



Royal Albert Hall

Information for Candidates

Recruitment Pack

Programming Executive (Hires)





Welcome

From Dave Gamble, Head of Programming

Thank you for your interest in the Programming Executive (Hires) role at the Royal Albert Hall.

This is a key role in delivering our programming strategy: curating a world-class programme of events, providing exceptional service to stakeholders, and building strong relationships with promoters, artists and partners.

We are looking for someone who combines arts and live-events experience with meticulous administration, strong communication and a proactive approach to customer service.

We hope this pack helps you understand the role and the contribution you could make to creating breathtaking moments and lasting memories for everyone.

Wishing you the very best with 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

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: Programming Executive (Hires)

Location: Royal Albert Hall

Salary: £36,000 – £40,000 per annum (FTC, 1 Year)

Working hours: 9am-5pm, Monday-Friday (occasional evening and weekend work may be required)

Reports to: Programming Manager (Hires)

How does the Programming, Production and Tours team deliver the Hall's Vision?

For over 150 years we have been fulfilling our vision of inspiring artists and audiences worldwide with the magic of the iconic Royal Albert Hall; creating life-enriching, unforgettable experiences for everyone. Hosting over 400 events a year in the main auditorium and more than 800 in other smaller spaces, the Royal Albert Hall stands true to its original purpose of promoting the Arts and Sciences. As a charity, the Hall is dedicated to maintaining the Grade I listed building and giving access to all.



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

The Programming Executive (Hires) is a key player in delivering the Royal Albert Hall's programming strategy. Working closely with senior colleagues, the role curates and delivers a world-class programme aligned with the Hall's artistic vision and strategic goals.

Success means providing exceptional service to stakeholders, attracting and engaging diverse audiences, events and artists, and maintaining excellent relationships with key promoters.



Key accountabilities	Key activities/decision areas
1). Programming Strategy	• Attract and engage diverse audiences, events, artists and strengthen relationships with key promoters • Contribute to the delivery of the programming strategy in collaboration with senior colleagues • Curate and deliver a programme to match the Hall’s national and international status
2). Stakeholder Management and Communication	• Provide a first-class service to internal and external stakeholders (promoters, Hall staff, artists, managers, agents, orchestras and other third parties) • Act as an ambassador for the Royal Albert Hall externally and internally • Proactively offer the highest level of customer service to all partners
3). Venue Hire and Contract Management	• Draft, finalise and issue venue hire and recording agreements, related paperwork • Assist with negotiation on financial terms whilst ensuring all contract deadlines are met • Handle advanced inquiries regarding hiring the main auditorium formation to potential hirers • Under the supervision of the Programming Manager and Head of Department, negotiate with promoters on additional services (to include Recording Facility Fees) • Contribute to the development of innovative initiatives aligned with the artistic focus and optimising the Hall’s income sources



Key accountabilities	Key activities/decision areas
4). Booking System and Administration	• Act as a main point of contact in relation to the Artifax booking system • Implement the most efficient procedures for Artifax in communication with the IT Department and the Programming Manager • Oversee relations and administrative specifics around an agreed list of promoters • Ensure reservations, cancellations, and contact details in Artifax database are up-to-date • Oversee the programming enquiries folder; making sure this is kept up-to-date and responses are made within a few days
5). Research and Industry Awareness	• Lead market research projects for new programming opportunities • Manage projects • Keep abreast of the music and event industry, sharing insights with the team and attend networking industry-related events (this may include evenings and/or weekends) • Conduct in-depth research and gather information for new and existing promoters before confirming date reservations and contractual arrangements
6). Operational Support	• Undertake venue site visits, demonstrating an excellent knowledge of the Hall, its calendar of events and operational activities • Occasionally, support promoted events at an evening performance • Attend, contribute to and on some occasions chair internal and external meetings, following up on any action points on behalf of the programming team • Cover for colleagues' annual leave as necessary



Qualifications and Experience	
Criteria	Requirement
Demonstrable experience in a fast-paced arts or live-event co-ordination environment	Essential
Previous administrative experience; proficiency with Microsoft Word, Excel, PowerPoint and Outlook	Essential
Strong ability to plan, develop and co-ordinate multiple tasks	Essential
Experience of taking meeting minutes	Desirable
Knowledge of the Artifax booking system	Desirable

Skills and Attributes	
Criteria	Requirement
Exceptional attention to detail	Essential
Excellent written and verbal communication, interpersonal skills and relationship-building	Essential
Outstanding time management and active prioritisation in a busy, deadline-driven environment	Essential
Superb, professional and proactive customer service skills	Essential



Skills and Attributes (continued)	
Criteria	Requirement
Ability to investigate and analyse information and draw conclusions	Essential
Good knowledge of varied music genres and the arts	Essential
High level of literacy and numeracy in English and Math's	Essential
Good understanding of office procedures	Essential
Familiarity with commercial contracts	Desirable
Skill in developing and implementing new procedures	Desirable
Confident negotiation skills and experience working with promoters or external clients	Desirable
Knowledge of promoters in the industry	Desirable



Behavioural attributes	
Criteria	Requirement
Capable of making administrative and procedural decisions and judgments on sensitive, confidential issues	Essential
Passion for the arts, a creative outlook and the willingness to work in different music and art genres	Desirable
Self-motivated, confident and has the initiative to carry out duties with minimum supervision	Essential
Ability to empathise and actively support good, proactive customer service	Desirable
Keen to learn about the Royal Albert Hall	Desirable
Ability to work outside normal office hours if required	Desirable

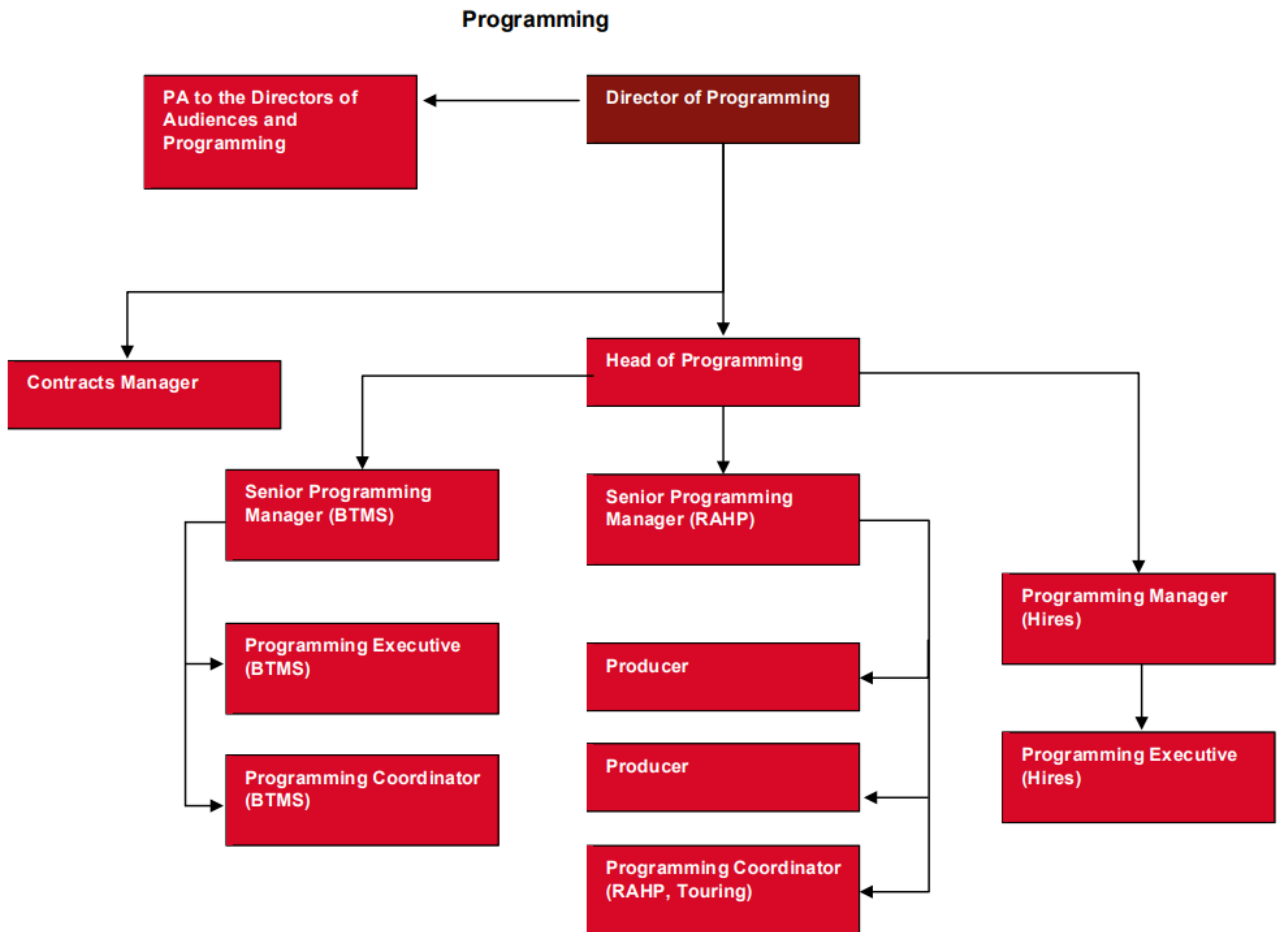
The job description above is intended to be an outline of the duties and responsibilities for this role. This is not exhaustive, and it is likely to change over time. The role holder may be expected to undertake other duties that are commensurate with this role.

Note:

Essential criteria are mandatory. Desirable criteria are important but may be developed in post.



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:

Week commencing 19 October 2026

Second round interviews:

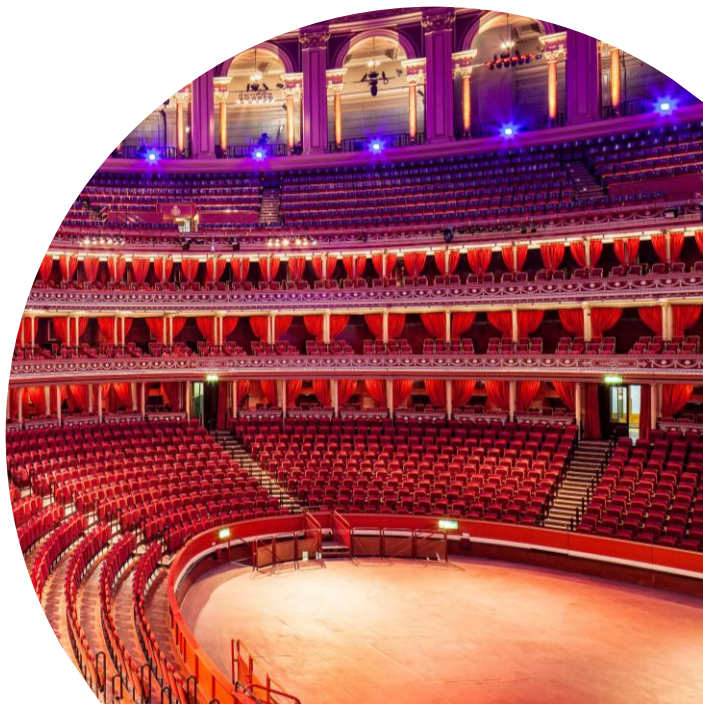
Week commencing 26 October 2026

The closing date for applications is 12pm on Friday 16 October 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.

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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