



Royal Albert Hall

Information for Candidates

Recruitment Pack





Welcome

From Clare McCulloch,

Senior Philanthropy Manager

Since the Hall opened our doors in 1871, it 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 have graced our stage. Today is no different, with an astonishing programme of high-profile performances across classical music, rock and pop, national events and the spoken word, creating breathtaking moments and lasting memories for everyone – as well as some unforgettable prospect engagement opportunities!

What happens on our stages forms a key part of a new and ambitious vision for the Hall that will ensure we remain the home to dreams and determination, contemplation and celebration – bringing people together to lift their spirits and inspire, with nearly 2 million people each year enjoying unforgettable experiences in our spectacular building. The new vision also has at its heart the development of our hugely successful, and expanding,

outreach programme, supporting emerging artists and engaging the community.

Finally, we have plans for a significant and pioneering capital programme, impacting on almost every part of the building through an extended programme of work. An appeal to support this will be launching shortly, raising the money to ensure the Hall remains a much-loved venue for both audiences and artists alike long into the future.

We are now seeking to strengthen our philanthropy team by filling this vital role. Only through excellent administration and relationship building will these ambitious plans become reality, and this role will be at the heart of one of the most exciting campaigns in the Hall's history. Successful candidates will be joining a small but dynamic team who are bringing creative thinking, passion and energy to taking the Hall's philanthropic support to the next level.



Royal Albert Hall

A history dating back to 1871

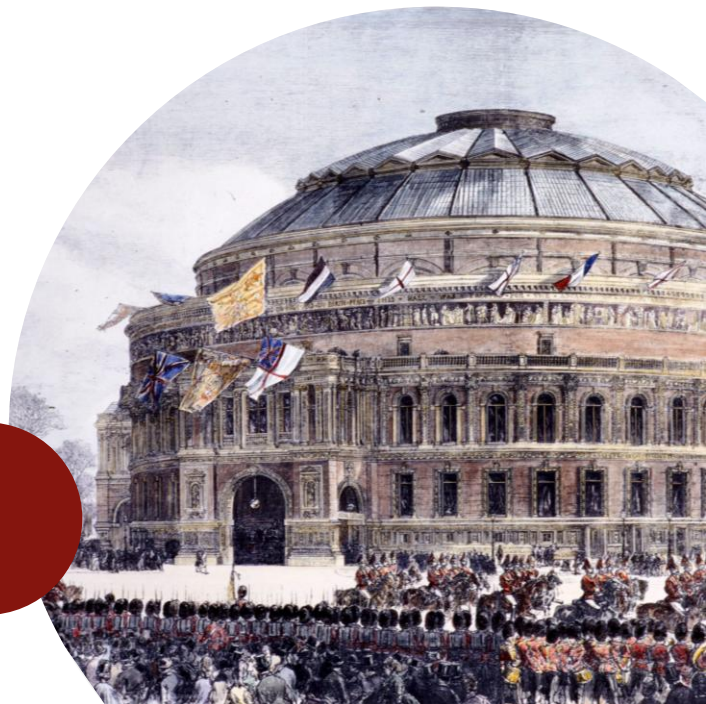
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

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.





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

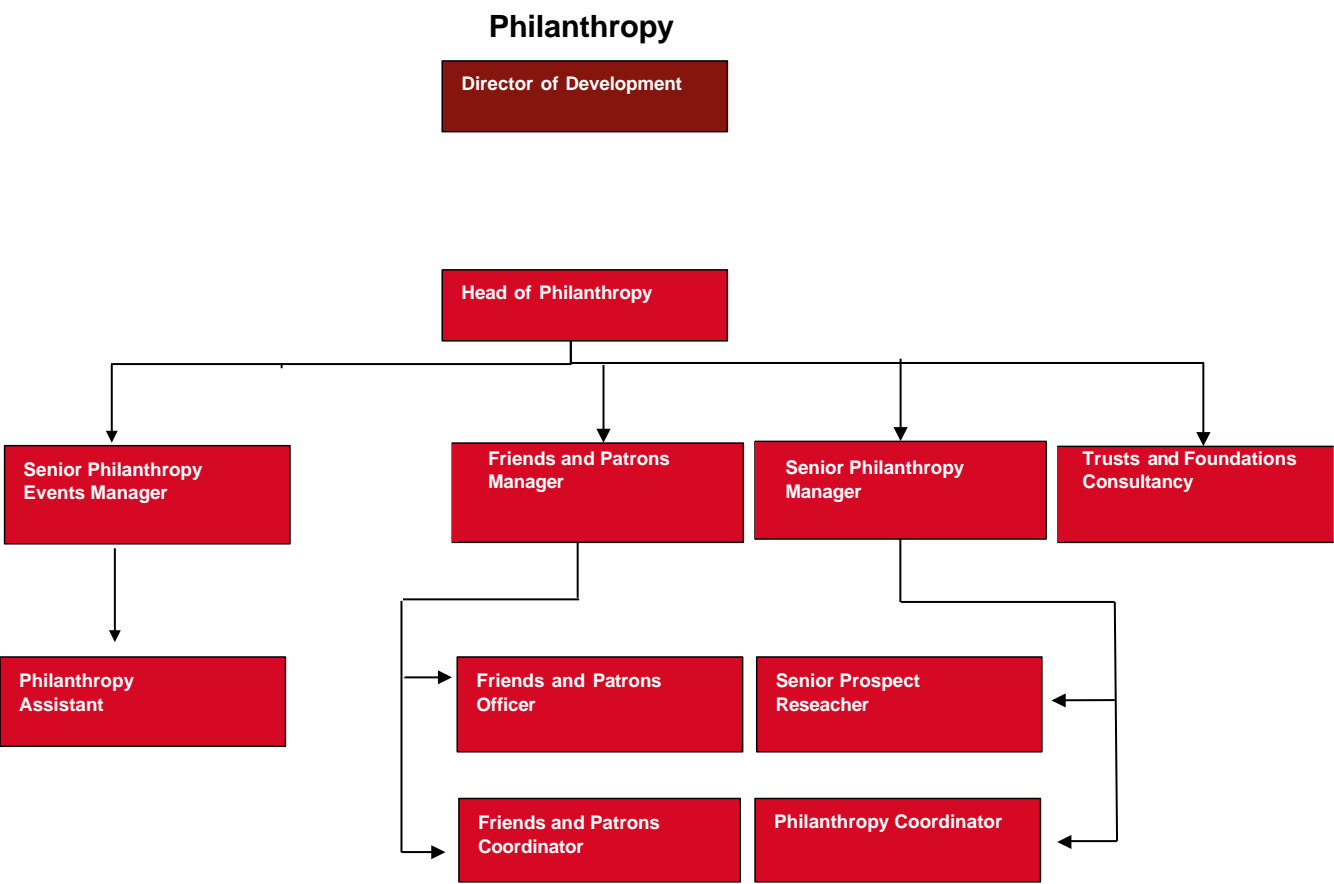
We are committing to:

- 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.

HOW DOES THE PHILANTHROPY TEAM DELIVER THE VISION?

Raising voluntary income for the Royal Albert Hall to invest in the Grade I listed building, provide a pioneering community Engagement programme, nurture tomorrow's artists and make our extraordinary building open to as many people as possible



Job description

Role: Philanthropy Coordinator

Location: Royal Albert Hall

Salary: £30,500 per annum

Working hours: 9am – 5pm (with the occasional evening and weekend)

Reports to: Senior Philanthropy 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.



HOW DOES MY ROLE FIT IN? AND WHAT DOES SUCCESS LOOK LIKE?

The Philanthropy Coordinator plays a vital role within the major gifts fundraising function of the Philanthropy team, with responsibility for raising gifts in support of the Hall's Grade I listed building, Engagement programme and Capital Appeal. They will work under the supervision and guidance of the Senior Philanthropy Manager and support major gift and trust and foundation approaches across the Philanthropy team.

The Philanthropy Coordinator has administrative ownership the fundraising pipeline, financial processes, Gift Aid, and campaign coordination, which underpins superb relationship fundraising. Responsible for tracking fundraising approaches and delivering pipeline insights, supporting colleagues to deliver excellent engagement and stewardship. Working with the Senior Philanthropy Manager, develop their own portfolio of mid-level donors and support senior colleagues with major donor and trust and foundation approaches by, for example, coordinating meetings, providing briefing materials or gathering internal information for proposals.

Ensure donor acknowledgements are kept up to date on our website and around our building through a clear tracking process. Support the Senior Philanthropy Manager to deliver a new Legacy fundraising strategy.

The Philanthropy Coordinator will be the main point of administration for the Philanthropy Board, arranging and minuting all meetings and ensuring action points are completed.

Cultivation and stewardship events are a key part of relationship building at the Hall, and this role supports the Senior Prospect Researcher to compile guest briefings and support delivery of events, such as welcoming guests and being an advocate for the Hall's work.

Success in this role can be achieved through excellent administration of major gift relationships, a detail-oriented approach to pipeline management, raising mid-level gifts in support of the Hall's fundraising activities and by proactively supporting the team.



WHAT THE ROLE HOLDER WILL BE RESPONSIBLE FOR DELIVERING

Key accountabilities	Key activities/decision areas
1: Key objectives	<ul style="list-style-type: none"> • Craft compelling fundraising communications, such as proposals and reports, based on detailed knowledge of the Engagement programme and Capital Appeal, include budgetary information where required. • Take ownership of administering the fundraising database, Tessitura, ensuring it is up to date, in accordance with GDPR, and deliver reports and insights to support the Philanthropy team to raise gifts for the Hall. • Oversee the donor acknowledgement and reporting process, ensuring timely recognition from the appropriate person, scheduling reminders for donation instalments and pledges and ensuring that reporting requirements are met. • Lead on financial reconciliation, donation processing and maintaining financial records for philanthropic giving. • Look after a portfolio of mid-level gifts, developing this growing area of giving at the Hall. • Contribute to delivering the Legacy strategy, with guidance from the Senior Philanthropy Manager. • Provide administrative assistance to the Senior Philanthropy Manager and support the wider Philanthropy team when required.
2: Philanthropy	<ul style="list-style-type: none"> • Produce compelling cases for support and raise donations for the Hall's charitable objectives. • Secure four and five figure gifts towards the Hall's charitable activities. • Support the Senior Philanthropy Manager to build and manage a portfolio of high value individuals. • Provide support to the Senior Prospect Researcher and conduct research into potential high value supporters where required. • Identify and steward prospective legacy donors, working with the Senior Philanthropy Manager to develop the Hall's legacy fundraising scheme. • Support philanthropy events, welcoming guests and being a personable advocate of the Hall. • Lead on administration of the Philanthropy Board, coordinating in person and online meetings, agendas and minutes. • Stay abreast of industry developments and keep pace with new individual giving opportunities



WHAT THE ROLE HOLDER WILL BE RESPONSIBLE FOR DELIVERING

Key accountabilities	Key activities/decision areas
3: Administration	<ul style="list-style-type: none">• Maintain an effective filing and retrieval system, both electronic and hard copy.• Ensure that Tessitura is constantly updated to accurately reflect donor communications and stewardship, in accordance with the Data Protection Act 2018, including for the Director of Development and Head of Philanthropy as requested.• Develop and administer pipeline management and reporting processes which support major giving approaches and campaign planning.• Maintain a calendar of major giving asks/applications and reporting deadlines, supporting the Senior Philanthropy Manager and Head of Philanthropy.• Liaise with the Finance Department as the administrative point person for the team regarding upcoming donations, maintaining financial processes (Gift Aid etc) and ensuring donation records are accurate.• Collate, draft and prepare correspondence, reports and proposals for donors and prospects as well as briefing notes for senior colleagues.• Coordinate diaries and internal logistics for meetings on behalf of the Director of Development and Head of Philanthropy.
4: General	<ul style="list-style-type: none">• Any other tasks as may reasonably be requested by the Head of Philanthropy or the wider RAH Executive.



WHAT SKILLS AND EXPERIENCE THE ROLE HOLDER WILL HAVE

Qualifications and Experience	
Criteria	Requirement (Essential or Desirable)
Experience of working in fundraising or philanthropy.	Essential
Experience of working with databases and financial reconciliation.	Essential
Experience producing written documents tailored to different needs and audiences.	Essential

Skills and Attributes	
Criteria	Requirement (Essential or Desirable)
Excellent attention to detail in written communications, tailoring content to audience needs.	Essential
Excellent organisational skills with the ability to multi-task and prioritise in a busy office environment.	Essential
Strong interpersonal skills, communicating with tact and delicacy when needed.	Essential
Excellent PC skills in Microsoft Office, including Excel.	Essential
Experience of using a CRM database.	Desirable



<u>Behavioural attributes</u>	
Criteria	Requirement (Essential or Desirable)
Detail-driven individual with an eye for processes and highly organised.	Essential
Creative approach to problem solving and seeing opportunities to increase fundraising at the Hall.	Essential
Flexible, highly motivated and able to work as part of the team as well as working under own initiative.	Essential
Welcoming and personable, with the ability to communicate with a range of internal and external stakeholders both in person and in writing.	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. Please apply via the below link, including uploading a cover letter showcasing your experience in relation to the job description and full CV.

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

Provisional dates for interviews are:

First round interviews:

Thursday 5th and Friday 6th June 2025

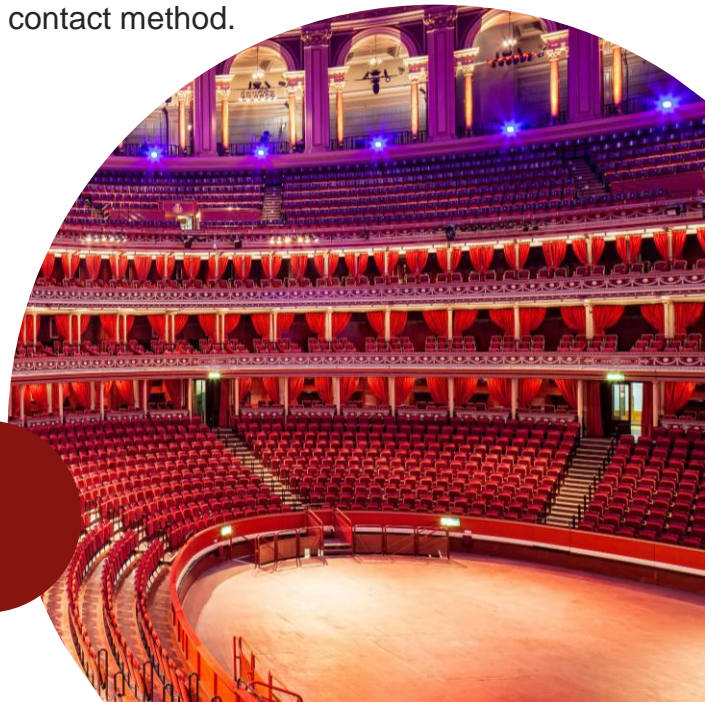
Second round interviews:

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 Sunday 1st June 2025 at 5pm.

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.



