



Royal Albert Hall

Information for Candidates

Recruitment Pack

Hospitality Sales and Operations Executive





Welcome

From Catrin Hunter, Hospitality Manager

Thank you for your interest in the role of Hospitality Sales and Operations Executive at the Royal Albert Hall.

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. The Hospitality team are responsible for planning and delivering premium experiences and private events, alongside this eclectic and diverse programme of events.

We are looking for an enthusiastic and experienced Hospitality Sales and Operations Executive to join our Hospitality team to provide exceptional sales, marketing and logistical support for the department, to help us achieve our vision of being the home of breathtaking moments and lasting memories.

The ideal candidate will have relevant sales experience in working in a fast-paced environment and should have excellent customer communication, attention to detail and organisation skills and ideally experience in delivering a high level of customer service.

This is an exciting opportunity for individuals wishing to further their career in the Hospitality sector at a world-class venue.

We look forward to receiving your application.



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

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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: Hospitality Sales and Operations Executive

Location: Royal Albert Hall

Salary: £35,000 per annum

Working hours: 35 hours per week

Reports to: Hospitality Manager

Direct reports: Hospitality Administrator

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.

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

There are 5 members of the Hospitality team.

- Head of Department
- Hospitality Manager
- Hospitality Sales and Operations Executive
- Hospitality Supervisor
- Hospitality Administrator.

The Hospitality Sales and Operations Executive will report directly into the Hospitality Manager. Success will be measured by meeting targets, working autonomously with the ability to forward think and plan and to create, maintain and grow client relationships.



Key accountabilities	Key activities/decision areas
1). Account Management and new business	<ul style="list-style-type: none">• Establish and reach new business and repeat business targets for sales as agreed by the Manager and Head of Department• Generate hospitality sales and achieve targets through proactive and reactive selling strategies including industry research, proactive calls, presentations, show-rounds• Develop and maintain a comprehensive database of corporate, private, and third party agency clients as well as previous bookers• Manage client relationships and ensure client retention by providing a high level of customer service and building strong professional relationships• Act as primary point of contact for all incoming sales enquiries for both hospitality packages and room hire/events and field to other team members if necessary• Lead on converting enquires and oversee planning and delivering experiences to an exceptional standard• Responsible for meeting valuable bookers on day / evening of event to oversee service levels and to maintain relationships• Implement effective client post event follow up to encourage repeat business• Manage schedule of entertaining for key clients and arrange and lead engaging entertaining events
2). Collaborating with other teams	<ul style="list-style-type: none">• Work with Hospitality Event Supervisor to ensure all booking information is passed on to relevant internal stakeholders, and external event support, for efficient planning and delivery of private events and hospitality experiences• Assist with efficient communication with other members of Departments, for smooth event delivery



Key accountabilities	Key activities/decision areas
3). Contributing to marketing initiatives	<ul style="list-style-type: none">• Work collaboratively with the Hospitality Manager and marketing department to support on marketing plan and new business initiatives• Oversee department marketing collateral for effective customer communication i.e. customer itineraries• Input on design and creative areas for department i.e. event production, aesthetics, photoshoots and menus
4). Assist with Management of external Key Stakeholders	<ul style="list-style-type: none">• Support Hospitality Manager on liaison with external promoters such a Cirque du Soleil and Teenage Cancer Trust.
5). General	<ul style="list-style-type: none">• Arrange and/or attending relevant internal and external sales/hospitality/operational meetings for effective communication and good relations• Ensure good knowledge of event and hospitality offerings at competitor venues• Actively contributing to the Department budget and strategy• Any other tasks as may reasonably be requested by the Hospitality Manager or Head of Hospitality and Partnerships



Qualifications and Experience	
Criteria	Requirement
Previous experience in training junior team members	Essential
High level of numeracy (at least GCSE grade C or equivalent in mathematics)	Essential
Good PC skills Proficient with all Microsoft systems such as excel, PowerPoint, word.	Desirable

Skills and Abilities	
Criteria	Requirement
Proactive and self-motivated with the ability to drive sales and meet targets and deadlines	Essential
The ability to maintain a proactive and well organised structure to the working week	Essential
A commercially minded approach	Essential
A professional personal appearance and the necessary social skills to deal with a wide range of clients	Essential



Behavioural attributes	
Criteria	Requirement
Committed to continuous professional development	Essential
The ability to prioritise and remain calm under pressure	Essential
An enthusiastic team player with strong interpersonal skills and the ability to work with initiative	Essential
An evident enthusiasm for the Hall and an interest in a wide range of events	Essential
An imaginative and creative outlook to providing solutions.	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.

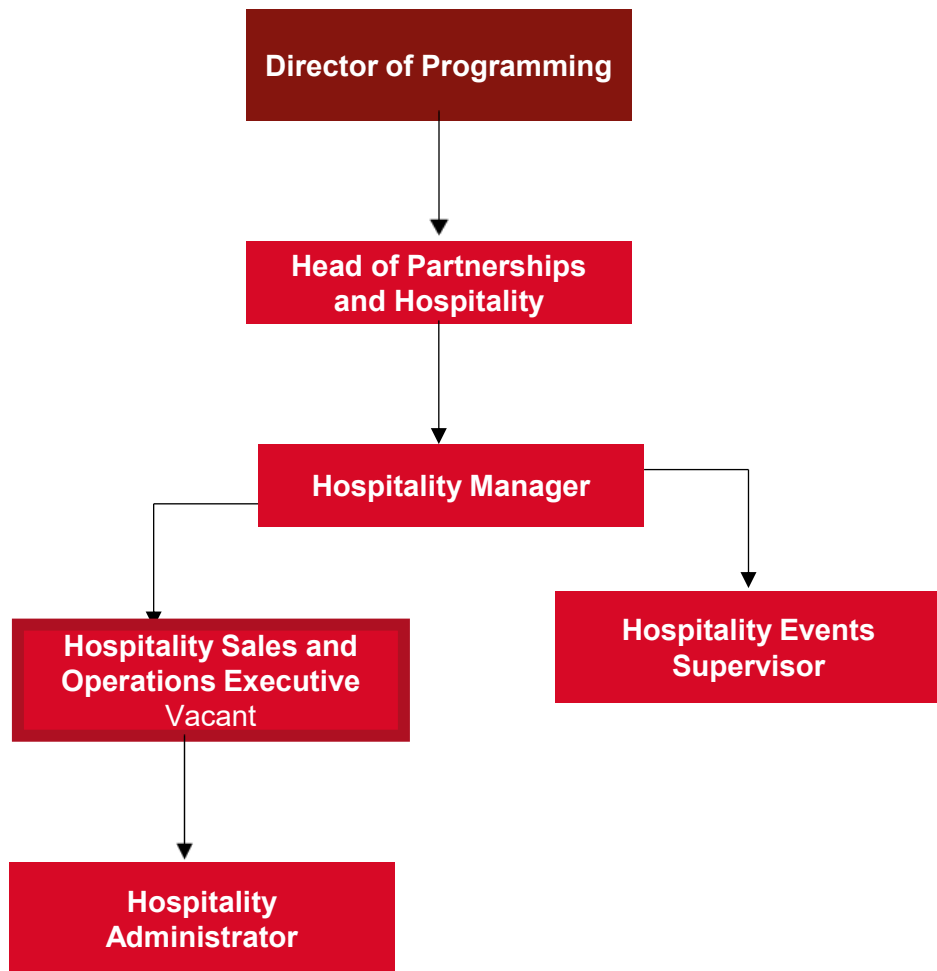
Note:

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. The Royal Albert Hall is collaborating with Morgan Hunt to recruit for this role. To apply, please visit the link below:

[Hospitality Sales and Operations
Executive Job in London | Morgan Hunt |
UK Recruiters & Recruitment Agency](#)

Provisional dates for interviews are:

First round interviews:

Week commencing 2 February 2026.

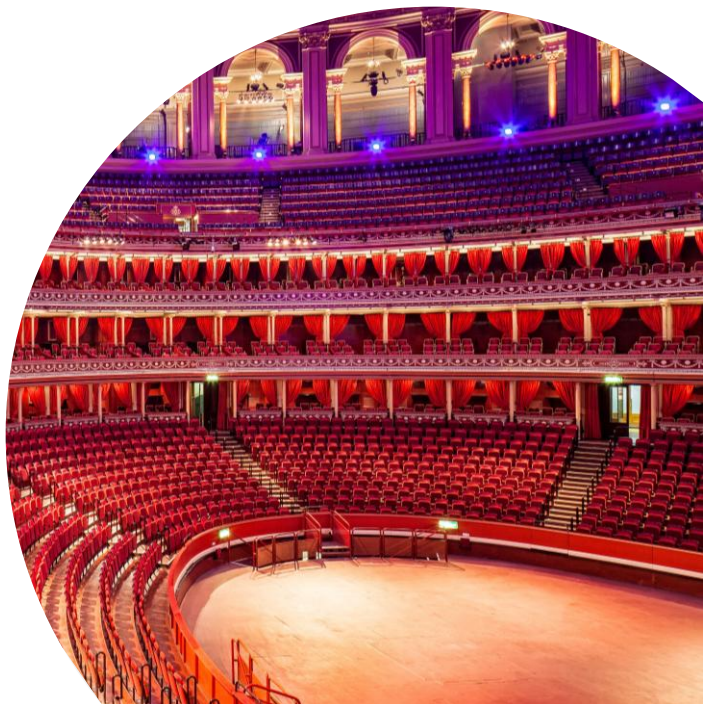
Second round interviews:

To be confirmed.

The closing date for applications is **12pm on Friday 30 January 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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