



Royal Albert Hall

## JOB DESCRIPTION

**Role:** Partnerships Manager

**Location:** Royal Albert Hall

**Reports to:** Head of Partnerships and Hospitality

**Head of Department:** Head of Partnerships and Hospitality

**Director:** Artistic and Commercial Director

---

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 Royal Albert Hall's ambition for partners is growing and is in a key time in the lead up to the Hall's 150th Anniversary in 2021. The Partnerships Manager is integral to the Hall's Partnerships team, managing the Hall's Private Box Partners and securing new partnerships. In addition, the Partnerships Manager provides the Senior Partnerships Manager with assistance in effectively developing, operating and account managing the Halls' Partners.



## Royal Albert Hall

### **This will require the post holder to:**

1. Lead on the delivery of the highest quality experience for the Hall's Private Box Partners, overseeing the account management, including the preparation and negotiation of contract renewals.
2. Account manage assigned corporate partners, delivering partnerships that match the Hall's national and international status.
3. Generate new business across all partnerships through actively identifying potential partners, promoting the Hall and negotiating the terms of the partnership.
4. Focus on partnerships for the Hall's programme of events beyond the main stage.
5. Line management of the Partnerships Coordinator.
6. Ad hoc support for the team where necessary.

### **KEY RESPONSIBILITIES**

#### **Private Box Partnerships**

- Oversee the account management of all of the Hall's Private Box Partners, including the preparation and negotiation of contract renewals and maintaining relationships of the highest level of customer service.
- Develop and encourage new Private Box Partner sales, proactively seeking opportunities and areas to bring in new partners.
- Conduct strategic corporate client research and conduct site visits for potential partners including follow up and preparing and negotiating contracts.
- Manage all Private Box Partner budgets, keeping the budget on target, reforecasting and budgeting yearly income and providing supporting reports as needed.
- Provide Private Box Partner income/financial tracking report project including comparison/yearly reporting of box partnership income and costs.
- Coordinate with *rhubarb* to ensure highest quality catering offer, aligned to the Hall's standards, for Private Box Partners, arranging internal tastings, menu showcases for Partners and work twice a year with Rhubarb to change Private Box Partner seasonal menus.
- Conduct Private Box Partner satisfaction survey and adjust the offer accordingly, ensuring the highest quality that is competitive compared to other institutions and an unforgettable experience for all Partners.
- Support marketing strategy for Private Box Partners, to include continuing development of Private Box Partner collateral marketing materials.
- Oversee the scheduling of the Hall's Private Boxes usage and release of Private Boxes to Box Office.



## Royal Albert Hall

### **Partnerships**

- Account manage and proactively maintain relationships with assigned Partners, as requested by the Senior Partnerships Manager.
- Support the Senior Partnerships Manager in the development of new partnership business, focussing on partnerships for the Hall's events beyond the main stage.
- Providing support for Senior Partnerships Manager, attending meetings where required, including in the Senior Partnerships Manager absence.
- Attend any entertaining events for Private Box Partners and Corporate Partners where requested and represent the Hall at any industry and networking events.
- Attend relevant internal and external meetings where needed for effective communication and good relationships with Partners and Hall colleagues.
- Any other tasks as may reasonably be requested by the Artistic and Commercial Director, Head of Partnerships and Hospitality or Senior Partnerships Manager.

### **Management**

- Effectively manage, motivate and develop the Partnerships Coordinator, providing clear objectives, regular feedback and performance reviews.

### **PERSON SPECIFICATION**

#### **Qualifications and Experience**

- Degree educated or equivalent.
- Minimum of three years' experience in partnership account management.
- High level of numeracy (at least GCSE grade C or equivalent in mathematics).
- Excellent IT/PC skills with knowledge of all Microsoft Office packages and CRM databases.
- Knowledge of corporate event management.

#### **Skills**

- Excellent "B to B" sales, customer relations and negotiation skills.
- Commercially minded approach.
- Ability to prioritise and work under pressure.
- Enthusiastic team player with strong interpersonal skills and the ability to work with initiative and maturity.
- An imaginative and creative outlook to providing solutions.
- A commitment to regularly working anti-social and/or flexible hours.
- Have a professional personal appearance and the necessary social skills to deal with a wide range of clients.
- Ability to communicate at all levels, verbally and in writing.

#### **Knowledge and Understanding**

- Enthusiasm for the Royal Albert Hall and an interest in a wide range of events.



## Royal Albert Hall

### **HEALTH & SAFETY**

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.

### **SUSTAINABILITY**

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.