherever possible.• Act as artist liaison, working backstage with talent and artist management as required.
4). Event Planning	<ul style="list-style-type: none">• Support the RAHP team in the advanced planning and producing of events.• Liaise with internal and external parties to co-ordinate the running of events as agreed with the Senior Programming Manager which will involve working backstage alongside the Event Manager and their team and which may include working evenings and/or weekends.• Draw up ticketing manifests for events and manage ticketing holds across them, specifically with regard to complimentary tickets and production holds.• Support the contractual processes, marketing clearances and financial reconciliation of touring performances ensuring liaison with third-party promoters and agents is efficient and effective to ensure the successful delivery of these engagements.• Assist the Senior Programming Manager in the development of the RAH's aims to create and tour concert performances.• Assess the viability of promoting events under the instruction of the Head of Programming and Senior Programming Manager, evaluating if the event is suitable artistically, financially and logistically whilst also liaising with relevant departments on marketing, ticketing, production, merchandise, hospitality, partnerships and education and outreach projects.



Key accountabilities	Key activities/decision areas
5). Continuous Improvement	<ul style="list-style-type: none">Always look to improve the Hall's programme and contribute to new initiatives in the context of the Programming Department's business plan and artistic strategy, as well as seek to optimise the Hall's sources of income at every available opportunity.

Qualifications and Experience	
Criteria	Requirement
Experience of activities that require excellent communication and coordination skills in a wide range of areas	Essential
Experience of organising live events	Essential
Administrative experience	Essential
Proven track record of working with orchestras / promoters / artists / agents	Essential
Experience of administering and negotiating contracts and knowledge of basic format and contractual processes.	Essential



Skills and Abilities	
Criteria	Requirement
Strong literacy and numeracy skills	Essential
Computer literacy on Word, Excel and Outlook and knowledge of IT systems (event management systems)	Essential
Excellent administrative and organisational skills with flawless attention to detail	Essential
Excellent time management skills with the ability to multi-task and work under pressure	Essential
Self-motivated, proactive, confident and has the initiative to carry out duties independently with minimum supervision	Essential
Excellent communication and negotiation skills	Essential
Demonstrates an enthusiastic and flexible approach to their work	Essential
Excellent customer service skills which demonstrate a professional, pro-active manner which inspires confidence in a wide variety of internal and external customers.	Essential

Behavioural attributes	
Criteria	Requirement
An acceptance and a good understanding of the importance of office systems and procedures	Essential
Passion for the arts and live events.	Essential
Strong knowledge of at least one art form, and general knowledge of music genres such as classical, jazz, rock and pop and other art forms such as dance, comedy and film;	Desirable
Ability to read and understand music scores;	Desirable
Basic understanding of touring artistic projects	Desirable
Basic technical knowledge of live performance and staging.	Desirable



The role will require significant flexibility of working hours to embrace the responsibilities within the department and the services that it provides including evenings and weekends or whenever an event is taking place in the main auditorium.

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.

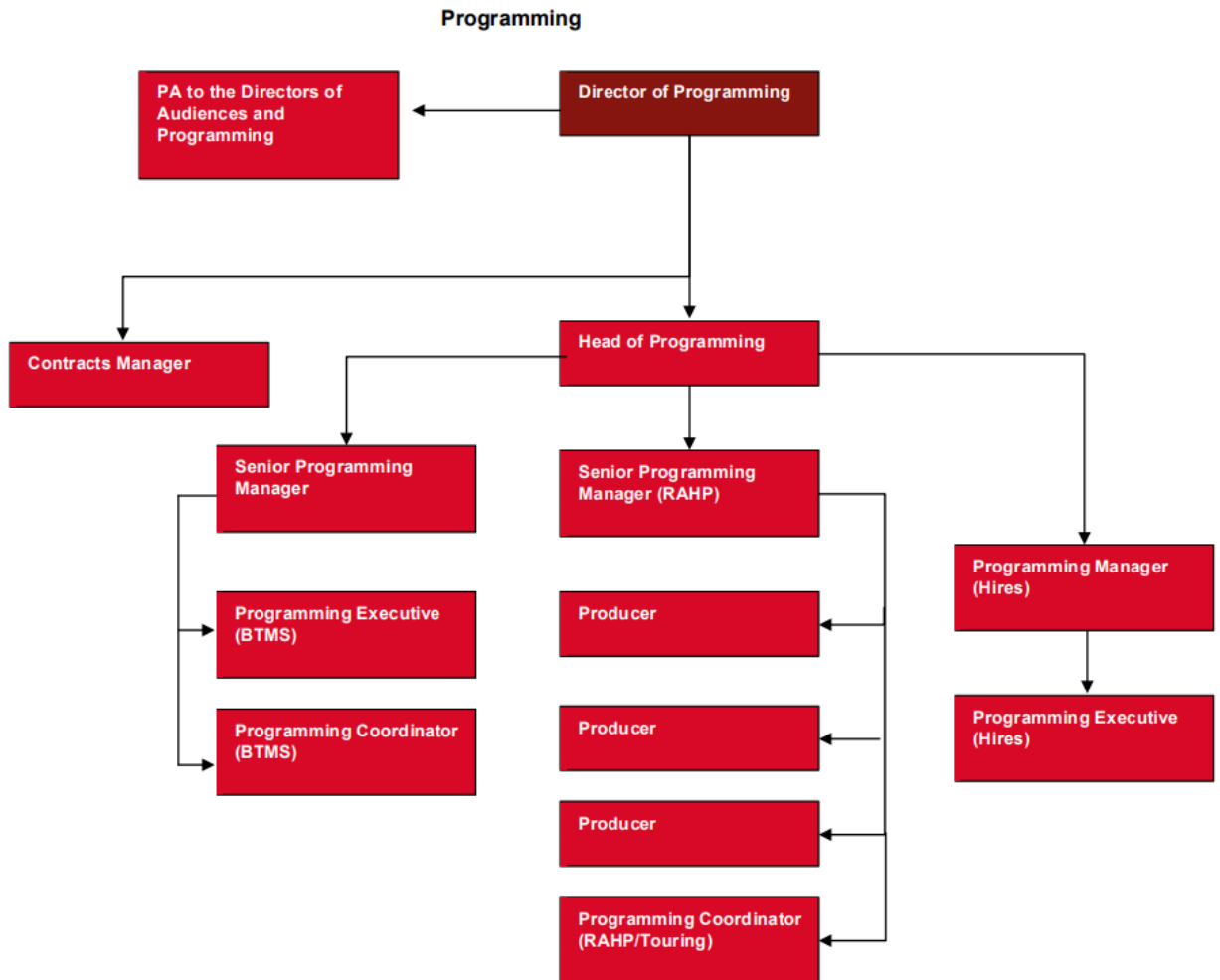
Note:

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 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:

To be confirmed.

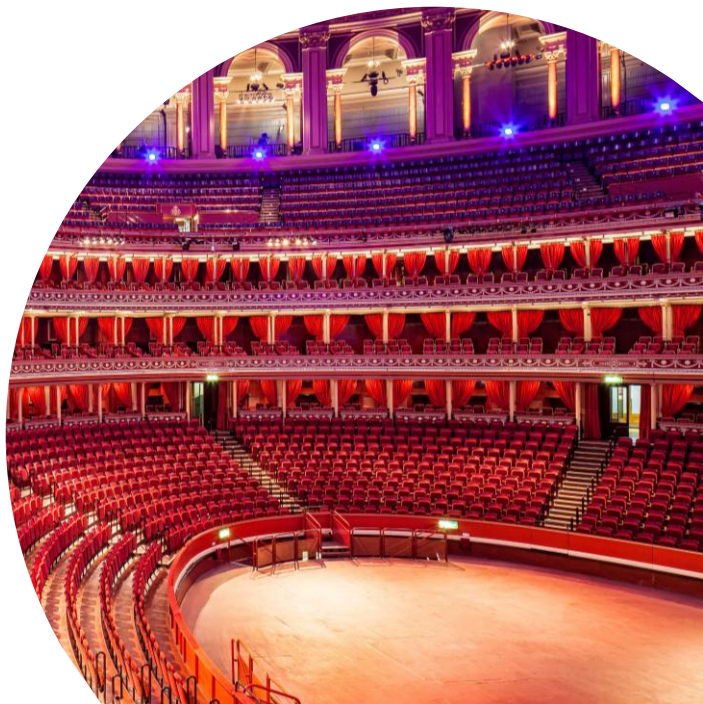
Second round interviews:

To be confirmed.

The closing date for applications is **12pm on Friday 6 February 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



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