



Royal Albert Hall

Information for Candidates

Recruitment Pack

Casual Event Manager (BTMS & Engagement)





Welcome

From Alex Isaacs, Event Operations Manager

Thank you for your interest in a Casual Event Manager (BTMS & Engagement) role at the Royal Albert Hall.

2025 sees the department continuing to develop and expand; investing in our most valuable resources: people and technology, to ensure we remain a world class venue with a reputation to match.

We are looking for an outstanding Event Manager with an active interest working with emerging artists and engagement events in our Beyond the Main Stage spaces, outside of the main auditorium.

In this role you will be an excellent communicator; able to thrive in environments with a community/inclusivity focus and balance attention to detail with a calm presence to support the delivery of the Hall's vision, 'breathtaking moments and lasting memories, for everyone'.

If you are successful in joining our department, you will be joining an exceptionally talented and committed team of skilled salaried and casual Event Managers, Production Technical Supervisors, Stage, Audio, Lighting and Rigging specialists, as well as those in the wider organisation, who deliver excellence year-round, on a huge variety of events at this iconic venue.

We welcome varied professional experience and are committed to building a diverse and inclusive team. We would like to actively encourage applications from individuals from marginalised and under-represented groups.

I wish you all the best in your application.

Alex Isaacs



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: Casual Event Manager (BTMS & Engagement)

Location: Royal Albert Hall

Hourly rate: £21.09 per hour

Working hours: Ad hoc

Reports to: Senior Event Manager (BTMS & Engagement)

Shift/working pattern: Ad hoc

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 breathtaking 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 Casual 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. This pivotal role is at the intersection of creativity and logistics, which transforms complex event requirements into seamless experiences for promoters, artists and audiences alike. Success means orchestrating flawlessly executed events while maximising the use of our in-house technical services and ensuring our legacy of excellence continuous to evolve and thrive.



Key accountabilities	Key activities/decision areas
1). Event Leadership	Overseeing, and delivering all key aspects of small-mid-range events taking place throughout the Hall beyond the main auditorium for which you are allocated responsibility.
2). Visitor and Stakeholder service	Offering a first class, comprehensive, effective, and efficient service to all visiting companies and internal stakeholders.
3). Event operations support	Working with the relevant skilled members of the technical team to effectively and safely deliver the incoming events.
4). Departmental collaboration	Liaising with other key departments within the Hall (such as Visitor Services and Security) to deliver the event as smoothly as possible for all operational teams.



Key accountabilities	Key activities/decision areas
5). Operational Communication	Ensure that key operational teams are kept updated with any potential ongoing changes to the event whilst on duty.
6). Health and Safety	As far as is reasonably practicable supervising the work and conduct of personnel employed or contracted by the promoters whilst working at the Hall, ensuring that safe working practices are adhered to and that the safety of those working in and using the Hall is not compromised. Also upholding the Hall's Health and Safety standards and ensuring events adhere to their Risk Assessments.
7). Event documentation	Obtaining and sharing detailed records of event documentation such as PRS and all rechargeable event associated costs that may arise whilst on duty.
8). Evacuation procedures	Along with other Production and Technical staff, be responsible for the safe evacuation of artists, promoter staff and contractors working on the event in the event of an emergency.



Key accountabilities	Key activities/decision areas
9). Data Protection	Understanding and being able to implement, support and monitor the Hall's safeguarding and GDPR policies.
10). On-Site event support	Ensuring you are present and have considerable presence in the performance/load in area, on the day of events for which you are responsible and as necessary in liaison with the Technical Supervisor to ensure the safe load-out of the event.
11). Accurate reporting	At the conclusion of each event completing and circulating, where required, the duty Production and Technical day report.
12). Collaboration with Duty Manager	Complying with requests of the Hall's Duty Manager for the event.
13). Adapting to developments	Keeping abreast and implementing any departmental changes and updates.



Qualifications and Experience	
Criteria	Requirement
Experience working within the live entertainment industry in a similar role with a community/inclusive focus	Essential
Some experience working on community/school events	Essential
Some knowledge of promoter and event organisers' aspects of staging shows	Desirable
NEBOSH or IOSH certification	Desirable
Experience of working on events with people with Dementia, Parkinsons or special educational needs	Essential

Skills and Abilities	
Criteria	Requirement
Physically fit enough to be able to undertake the required duties of the post and to work the roster of unusual hours, including evening and weekend working patterns.	Essential
Good understanding of Health and Safety, helping to promote a safe working environment.	Essential
Flexible, adaptable and capable of prioritising and working under pressure.	Essential
A clear and effective communicator able to positively influence.	Essential



Behavioural Attributes	
Criteria	Requirement
A positive and proactive individual, who can be solution driven	Essential
Shows pride and passion in all that they do.	Essential
The ability to build positive relationships with a wide variety of people.	Essential
A team player with excellent interpersonal skills and capable of taking sole responsibility for an event.	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 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:

Week commencing 1st September 2025.

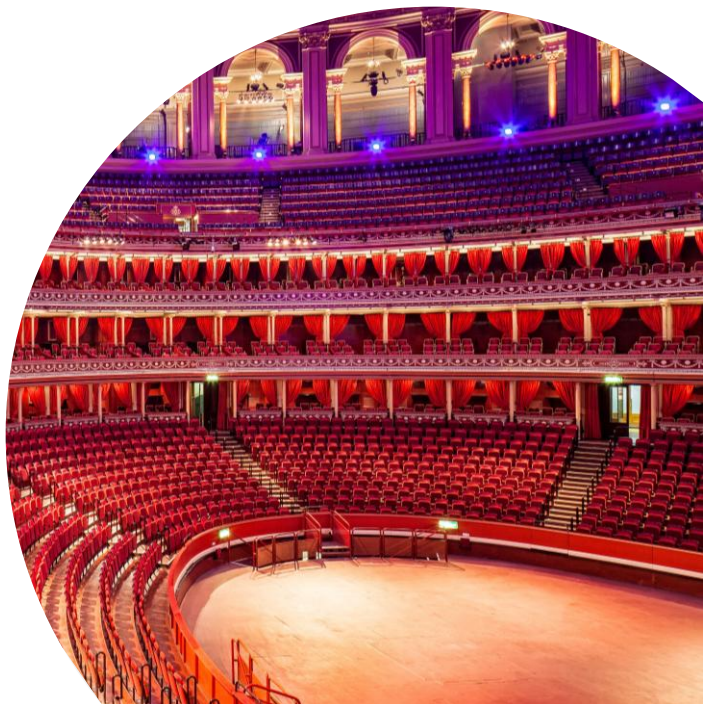
Second round interviews:

To be confirmed.

The closing date for applications 5pm on *Monday 25th August 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. 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.

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

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