



Royal Albert Hall

Information for Candidates

# Recruitment Pack

Box Office Sales Assistant  
Part-Time





# Welcome

## From Jane Baxter, Customer Experience Manager (Box Office)

We are seeking to recruit two Part-Time Box Office Sales Assistants to join our Box Office team.

Do you have a genuine passion for giving first class customer service, the ability to provide effective solutions to a range of customer queries and enjoy working as part of a team? If so, you will fit right into our Contact Centre at the Royal Albert Hall. We pride ourselves on delivering the highest level of customer service that our customers expect, during every aspect of their experience.

Candidates will have excellent customer service skills (preferably within a Box Office or call centre environment) and have strong computer skills and an excellent telephone manner. It goes without saying that you will have excellent spoken and written English, as a large part of this role entails answering customer emails and responding to social media queries, as well as speaking to customers on the phone. Ideally, you will also have experience of working in the arts and knowledge of music and live entertainment.

Our Box Office is one of the UK's busiest, selling over 1.2 million tickets each year and handling around 250,000 customer interactions by phone, email, social media and in person, so you will be adept at working under pressure and handling challenging situations.

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

Together, we create the amazing.



# 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.





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:** Box Office Sales Assistant – Part-Time

**Location:** Royal Albert Hall

**Salary:**

**Working hours:** Part-time roles work 20 hours per week

Normal work hours are from 8.45 am to 9 pm, over 7 days a week

**Direct reports:** Customer Experience Manager

## How does the Box Office team deliver the Hall's 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 Box Office Sales Assistant will play a crucial role in delivering exceptional customer service and maintaining efficient ticketing operations, including responding to emails and social media queries and selling tickets merchandise and other services. The role primary responsibility is to provide first-class customer service, assist with ticket sales and support the overall customer experience. Success means consistently delivering high-quality service, effectively supporting ticketing operations and contributing to the positive reputation of the Royal Albert Hall.



| Key accountabilities            | Key activities/decision areas                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1). Customer Services</b>    | <ul style="list-style-type: none"><li>• To provide first-class customer service to customers by giving accurate information</li><li>• Respond to email and social media queries in a way that upholds scrutiny and demonstrates the Hall's high level of customer service</li><li>• Ensure customers with Accessibility requirements are provided with the support required to have the same positive experience as anyone without Access needs</li><li>• To successfully multitask whilst customers purchase tickets and merchandise, collect tickets and require information</li></ul> |
| <b>2). Ticketing Operations</b> | <ul style="list-style-type: none"><li>• Sell tickets and services effectively to the public</li><li>• Maintain standards of data entry and database security as set out by Box Office Management</li><li>• Assist with data cleaning</li><li>• Record data on customers' sources of information which have led to sales</li><li>• Maintain a high level of understanding of merchandise purchased in person</li><li>• To ensure effective controls over tickets at all times</li></ul>                                                                                                   |
| <b>3). Promoter Services</b>    | <ul style="list-style-type: none"><li>• Provide efficient ticket sales to promoters</li><li>• Liaise with Box Office Management regarding current show sales and performance marketing initiatives</li></ul>                                                                                                                                                                                                                                                                                                                                                                             |
| <b>4). Other</b>                | <ul style="list-style-type: none"><li>• To protect and promote the reputation of the Royal Albert Hall</li><li>• Adhere to and all Box Office procedures</li><li>• Adhere to Hall standard accounting procedures and guidelines</li><li>• To establish and maintain good relations between all Hall department</li></ul>                                                                                                                                                                                                                                                                 |



| Qualifications and Experience                                              |             |
|----------------------------------------------------------------------------|-------------|
| Criteria                                                                   | Requirement |
| Experience of Tessitura or an understanding of ticketing software packages | Desirable   |
| Sales experience, preferably in a similar environment                      | Essential   |
| Customer service experience, preferably in a similar venue                 | Essential   |

| Skills and Abilities                                     |             |
|----------------------------------------------------------|-------------|
| Criteria                                                 | Requirement |
| Excellent verbal and written communication skills        | Essential   |
| Strong computer skills, including Microsoft Office Suite | Essential   |
| Strong attention to detail                               | Essential   |
| Good problem solving and analytical skills               | Desirable   |
| Knowledge of social media platforms for customer service | Desirable   |

| Behavioural attributes                                                         |             |
|--------------------------------------------------------------------------------|-------------|
| Criteria                                                                       | Requirement |
| Team player with a flexible approach                                           | Essential   |
| Ability to foster and develop excellent relationships with a variety of people | Essential   |
| Confident, resilient and credible                                              | Essential   |
| Customer-oriented and sales-driven                                             | Essential   |
| Commitment to high standards of service                                        | 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:**

*This role requires to work flexible hours, including evenings, weekends and holidays.*

*All communications with the press and media must be directed to Marketing and Archives and Director of Audiences.*

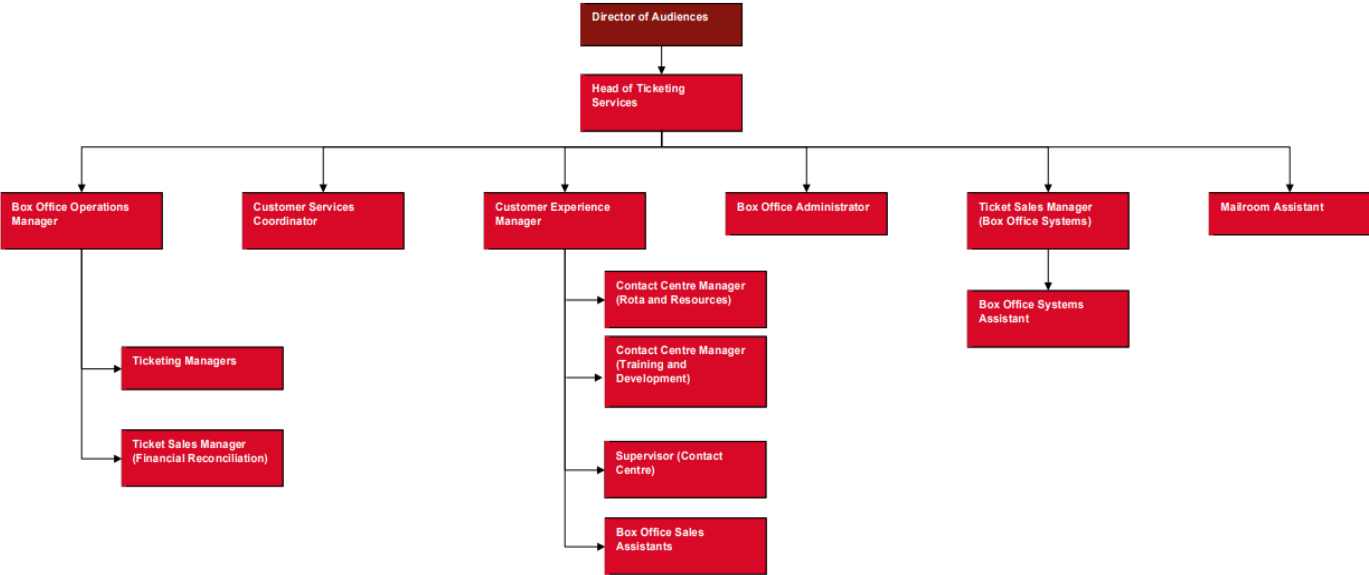
*Refunds and exchanges to be authorised by a senior member of Box Office staff (i.e. Managers and Supervisors).*

*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 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:**

Interviews to take place soon thereafter

## **Second round interviews:**

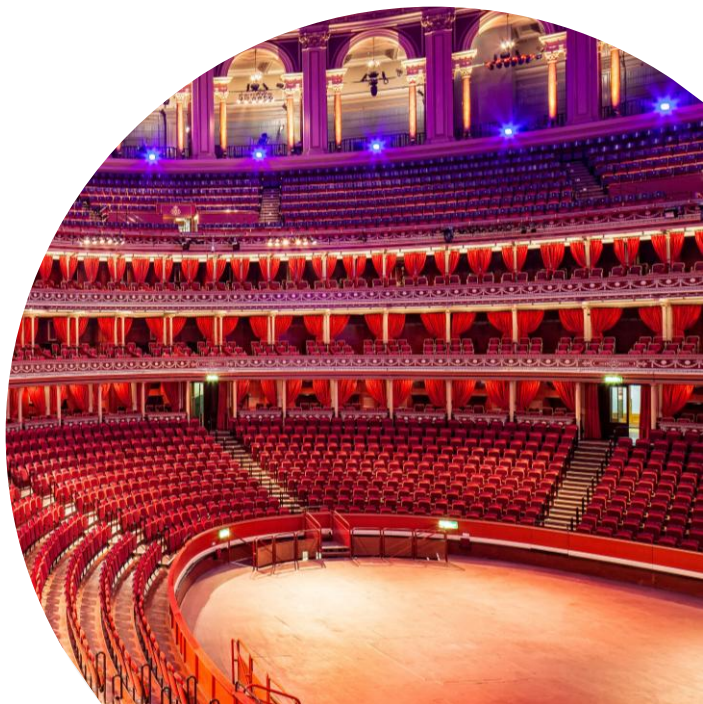
To be confirmed

The closing date for applications is 12pm on Wednesday 30<sup>th</sup> September 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 Recruitment team via [recruitment@royalalberthall.com](mailto:recruitment@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](http://royalalberthall.com)

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