



Royal Albert Hall

Information for Candidates

Recruitment Pack

Senior Partnerships
Manager
(Maternity Cover)





Welcome

From Davina Sasha, Head of Partnerships & Hospitality

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 around 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.

Partnership support allows us to continue fulfilling our charitable aims along with building new relationships to enhance audience experience.

Partnerships at the Hall fall in to two categories: Brand Partners - working with partners who have long term relationships with the RAH to create great experiences for our audiences - from food and beverage providers to accommodation and production, we work with companies to enhance visitor experience within the building.

The second area of Partnerships is in the form of Private Box Partnerships – a long term hospitality option for frequent visitors to the Hall, working closely with our catering partner rhubarb to deliver outstanding experiences at shows.

The Senior Partnerships Manager (Maternity Cover) will lead the Partnerships team, providing excellent management and strategy across the Hall's Partners, including identifying new prospective partners. The role is a key interface for current Partners, providing them with excellent communication and customer service. Responsibilities also include line management of three direct reports.

We are looking for a highly organised individual with exceptional people management skills and the ability to thrive in a fast-paced environment. This role requires balancing multiple priorities accurately while delivering excellent customer service.



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 Partnerships Manager – Maternity Cover

Location: Royal Albert Hall

Salary: £60,000 per annum

Working hours: 35 hours per week

Reports to: Head of Partnerships and Hospitality

Contract: Fixed term 12 months

Direct reports: Brand Partnerships Manager, Partnerships Manager and Partnerships Executive

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

Partnerships deliver the vision through working with our Brand Partners and Private Box Partners to enhance our guest experiences, whether this is accommodation, curated culinary offers or production and artistic excellence. To seek Brand Partnerships with organisations that align with our business pillars, audience development plan and Royal Albert Hall values and ethics.

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

The Senior Partnerships Manager plays a vital role in supporting the Head of Partnerships and Hospitality to develop and deliver the partnerships strategy in respect of venue and event partnerships. Success in this role can be achieved by simultaneously maintaining excellent relationships with Halls existing partners whilst proactively developing new business by identifying potential venues and/or event partnerships that align with the Halls vision. This role is also key in providing effective and inspirational leadership of the team, specifically across the Brand Partnerships Manager, Partnerships Manager and Partnerships Executive.



Key accountabilities	Key activities/decision areas
1). Engagement with current partners	<ul style="list-style-type: none">• Oversee partner accounts to ensure that both parties are meeting their contractual obligations whilst also seeking opportunities to further develop the relationship;• Have full involvement in the integration of Tessitura, overseeing along with the Partnerships Manager and Partnerships Executive, the updating and efficient management of Tessitura for partners;• Along with the Head of Department and managers, oversee the working relationship with internal departments and external parties as required;• Liaise with Hall partners and internal teams to co-ordinate the running of partnership events as agreed with the Head of Department which may involve working alongside the Event Manager and their team and which will include working some evenings and/or weekends;• Manage and attend partnership events, as required, maintaining the highest standards of customer service, always seeking to 'create the amazing' for all partners;• Attend and sometimes chair internal and external planning meetings as required, regularly briefing and sharing information afterwards with the rest of the team, where appropriate.
2). Engagement with prospective partners	<ul style="list-style-type: none">• Proactively identify new business partners (whether in new or existing categories), considering strategic brand alignment and the potential value to the Hall;• Negotiate the terms of proposed partnerships, finalising appropriate and effective contractual agreements, working with the contracts manager;• Always look to improve the Hall's partnerships, developing new initiatives appropriate to the Hall's focus and strategy as well as seek to optimise sources of income;• Keep abreast of the events industry, entertain clients with senior colleagues, attend various industry related networking events and conferences.
3). Team oversight	<ul style="list-style-type: none">• Manage direct reports in liaising and overseeing the administrative processes for all partners• Deputise for the Head of Department when required including managing the wider team in their absence



Key accountabilities	Key activities/decision areas
4). Line management	<ul style="list-style-type: none">• Effectively line manage three direct reports, specifically ensuring that their role requirements are undertaken to a high standard, providing guidance, support and supervision as necessary as well as identifying career progression opportunities;• Lead by example with positive behaviour, inspiring the highest standards of working;• Deal with any performance issues and provide regular feedback through regular catch-ups;• Hold regular individual catch-up meetings with the direct reports ensuring they receive appropriate training and on the job coaching;• Enable opportunities for development and wider role responsibilities where possible through effective delegation of tasks.
5). Strategy	<ul style="list-style-type: none">• Help the Head of Department in overseeing and delivering the strategy for Hall partnerships and growing the Hall's net income;• Work with the Head of Department in creating the annual budget for the partnerships business area, reporting on progress throughout the year as required;• Provide regular financial updates and reports on the Hall's levels of income to senior colleagues at any given time;• Where agreed with senior colleagues, negotiate and agree partnership fees, advise more junior members of the team on fees as required and oversee payment of fees to the Hall;• Negotiate revenue fees for incoming sponsors on events promoted by third parties in the Hall, liaising closely with the programming team;• Proactively and willingly offer the highest level of customer service to all partners, both internally and externally, to ensure the department and Hall's reputations are enhanced.



Qualifications and Experience	
Criteria	Requirement
Degree educated or equivalent	Desirable
Minimum of five years' experience in partnership account management - proven track record of developing and managing high value partnerships	Essential
High level of numeracy	Essential
Excellent IT/PC skills with intermediate proficiency of all Microsoft Office packages and CRM databases	Essential
Knowledge of corporate event management	Desirable

Skills and Abilities	
Criteria	Requirement
Excellent corporate sales, customer relations and negotiation skills	Essential
Commercial and professional approach	Essential
Experience of business planning	Essential
Line management experience, preferably leading a team	Essential



Behavioural attributes	
Criteria	Requirement
Ability to prioritise and work under pressure	Essential
Enthusiastic team player with strong interpersonal skills and the ability to work with initiative and maturity	Essential
An imaginative and creative outlook to providing solutions	Essential
Enthusiasm for the Hall and interest in a wide range of events	Desirable
A commitment to regularly working outside core office hours and/or flexible hours	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.

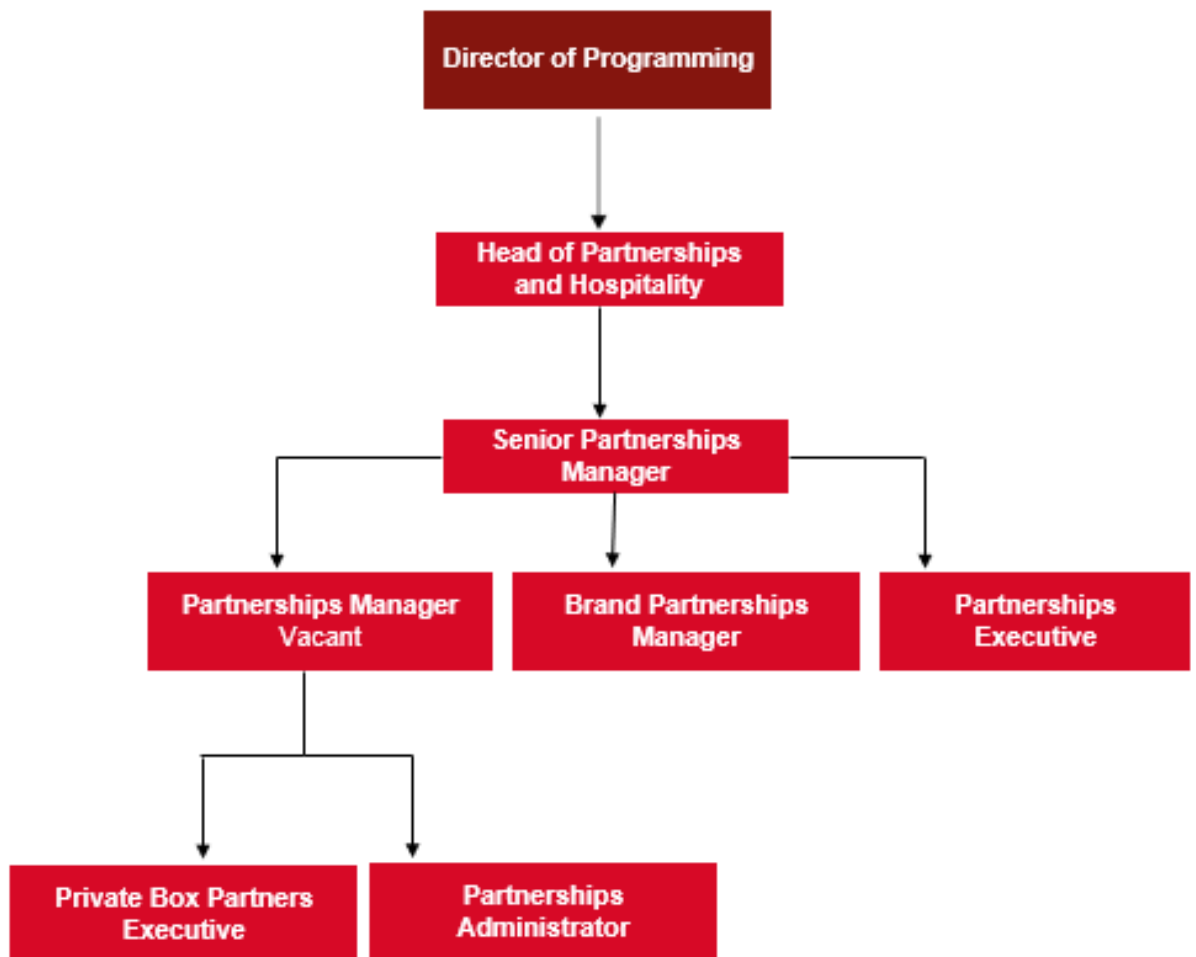
Note:

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. 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:

Wednesday 25 February 2026.

Second round interviews:

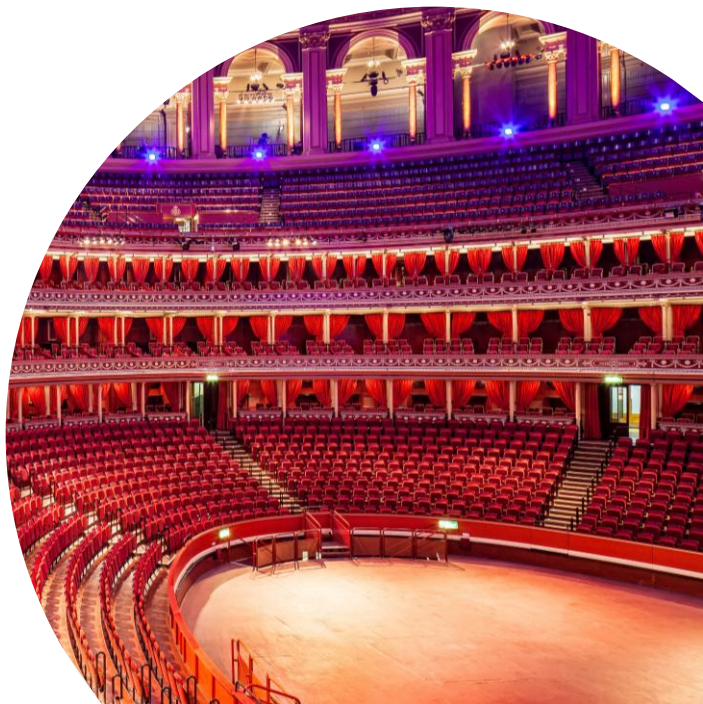
Wednesday 4 March 2026.

The closing date for applications is **12pm on Friday 13 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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