



Royal Albert Hall

JOB DESCRIPTION

Role: Hospitality Assistant

Location: Royal Albert Hall

Reports to: Hospitality Manager

For nearly 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.

OUR VISION AND VALUES

Our vision is to inspire artists and audiences worldwide with the magic of the iconic Royal Albert Hall, creating life-enriching, unforgettable experiences for everyone. The Royal Albert Hall is more than just a building. Together we are...

One team

Encouraging and harnessing each other's talents, valuing our differences, supporting one another and celebrating our achievements together

Passionate

Dedicated, creative, embracing new ideas, always seeking a better way; because together we are writing the story of the Royal Albert Hall

Open to all

Welcoming, warm, always professional; committed to providing as many people as possible with unforgettable experiences

THE ROLE

The Assistant/Administrator is integral to the Hospitality Team, providing essential administrative support. The Hospitality Team is responsible for developing, selling and delivering hospitality package experiences and private room hire events. The hospitality team also work with the Hall's in-house caterer- who operate all bars, restaurants and events in the building- to ensure we are delivering the best possible experience across all hospitality areas. The Team aims to deliver the best possible customer service and achieve challenging financial targets. This role provides support in all areas to help the team achieve its goals.



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KEY RESPONSIBILITIES

The post-holder will support all aspects of the Hall's hospitality offer through administration, sales and operational assistance, including the following specific responsibilities:

- Assist with all incoming enquiries to the team for hospitality packages, room hire and the wider hospitality offer.
- Supporting the Senior Hospitality Sales Executive by responding to simple sales enquiries and prioritising incoming enquiries.
- Inputting all customer information and queries into database and Tessitura.
- Supporting the Senior Hospitality Sales Executive in the process of researching and identifying leads.
- Support the Senior Hospitality Sales Executive with developing marketing and promotional plans.
- Create and send information letters for all hospitality packages and room hire.
- Print, administer and package tickets for hospitality packages.
- Track sales and operational information on all aspects of the hospitality business for departmental reporting.
- Collate and maintain data relating to food and beverage sales, customer feedback, surveys and other key information.
- Support the Hospitality Manager and Head of Hospitality and Catering in relation to the management and delivery of the Hall's hospitality offer.
- Administration associated with management of the Hall's in-house caterer as directed by the Head of Department and Manager.
- Administration to support operational planning for food and beverage as directed by the Hospitality Co-ordinator, including updating internal systems to ensure accurate information and schedules are available and booking systems are monitored.
- Collate papers for the Joint Catering Board Meeting and support the Head of Hospitality and Catering in the smooth planning for those meetings.
- Liaise with the Hall's in-house caterer and the Marketing Department to ensure timely and effective delivery of marketing collateral, on-site, off-site and on-line
- Using design software programs to create and update files for onsite/online collateral for the in-house caterer and hospitality packages including promotional signage, menus, tariff boards, event sales sheets and other collateral as required.
- Arrange and co-ordinate site visits for external clients.



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- Support the management of team events, internal or external.
- Database management including inputting hospitality package clients into the Hall's database and preparing/updating internal reports.
- Provide support for entertaining clients and contacts.
- Arrange invoices, purchase orders and maintain records.
- Attend industry events and networking evenings representing the Hall when needed.
- Provide general departmental support and assistance where required.
- Liaising with the Hall's in-house caterer, Programming Department, Marketing Department, Box Office and other internal stakeholders in relation to the above responsibilities.
- Support the operational delivery of hospitality packages and room hire, including attendance at events as required.
- Any other tasks as may reasonably be requested by the Hospitality Team.

PERSON SPECIFICATION

Essential, (Skills and Experience)

- A self-motivated individual with an efficient, organised and methodical approach.
- Excellent attention to detail.
- Sales and marketing experience.
- Able to work under pressure, prioritising work to meet tight deadlines.
- Excellent customer service skills which demonstrate a professional proactive manner which inspires confidence in a wide variety of internal and external customers.
- Enthusiastic team player with the ability to work with initiative.
- Enthusiasm for the Hall and interest in a wide range of events.
- A commitment to working the hours required to fulfil the role including regularly working evenings and some weekends.
- Excellent IT/PC skills with knowledge of Microsoft Office packages (especially Excel).
- Ability to quickly learn and use new software programmes or databases.
- Excellent interpersonal and communication skills:
 - Good telephone manner
 - Confident and outgoing personality
 - Ability to communicate at all levels, verbally and in writing.
- Flexible and adaptable approach to work.
- High level of numeracy (at least GCSE grade C or equivalent in mathematics).
- Experience of working within a busy sales or marketing oriented office environment.
- Awareness of and interest in the performing arts sector.



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Desirable (Skills and Experience)

- Experience of working in hospitality.
- Educated to degree level or equivalent.

HEALTH & SAFETY

You will have a good understanding of the Hall's Health and Safety guidelines and your responsibilities within these. Your role will include promoting a safe working environment and fostering a non-blame culture, adhering to any Health & Safety requirements, flagging any conflicts that may arise with Health and Safety and working towards finding effective solutions.

SUSTAINABILITY

The Hall is committed to maintaining and furthering greater sustainable practices in all areas of the organisation to act on climate change. Whilst working at the Hall, you will be expected to embrace the Hall's Sustainability Policy and work to meet its objectives, putting sustainability at the forefront of all decisions.