



Royal Albert Hall

Information for Candidates

Recruitment Pack

Administration Manager





Welcome

From Olivia Sangster-Bullers, Head of Production & Technical

Thank you for your interest in the role of Administration Manager - Production and Technical at the Royal Albert Hall.

As we move through 2025, our department continues to grow and evolve, enhancing our resources and investing in cutting-edge technology and infrastructure to uphold our rich heritage and reputation for presenting the broadest range of world-class entertainment in one of the most historic performance venues in the world.

In this role, you will lead the administrative backbone of a fast-paced, multi-disciplinary department delivering world-class events. From streamlining processes to coordinating schedules, managing budgets and supporting compliance, your work will ensure the department runs smoothly and efficiently.

You'll be a trusted point of connection across teams - empowering staff through clear communication, thoughtful planning, and inclusive practices.

Aligned with the Hall's values, you will foster a culture of transparency, collaboration, and continuous improvement, enabling production and technical excellence across the scenes.

Should you join us, you'll become part of a highly skilled and passionate department, committed to delivering extraordinary events to the highest possible standard. Every member of our department plays a vital role in maintaining the excellence audiences expect from the Royal Albert Hall.

Wishing you the very best with your application.

Olivia Sangster-Bullers



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: Administration Manager – Production & Technical

Location: Royal Albert Hall

Salary: £40,941 per annum

Working hours: 37.5 hours per week, plus one-hour unpaid lunch break. The post will involve working some unsocial hours.

Reports to: Head of Production & Technical

Direct reports: Administrator – Production & Technical

How does the Production and Technical team deliver the Hall's Vision?

The highly skilled staff of the Production & Technical department provide first class service and support to all Promoters and Artists ensuring the Royal Albert Hall is the home of breath-taking 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 Administration Manager plays a pivotal role in ensuring the smooth and efficient functioning of the Production & Technical Department at the Royal Albert Hall. Acting as a central point of coordination, this role supports both strategic and operational delivery by creating and embedding robust administrative systems, mentoring team members, and enabling compliance with organisational policies. By managing the Administrator post and supporting departmental rostering, the Administration Manager helps foster a well-supported, high-performing team culture that aligns with working time directives and promotes staff wellbeing.

Success in this role is defined by the seamless integration of administrative processes that enhance productivity and uphold regulatory standards. The Administration Manager will lead on embedding key systems, such as SharePoint, scheduling, and procurement platforms, while collaborating with People and Culture to ensure alignment across departments. Effective management of production folders and databases ensures that critical information is accessible and accurate, supporting the delivery of world-class events. Additionally, the role contributes to team morale through oversight of social events and celebrations and ensures continuity by stepping in during absences to manage payroll, purchasing, and onboarding.



Key accountabilities	Key activities/decision areas
1). Team management and development	• Manage and mentor the Administrator post (e.g., performance management, personal development and welfare) • Support the Head of Department with overseeing department rostering, ensuring it adheres to time off in lieu and the working time directive policy • Administer the live crew sheet within crewing meetings and manage resource outcomes
2). General administration	• Responsible for the management of Production & Technical folders, ensuring all productions and information is stored effectively and is made available • Responsible for the management of Production & Technical information on Hall-wide databases • Support the department in the creation of purchase orders and other show specific admin tasks • Organise departmental social events and organise celebrations as required • Process the weekly payroll in the absence of the Administrator • Manage the orders for snack packs for crew and dressing room supplies in absence of the Administrator. • Onboard casuals and freelancers ensuring all relevant Hall process are adhered to. • Book casual labour as required • Take minutes at Production & Technical Operational Managers and department meetings • Manage the Production & Technical department taxi accounts



Key accountabilities	Key activities/decision areas
3). Processes and procedures	• Develop and maintain administrative processes that support daily operations and optimise productivity • Ensure compliance with RAH policies and regulatory requirements in all administrative activities • Manage embedding key administration projects (e.g., SharePoint, scheduling system, procurement system) • Support the departments use of Staff Savvy and Artifax for scheduling • Work with P&C Department to review all processes and procedures and ensure Production & Technical Department are aligned • Build and implement new starter inductions
4). Administration projects	• Lead on administrative projects on behalf of the Production & Technical department • Act as the 'subject matter expert' on Hall wide systems on behalf of the Production & Technical department
5). Production and event responsibilities	• Support the advancing administration requirements for productions. Tasks will include obtaining quotes, organising budgets and other advancing admin tasks as required • Support the Deputy Head of Production & Technical with administration tasks specifically focusing on inspection and maintenance records in the busy maintenance periods.



Key accountabilities	Key activities/decision areas
6). Support for the Head of Department	• Communicate messages to and from the Head of Department; ensuring important information is passed on with accurate information • Organise functions, dinners and external meetings as required • Support the Head of Department in producing documents, briefing papers, reports and presentations. • Complete monthly credit card reconciliation for the Head of department • Support the Head of Department by carrying out additional tasks as may reasonably be requested from time to time • Manage the Head of Department's diary in absence of the Administrator



Qualifications and Experience	
Criteria	Requirement
Excellent administration and organisational skills	Essential
Experience in line management of an administration role	Essential
Experience leading of planning, developing and co-ordinating varied projects, balancing priorities and workloads	Essential
Extensive knowledge of Microsoft Office	Essential
Experience of data analysis and reporting	Essential
Experience of minuting meetings and successfully summarising debate and key decisions taken	Desirable

Skills and Abilities	
Criteria	Requirement
Excellent communication skills – both written and verbal	Essential
Keen attention to detail and accuracy of work	Essential
Ability to organise and prioritise workload	Essential
The ability to establish and maintain good working relationships, both internally and externally	Essential



Behavioural attributes	
Criteria	Requirement
A strictly confidential approach to work	Essential
Excellent interpersonal and communication skills (both verbal and written)	Essential
Have a passion and desire to provide unrivalled customer service	Essential
Self-motivated with an enthusiastic and flexible approach to their work	Essential
A proactive approach to work and the ability to identify initiatives or work which provide additional support	Essential
Be flexible, adaptable and able to work within a fast-moving work environment, thrive in a busy and demanding role	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 8th December 2025

Second round interviews:

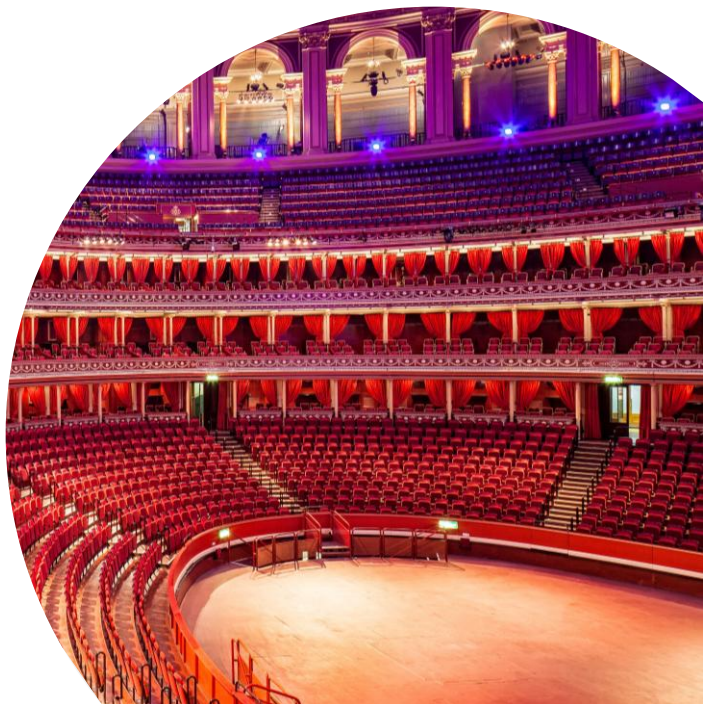
To be confirmed

The closing date for applications is 12pm on Monday 8th December 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.



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

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