



Royal Albert Hall

JOB DESCRIPTION

Role: Hospitality Manager (Maternity Cover)

Location: Royal Albert Hall

Salary: £37,000 pro rata

Reports to: Head of Partnership and Hospitality

Manages: Senior Sales Executive, Hospitality Coordinator & Hospitality Assistant

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

Working within the Hospitality department, the Hospitality Manager is responsible for development, sale and delivery of all corporate and private hospitality packages, private room hire and events at the Royal Albert Hall. Working with the internal teams and the promoters to effectively develop, market and operate hospitality for a wide variety of shows throughout the calendar. The role must oversee the planning and operational delivery of all packages and private corporate events to ensure the best possible customer experience is delivered. The role will also work closely with the Head of Department on operational planning and initiatives with the Hall's caterer.



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The post-holder will lead a small but effective team and be responsible for driving growth through clear strategy, providing excellent levels of service and ensuring effective planning and operational delivery.

KEY RESPONSIBILITIES

Supporting and under the direction of the Head of Partnerships & Hospitality, key responsibilities of the role include:

- Meeting and working with promoters across shows to build, sell and report on hospitality packages for the public and corporate market;
- Managing and overseeing the administration of all elements of hospitality in conjunction with the team – marketing, booking, invoicing, ticketing, programme and catering ordering, packaging and event management;
- Identification of new opportunities and areas in which to innovate;
- Negotiate the best possible terms for hospitality packages with external promoters;
- Ensuring strong operational planning and delivery of packages and private functions, always striving to deliver the best possible customer experience;
- Working collaboratively with all Hall departments and developing strong working relationships internally and externally to ensure effective communication and planning with all areas.
- Identify opportunities to improve the hospitality offer and its delivery and manage the implementation and operation of agreed developments;
- Maintain up-to-date knowledge of market trends within the entertainment and leisure industries and of hospitality/corporate trends;
- Manage and oversee the efficient administration of all elements of the Hall's hospitality and room hire business area, including all processes, procedures, record-keeping and reporting;
- Build strong professional relationships with promoters and the Hall's Programming team to build, sell and report on hospitality packages for the individual and corporate market;
- Budget and report on the monthly and annual targets for the Hospitality team;
- Effectively manage the Hospitality Coordinator and Hospitality Assistant to best support the team and the delivery of sales targets and operational implementation;
- Attend events to oversee management or manage where required;



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- Attend networking events representing the Hall when needed;
- Assist the team with enquiries, sales and event management where needed;
- Any other tasks as may reasonably be requested by the Head of Partnerships & Hospitality, where appropriate.

PERSON SPECIFICATION

Essential

- Experience of leading a team within the hospitality sector and of implementing plans and strategy for growth;
- Ability to proactively manage, support and motivate a sales team;
- Proven experience in overseeing planning and operational delivery of hospitality and private events;
- Experience in negotiating deals, with the ability to analyse data and identify the best opportunities for the business;
- Able to develop strong working relationships with a variety of clients and stakeholders, including promoters, agents, internal departments and private clients;
- Experience managing a team and effectively managing work flow and priorities;
- Effective and open verbal and written communications skills at all levels, demonstrating the ability to write clearly and persuasively;
- Experience working in operational roles within a hospitality (food and beverage) or events environment or with relevant experience in the tourism or attractions industry;
- Proven track record of providing an excellent customer/client service;
- A track record of delivering operational improvements in previous role(s);
- Credibility and gravitas to work effectively and influence and negotiate with senior level executives;
- A positive, 'can-do' attitude;
- Excellent attention to detail and a high degree of initiative with experience of working within deadlines;



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- Demonstrates an enthusiasm for the Hall and a broad interest in and appreciation of the Hall's diverse programme of events;
- Willing and committed to working the hours required of the role including evenings and weekends when required;
- High level of numeracy and strong financial management and budgeting skills;
- Proficiency in Excel.

Desirable

- Degree educated or equivalent;
- Professional qualification in hospitality;
- Experience of databases, ideally Tessitura advantageous;
- Experience of the cultural/visitor attraction sector.

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.

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.