



Royal Albert Hall

Information for Candidates

Recruitment Pack





Welcome

From Lindsay Smith, Data and Software Solutions Manager

Thank you for your interest in the Business Intelligence Manager role at the Royal Albert Hall.

Here at the Hall, a data curious culture is growing. To support this, we are expanding our data universe - introducing new technologies, new sources of data and exploring our existing data in ways we have never been able to previously.

You will help us to progress in this.

We work directly with business stakeholders to learn what is important to them, what issues exist and what questions they have for their data products. Building on this knowledge we can mine our datasets, sometimes requiring new data collection, data restructure, introducing new sources of data and integrating data quality activities.

Our close working collaboration is most important - you will be hands on with the business and must be willing to learn from them, to merge your skills and expertise with theirs to produce useful, meaningful work... and find more questions.

If you are excited by the prospect of working with us and you feel you have the skills and experience to make this role yours, we would love to hear from you.



Royal Albert Hall

A history dating back to 1871

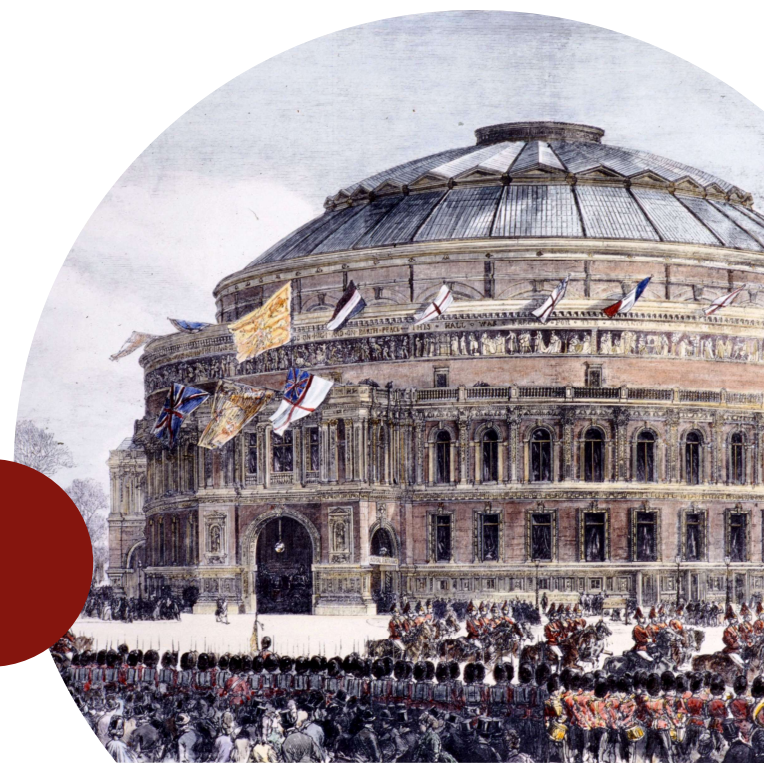
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

Since then, we have become the world's village hall, known and loved across the globe for events and moments in history that have, in many cases, shaped the nation and in doing so, realised Albert's vision.

More than a concert hall, we are also a home for those who dream of making the world a better place.

We hosted 25 suffrage meetings, and numerous great patriotic rallies in support of the armed forces. Sir Winston Churchill, the Dalai Lama, Emmeline Pankhurst, Stonewall, Nelson Mandela, the Royal family and world leaders have graced our auditorium. History is played out on our stage.

The Royal Albert Hall may be 150 years old, but we have more history to make, and you could help us write it.





Royal Albert Hall

About us

Based in South Kensington, the Royal Albert Hall is an iconic venue. The Royal Albert Hall is a registered charity held in trust for the nation's benefit.

Our purpose is to:

- promote the Arts and Sciences
- preserve and enhance our Grade I listed building.

The world's leading figures in music, dance, sport and politics have appeared on our stage since we opened in 1871, and now over 1.7 million people enjoy live experiences here every year, with millions more experiencing our events through broadcasts, recordings and new media channels. Today, the Royal Albert Hall hosts around 400 events each year and our amazing staff play a huge part in ensuring the success of all our events.

The BBC Proms have called the Hall their home since 1941. Shirley Bassey has had more than 45 performances at the Hall since 1971. Statesmen, sportsmen and a galaxy of stars have graced our stage, creating unforgettable memories. From Albert Einstein, to Arctic Monkeys, The Beatles to Beyoncé, Churchill to Coldplay. Recently, we have hosted the premier of the James Bond film 'No Time to Die', Cirque De Soleil, the EE Baftas, Classical Spectacular and a series of events for Teenage Cancer Trust.





Engagement

Our public benefit work is of paramount importance to us and features most prominently through our inclusive and ground-breaking Engagement programme.

As a charity, the Royal Albert Hall believes in providing an Engagement programme that aims to enrich people's lives and offer fairer access to the arts. The programme is divided into 3 main strands of activity:

- **Engaging with Music**
- **Supporting Communities**
- **Discovering Careers**

and all of our projects and events:

- **Offer a subsidised or free programme of arts activity**
- **Enable specific groups to access the Hall in a way that suits them**
- **Are informed by inclusive practice**
- **Involve collaborative working with specialist partner organisations**
- **Take inspiration from the Hall's architecture, history & events**

“Our Engagement programme includes concerts in care homes, schools' workshops, careers masterclasses, Relaxed performances and much more.”





Equality, Diversity and Inclusion

The Hall supports an equal, diverse and inclusive environment for all and we know we can do more.

Diversity was one of the five key strategic objectives agreed for our five-year business plan in August 2019. This means that it is right at the heart of our planning for the future and we will have an action plan to underpin this. Equality, Diversity and Inclusion is part of our mandatory training and we have a committee, set up in 2018 which has representation from staff across all departments, levels and represents the nine protected characteristics.

“I want to use the Hall’s platform to champion and highlight a diverse mix of performers and attract staff and audiences that truly reflect modern Britain”

- James Ainscough, CEO





Equality, Diversity and Inclusion

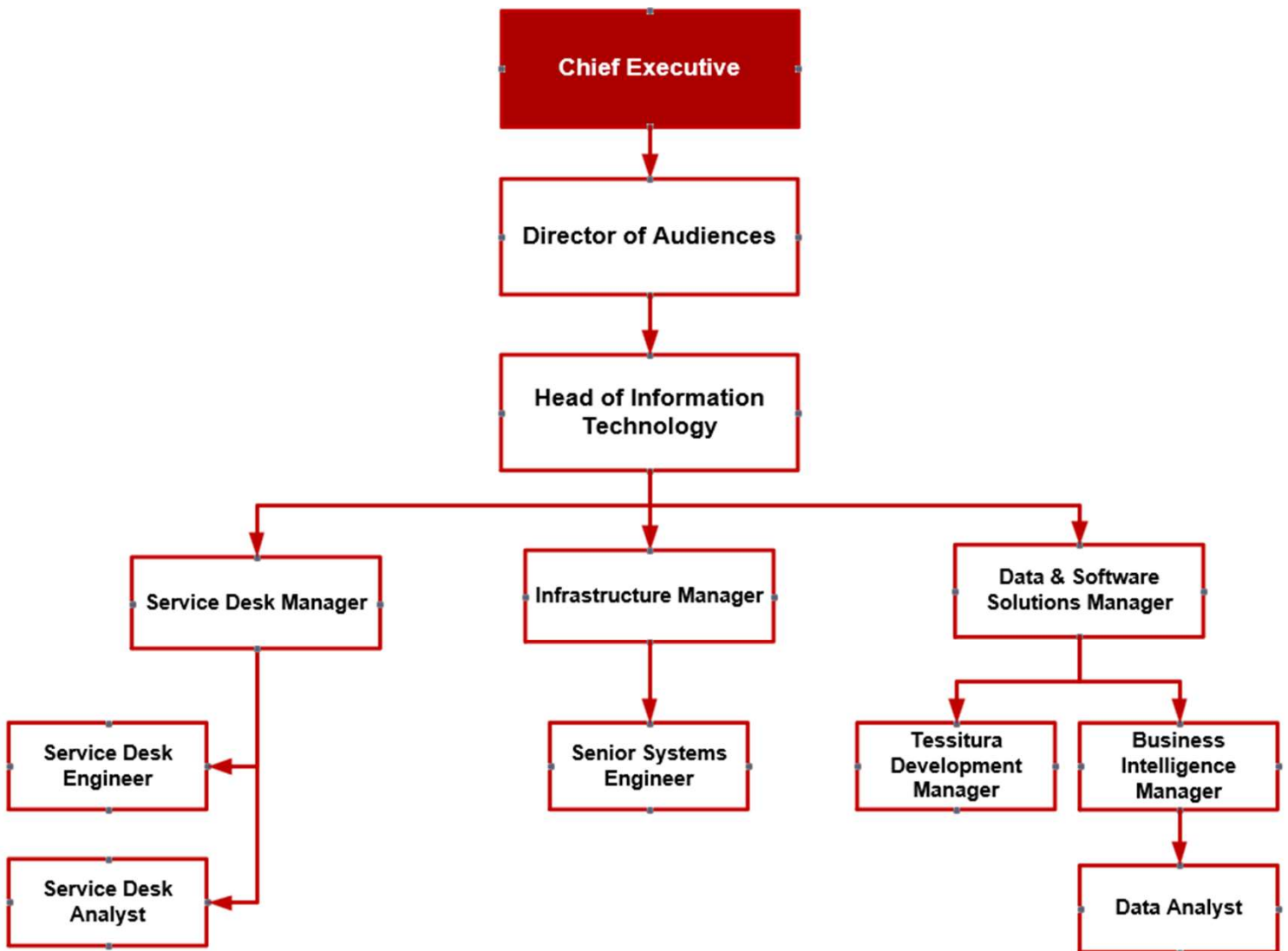
We are committing to:

- Programming more events with diverse artists and to making our platforms available to black voices – both on the stage and on digital channels.
- Ensuring that our archives and our tours properly represent the Hall's rich and diverse history and we are refreshing our diversity training for our leadership team and trustees.
- Reviewing our recruitment strategies to ensure that we can widen our candidate pool and further increase the diversity of our workforce.





Organisation chart





Our Mission, Vision and Values

Our mission is to:

- Promote the Arts and Sciences
- Preserve and enhance our Grade I listed building

Our vision is:

- The home of breathtaking moments and lasting memories, for everyone. Together, we create the amazing.

Responsible: We own challenges and find solutions.

Ambitious: We are creative and driven, always looking for a better way.

Human: We are team players, welcoming, warm and open, and we embrace diversity

Our Strategic Objectives are:

- To diversify and develop our programme, audiences and engagement activities
- To strengthen our finances and operations resilience
- To enhance the experience in a modernised Victorian venue
- To nurture a talented and engaged team



Job description

Role:	Business Intelligence Manager
Location:	Royal Albert Hall
Reports to:	Data and Software Solutions Manager
Salary:	£50,000 per annum

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 390 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.



Job description

WHO WE ARE

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.

HOW DOES THE IT TEAM DELIVER THE VISION?

Within our IT team, that means providing secure, high-performing systems, excellent customer service, taking advantage of technology and data to provide the best possible experience to our staff, customers and artists.



Job description

HOW DOES MY ROLE FIT IN? AND WHAT DOES SUCCESS LOOK LIKE?

The Business Intelligence Manager is an integral part of our Data and Software Solutions team; helping to transition into the next phase of our data journey.

Here at the Hall, increased demand for data products has led to more opportunities for analysis and development. We primarily work on planned projects which often involve a deep dive into the data of a specific business area to create agile end-user solutions. We also undertake some unplanned work in obtaining data sets, one off analysis and exploratory work for stakeholders. Project management and balancing planned with unplanned work is an important skill for this role.

Collaboration is at the heart of what we do. We listen to our stakeholders, learn from them, build an understanding of what is important to them, what questions they have and what problems they would like to solve. With all this knowledge we can then use our skills, experience and creativity to build solutions together.

Tessitura is a key source of our data so if you already have knowledge of Tessitura databases or another ticketing-CRM system you would find this useful; if you do not yet have this experience, this would be an opportunity to learn and be connected to the Tessitura Network Community.

For this role you should be able to use imagination with a solid foundation of technical knowledge and understanding of data. We want you to bring your own unique perspective and approach to problem solving.



Person specification

WHAT THE ROLE HOLDER WILL BE RESPONSIBLE FOR DELIVERING

Key accountabilities	Key activities/decision areas
Deliver Accurate, Insightful Reporting and Data Solutions	<ul style="list-style-type: none"> • Development of innovative, insightful, and powerful reporting solutions using Power BI or SSRS. • Maintain and improve existing data solutions, processes and reporting. • Identify and implement ways to automate data processes and make efficiencies where possible. • Learn and keep up to date with relevant technologies and methodologies. • Provide reactive statistics where required. • Ensure that the security of our data and that of our customers is always maintained. • Create and maintain documentation.
Team Responsibilities	<ul style="list-style-type: none"> • Inspire, mentor and line manage the Data Analyst. • Work with the Data and Software Solutions Manager to develop the overall business intelligence data strategy. • Work closely with the Tessitura Development Manager to ensure Tessitura data exported is used effectively, structurally accurate and complies with the UK GDPR and Hall policies.
Collaborative Working	<ul style="list-style-type: none"> • Work closely with stakeholders across the organisation. • Listen, ask questions and interpret business requirements to translate them into technical deliverables. • Build an understanding of how business systems are used and how the data is maintained, so that knowledge can inform identifying opportunities to make use of data.



Person specification

WHAT SKILLS AND EXPERIENCE THE ROLE HOLDER WILL HAVE

Qualifications and Experience	
Criteria	Requirement (Essential or Desirable)
Proven ability to write insightful reports and effectively analyse data.	Essential
Project orientated, able to manage priorities and ensure all work streams are driven to completion.	Essential
Good attention to detail with an analytical, problem-solving mind-set.	Essential
Able to communicate effectively to all levels at the Hall with strong oral and written communication skills.	Essential
Experience of Tessitura or similar ticketing-CRM system.	Desirable

Skills and Attributes	
Criteria	Requirement (Essential or Desirable)
Strong T-SQL skills and good understanding of Microsoft SQL BI Stack.	Essential
Advanced development using Power BI and working knowledge of DAX.	Essential
Data warehouse reporting either in SQL Server, Fabric or Azure.	Essential
Experience and Knowledge of R or Python.	Desirable
Knowledge and understanding of the UK GDPR and how it impacts data projects.	Desirable
Good understanding of statistical methods.	Desirable



Behavioural attributes	
Criteria	Requirement (Essential or Desirable)
A team player who works collaboratively not just with their own team, but across different departments.	Essential
Appetite to understand the business objectives and how applications and systems are used to achieve them.	Essential
The ability to build positive relationships with a wide variety of people.	Essential
Positive role model, interested in learning and sharing this passion with others.	Essential
Seek new ideas and improvements; is happy to contribute/embrace new ideas.	Essential
Flexible and adaptable attitude.	Essential

The above job description 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.

THE 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 1 listed building and that you, immerse yourself in the Hall's culture. This means exploring our historic building where history has unfolded for over 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 social events. Embracing your team's working pattern, whether hybrid or on-site only, is essential to ensuring a smooth transition and a successful start.



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:

w/c 10th February 2025
(A skills test will be included)

Second round interviews:

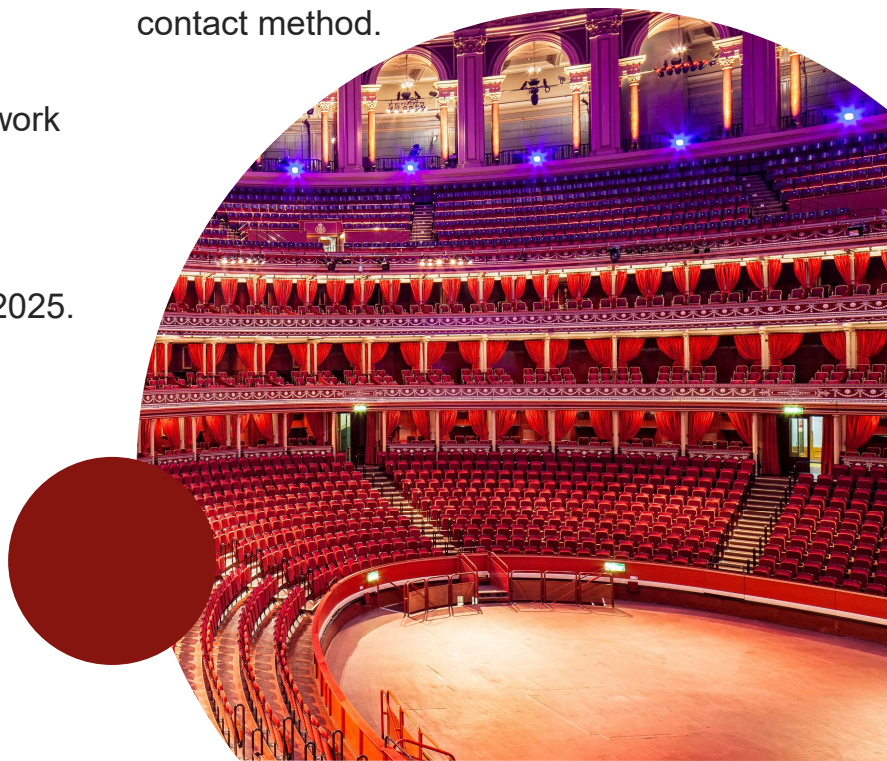
w/c 17th February 2025

All applicants must have the right to work in the UK without the need for sponsorship. The closing date for applications is Monday 3rd February 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

We fully recognise that 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, we want to share with You the portfolio of 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.

Care first

Employee assistance programme

Care First offers support, information, expert advice and specialist counselling to help you when you need it.



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.



Life assurance

This is 6 x your basic 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.



