



Royal Albert Hall

Information for Candidates

Recruitment Pack

Friends and Patrons Officer
Fixed-term contract





Welcome

From Rebecca Waites, Friends and Patrons Manager - Maternity Cover

Since opening our doors in 1871, The Royal Albert Hall has set out to delight and inform audiences with performances from the world's leading figures in music, dance, sport and politics. Today we play host to almost 400 auditorium shows per year, welcoming 1.7 million visitors through our doors. We strive to create breathtaking moments and lasting memories for everyone – as well as some unforgettable stewardship 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. At the heart of the Hall's vision is the development of our amazing outreach programme, supporting emerging artists and inspiring hope through creativity to communities.

The Friends and Patrons scheme launched in 2017 and has become hugely successful, with unparalleled growth from 2022. Our Patrons play an integral role in the Hall's ability to achieve its charitable objectives.

The Friends and Patrons Officer will draw on their own enthusiasm and love for the Arts and Sciences, and our vision, to develop meaningful relationships with our Patrons. 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.

This is also an exciting time to join the Team as we have just completed a refresh of the Patrons offer, giving the Officer the opportunity to lead on the delivery of new benefits and events throughout the year.



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.





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: Friends and Patrons Officer – Fixed Term Contract

Location: Royal Albert Hall

Salary: £36,000 per annum

Working hours: 35 hours a week

Reports to: Friends and Patrons Manager

Direct reports: N/A

How does the Philanthropy team deliver the Hall's 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.



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

The Friends and Patrons Officer plays a vital role in maintaining and growing our Patrons Scheme which helps fund the Royal Albert Hall's Engagement programme and capital improvements to our Grade I listed building.

The Friends and Patrons Officer will have shared responsibility for the day-to-day running of the Patron Scheme and will be the first point of contact for 1871, Benefactor and Ambassador level Patrons, delivering a Priority Booking service where applicable. The role will be set ambitious targets to recruit and upgrade Patrons. The role will also support colleagues in the team with the stewardship of high-level Patrons and with the planning and delivery of Patrons' events. Where required, they will offer support for the delivery of the Royal Albert Hall America Patron Scheme.

Success in this role can be achieved by ensuring that the day-to-day Patrons scheme is run efficiently and effectively and that ambitious targets are met or exceeded whilst simultaneously supporting colleagues in the team.

The Friends and Patrons Officer will also support the Head of Philanthropy and the Director of Development with Royal Albert Hall America Inc., a 501(c)(3) to tax exempt organisation which stewards transatlantic donations and international support. The Friends and Patrons Officer will have responsibility for supporting the US Patrons Scheme with associated events and donor management.



Key accountabilities	Key activities/decision areas
1). Philanthropy and Events	<ul style="list-style-type: none">• Meet income targets for the Patrons Scheme and objectives such as growing the number of 1871, Benefactor and Ambassador level Patrons giving between £700 - £6,500 annually, through cultivation plans.• Ensure high retention rates for existing supporters and identifying new opportunities to upgrade Friends and Patrons• The dedicated contact for 1871, Benefactor and Ambassador Patrons, operating a personalised service and booking line, meeting with Patrons regularly• Support the Friends and Patrons Manager with stewardship and responding to queries from high level Patrons• Work with the Friends and Patrons Manager and Senior Philanthropy Events Manager to develop engaging events for 1871, Benefactor and Ambassador Patrons and prospects.• Developing valuable relationships internally at the Royal Albert Hall.• Maintain good relationships with Patrons over the phone, in person and at events.
2). Royal Albert Hall America	<ul style="list-style-type: none">• Administrative responsibilities for Royal Albert Hall America, supporting the Head of Philanthropy• Responsible for the running of Royal Albert Hall America Patron Scheme, supporting all relevant administration and day to day running.
3). Marketing and Communications	<ul style="list-style-type: none">• In conjunction with the Friends and Patrons Manager, support with devising a Marketing plan for mid-value Patrons and upgrade campaigns• Support the Friends and Patrons Coordinator to ensure Priority Booking emails are sent in a timely manner and developing a cohesive voice for Patron communications, working with the Programming, Contact Centre and Marketing teams



Key accountabilities	Key activities/decision areas
4). Data and administration	<ul style="list-style-type: none">• Responsible for administration of the Patron Scheme, including Direct Debit and banking donations and Gift Aid administration. This will include working closely with the Finance team and Friends and Patrons Coordinator to ensure the data is accurate deadlines are met.• Develop processes and procedures to help with the day to day running of the scheme.• Ensure membership pathways online are optimised and user friendly• Ensure that our database (Tessitura) is up to date and in line with the GDPR guidelines
5). General	<ul style="list-style-type: none">• Any other tasks reasonably required by the Friends and Patrons Manager or the Head of Philanthropy



Qualifications and Experience	
Criteria	Requirement
Experience working in a Friends and Patrons membership scheme	Desirable
Experience with writing compelling content	Essential
Experience with working effectively with a ticketing database	Essential

Skills and Abilities	
Criteria	Requirement
Process driven and problem solving skills	Essential
Excellent verbal and written skills	Essential
Able to work to tight deadlines, with accuracy and skill	Essential
The ability to build positive relationships with a wide variety of people	Essential
An ability to organise and prioritise workload	Essential



Behavioural attributes	
Criteria	Requirement
A positive and proactive individual	Essential
A team player who works collaboratively with their team and across different departments	Essential
Capable of working with initiative	Essential
Shows pride and passion in all that they do	Essential
Happy to contribute/embrace new ideas	Essential
Enthusiasm for meeting a variety of different people at events and meetings	Essential
Flexible and adaptable attitude	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.

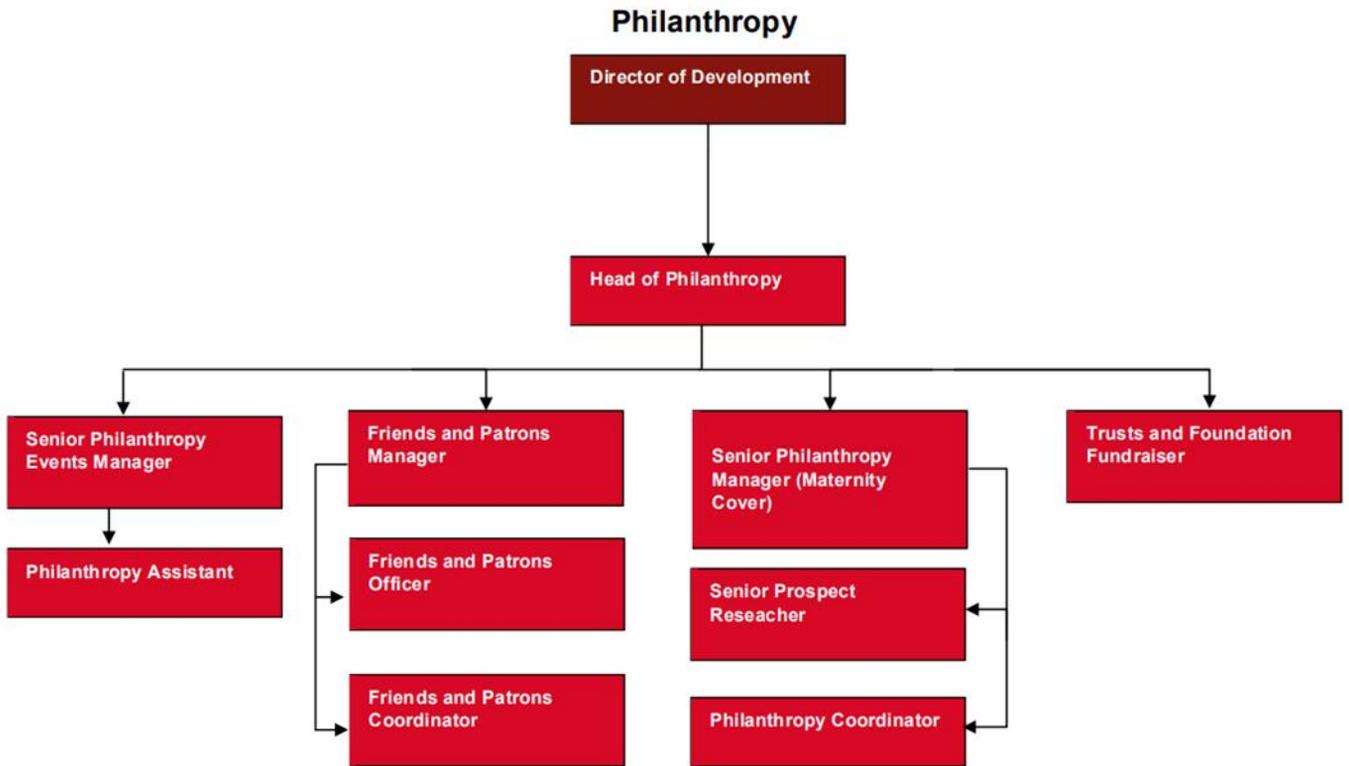
Note:

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.



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:

Week commencing **9th March 2026**

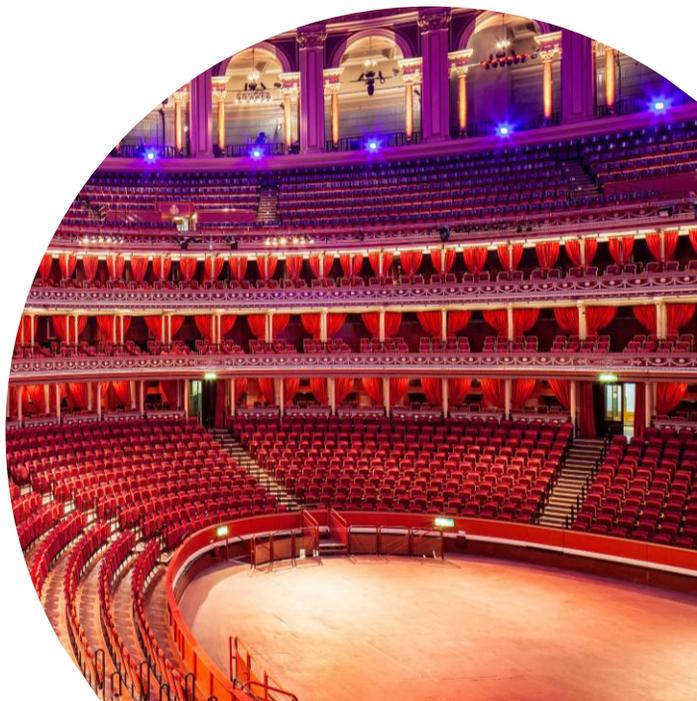
Second round interviews:

To be confirmed

The closing date for applications is **4pm on Tuesday 3rd March 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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