



Royal Albert Hall

Information for Candidates

Recruitment Pack

Senior Catering and Hospitality Manager





Welcome

From Davina Sasha, Head of Partnerships and Hospitality

Thank you for your interest in the position of Senior Catering and Hospitality Manager at the Royal Albert Hall.

For over 150 years, the Hall has stood as one of the world's most treasured performance venues—hosting iconic artists and unforgettable moments that continue to inspire audiences around the globe. At the heart of this experience is our commitment to creating a welcoming and exceptional environment for every visitor, and our catering and hospitality services play a key role in achieving that mission.

As a charitable organisation, the income generated from catering and hospitality not only enhances the guest experience but also directly supports our broader vision. We are proud to work in partnership with our dedicated catering provider, rhubarb, to deliver outstanding food and beverage experiences that reflect the spirit and legacy of the Hall.

This role is an exciting opportunity for an experienced and conscientious professional to help lead that effort. As Senior Catering and Hospitality Manager, you'll work closely with the Head of Partnership and Hospitality to oversee contractor performance, elevate customer service, and contribute strategically to the growth and success of our offer. From managing KPIs and budgets to shaping premium hospitality packages and championing continuous improvement, your work will directly impact how our audiences engage with the Hall.

We are looking for someone who is collaborative, commercially astute, and passionate about delivering excellence in a world-class venue. If you're ready to take the next step in your career and help shape the future of catering and hospitality at the Royal Albert Hall, we would be delighted to hear from you.



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: Senior Catering and Hospitality Manager

Location: Royal Albert Hall

Salary: £60,000 per annum

Working hours: 35 hours per week

Reports to: Head of Partnerships and Hospitality

Shift/working pattern: Shifts will occur in the evenings and weekend work will also be required

Direct reports: Hospitality Manager

How does the hospitality team deliver the Hall's Vision?

For the Hospitality Team this means creating experiences beyond the main stage and therefore increasing the emotional connection to the Hall as well as enhancing the Royal Albert Hall's brand and reputation.

- Delivering a premium experience for our guests from the booking process to when they visit.
- Maximising Hospitality income across shows.
- Diversify the Hospitality suite of products to appeal to the different audience demographics and in keeping with the style of artist.

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

The role involves managing and overseeing the Hall's catering contractor, Rhubarb Hospitality Collection (RHC), to ensure exceptional customer experience, adherence to health and safety standards, and maximum income. The individual will monitor service levels, KPIs, and audience interaction, while collaborating with internal teams to suggest improvements, manage budgets, and maintain relationships with contractors. They will also support the marketing and promotion of catering services, monitor customer feedback, and conduct benchmarking to ensure competitive value. Additionally, the role includes assisting in strategic decision-making and overseeing the catering aspect of hospitality packages.



Key accountabilities	Key activities/decision areas
1). Management of contractors	<ul style="list-style-type: none">• Work alongside the Head of Partnerships and Hospitality to manage effectively and operationally oversee the Hall's catering contractor, which is at present Rhubarb Hospitality Collection (RHC)• Work alongside RHC to ensure they deliver exceptional customer experience and maximise income to the Hall.• Work in an operational capacity a minimum of twice a week to ensure that all service levels and KPI's are being achieved. Monitor RHC delivery and provide data/reports on how the audience are interacting with the Food & Beverage elements.• Confirm RHC's adherence to Food Health & Safety as well as conducting audits to guarantee that all Hall Health & Safety requirements are being upheld.• Manage effectively the relationships with all other catering/hospitality contractors & suppliers.• Assist the Head of Department in monitoring all other KPI's of the catering contract on behalf of the Hall to ensure that the Hall obtains maximum benefit.• Ensure contractors comply with legal and Hall requirements to include:<ul style="list-style-type: none">○ H&S○ Food Hygiene○ Fire regulations○ Licensing Law○ Sales of Goods/Trading Standards



Key accountabilities	Key activities/decision areas
2). Driving improvements	<ul style="list-style-type: none">• Proactively suggest improvements to the Hall's catering and hospitality, thinking creatively around each business opportunity and working in partnership with RHC (and Hall colleagues) to enable and drive forward projects which deliver those improvements.• Collaborate with internal stakeholders to develop and maintain an understanding of audience needs and expectations, to assist the Head of Department in strategic decision-making on how best to deliver an unforgettable customer experience of Catering & Hospitality.
3). Enhancing the customer experience	<ul style="list-style-type: none">• Work with the Hospitality Manager on the catering element of Hospitality packages, looking at trends within the food/hospitality industry working operationally and providing support on Hospitality shifts where required to ensure a premium service.• Work with the Hall's Marketing team to ensure Catering and Hospitality services are promoted to the target audience and advertised effectively to maximise financial return for the Hall.• Monitor NPS scores and customer feedback to ensure that any recurrent themes/issues are resolved positively and fed back to the relevant supplier for action.• Carry out regular benchmarking of comparable and relevant organisations catering and retail/show merchandise services to ensure that the Hall offers good value for money.
4). General	<ul style="list-style-type: none">• Attend all meetings around catering projects and planning for Maintenance weeks.• Chair the Canteen Committee.• Work with the various teams to assist in setting a budget for the Catering and Hospitality areas and throughout the year, monitor and report on performance against budget.



Qualifications and Experience	
Criteria	Requirement
Management experience of a major catering/hospitality business and/or high-level relationship management	Essential
Management experience of driving substantial financial growth and service improvements in catering/hospitality	Essential
Management experience of substantial budget responsibility	Essential
Experience of line managing staff	Essential
Experience of working within a catering contract for a complex, fast paced and demanding live venue or similar environment	Desirable
Audience segmentation / market research / customer feedback	Desirable
Operational experience within a high-level catering operation	Desirable
Experience of regulations/law relating to H&S, Food Hygiene, Licensing, Fire, Sales of Goods/Trading Standards	Desirable



Skills and Abilities	
Criteria	Requirement
Commercially astute and target-driven	Essential
Knowledgeable and passionate about food and drink	Essential
Excellent relationship management skills	Essential
Proven ability for problem-solving / lateral-thinking	Essential

Behavioural attributes	
Criteria	Requirement
A clear and persuasive communicator	Essential
Highly organised, professional and efficient, able to prioritise and delegate well	Essential
Enthusiastic about the performing arts and the Royal Albert Hall	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:

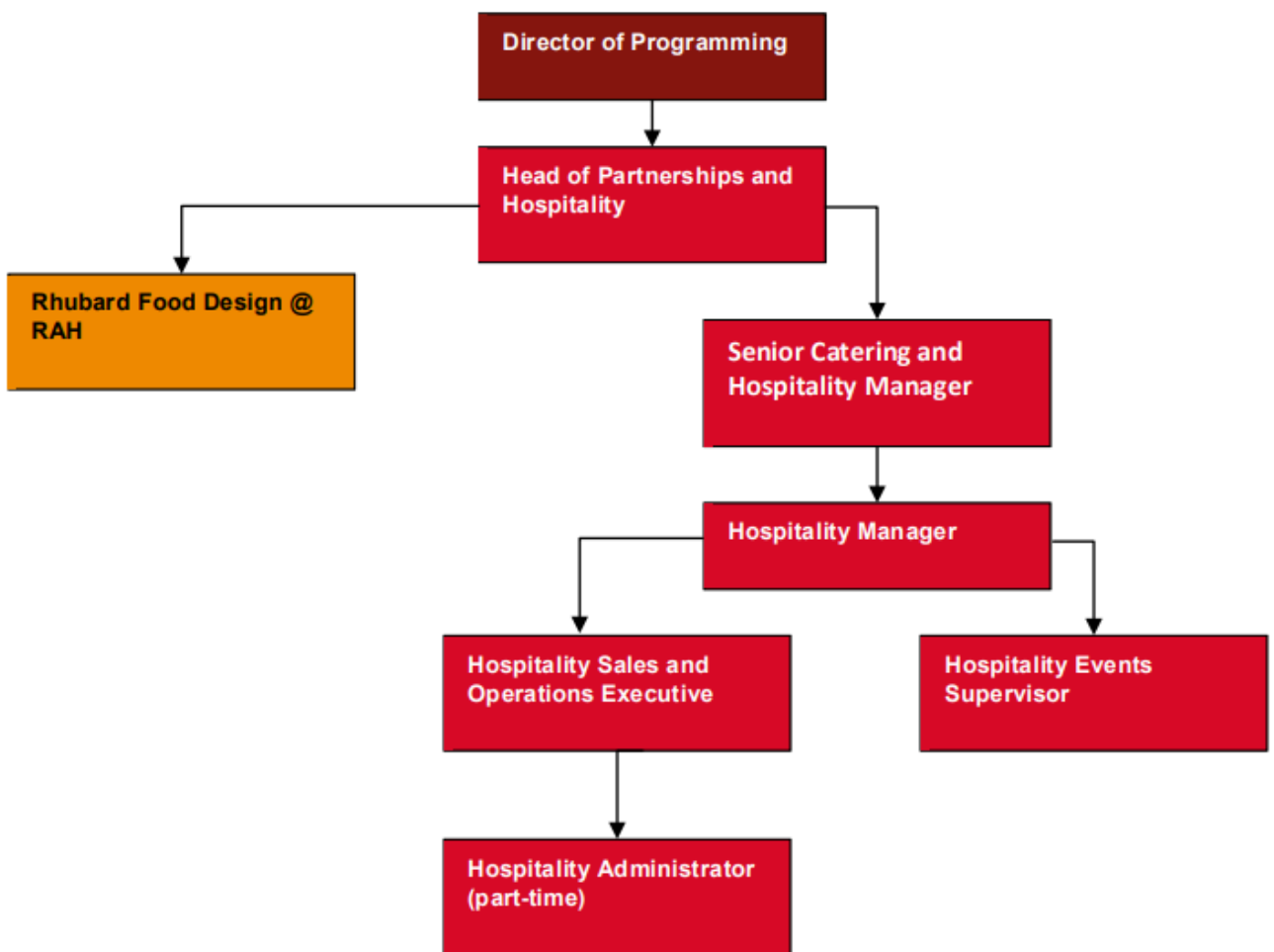
Essential criteria refer to the minimum skills, abilities, knowledge, experience, and professional qualifications required for the role. These are non-negotiable and individuals who do not meet these basic requirements cannot undertake all the duties required for this role.

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

Hospitality and Catering





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. We have collaborated with Troika recruitment. To apply for this vacancy please submit a CV and cover letter to Flic at flic@troikarecruitment.co.uk.

Vacancy Search Results - Royal Albert Hall

Provisional dates for interviews are:

First round interviews:

Week commencing 23rd February 2026.

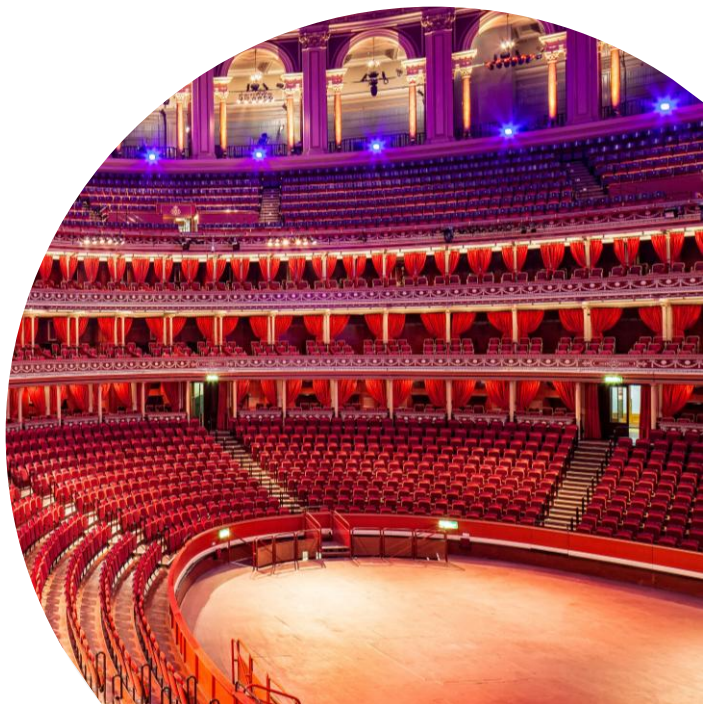
Second round interviews:

To be confirmed.

The closing date for applications is **12pm on Tuesday 17th February 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

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