



Royal Albert Hall

Information for Candidate

Recruitment Pack





Welcome

From Darranda Rowswell, Director of Development

Since the Hall opened our doors in 1871, it 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 have graced our stage. Today is no different, with an astonishing programme of high-profile performances across classical music, rock and pop, national events and the spoken word, creating breathtaking moments and lasting memories for everyone – as well as some unforgettable stewardship opportunities!

What happens on our stages forms a key part of a new and ambitious vision for the Hall that will ensure we remain the home to dreams and determination, contemplation and celebration – bringing people together to lift their spirits and inspire, with nearly 2 million people each year enjoying unforgettable experiences in our spectacular building. The new vision also has at its heart the development of our hugely successful, and expanding, outreach programme, supporting emerging artists and engaging the community.

Finally, we have plans for a significant and pioneering capital programme, impacting on almost every part of the building through an extended programme of work. An appeal to support this will be launching shortly, raising the money to ensure the Hall remains a much-loved venue for both audiences and artists alike long into the future.

We are now seeking to expand our philanthropy team to enable these ambitious plans to become a reality. Successful candidates will be joining a small but dynamic team who are bringing creative thinking, passion and energy to taking the Hall's philanthropic support to the next level.



Royal Albert Hall

A history dating back to 1871

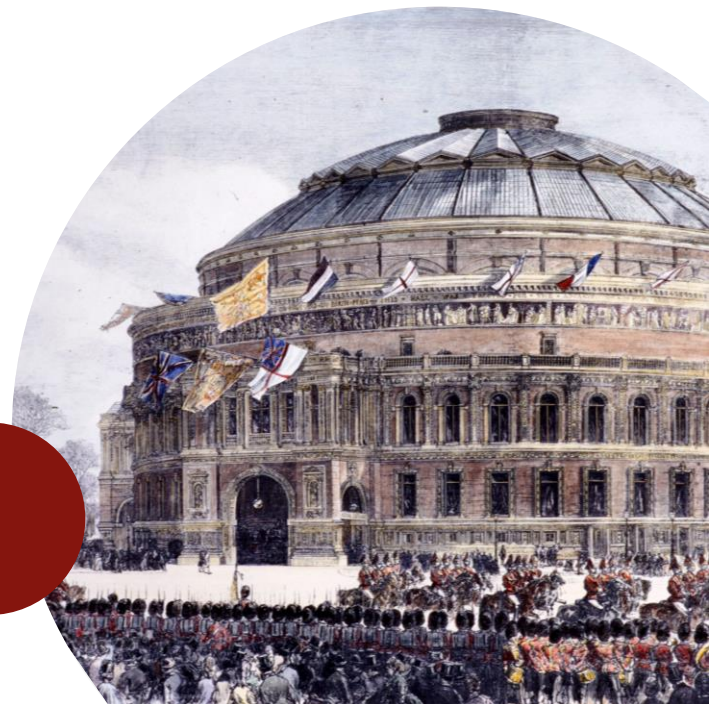
On 29 March 1871, Queen Victoria, following the untimely death of her beloved Consort, Prince Albert, opened the Royal Albert Hall. She was overcome with emotion at the realisation of her husband's vision and was unable to speak.

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 over 150 years old, but we have more history to make, and you could help us write it.





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 nearly 2 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, alongside a host of unique events including Bond premieres, Cirque De Soleil performances, Olivier Awards and concerts 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 is one of the five key strategic objectives in our five-year business plan. It is right at the heart of all our planning and delivered through a specific action plan. 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

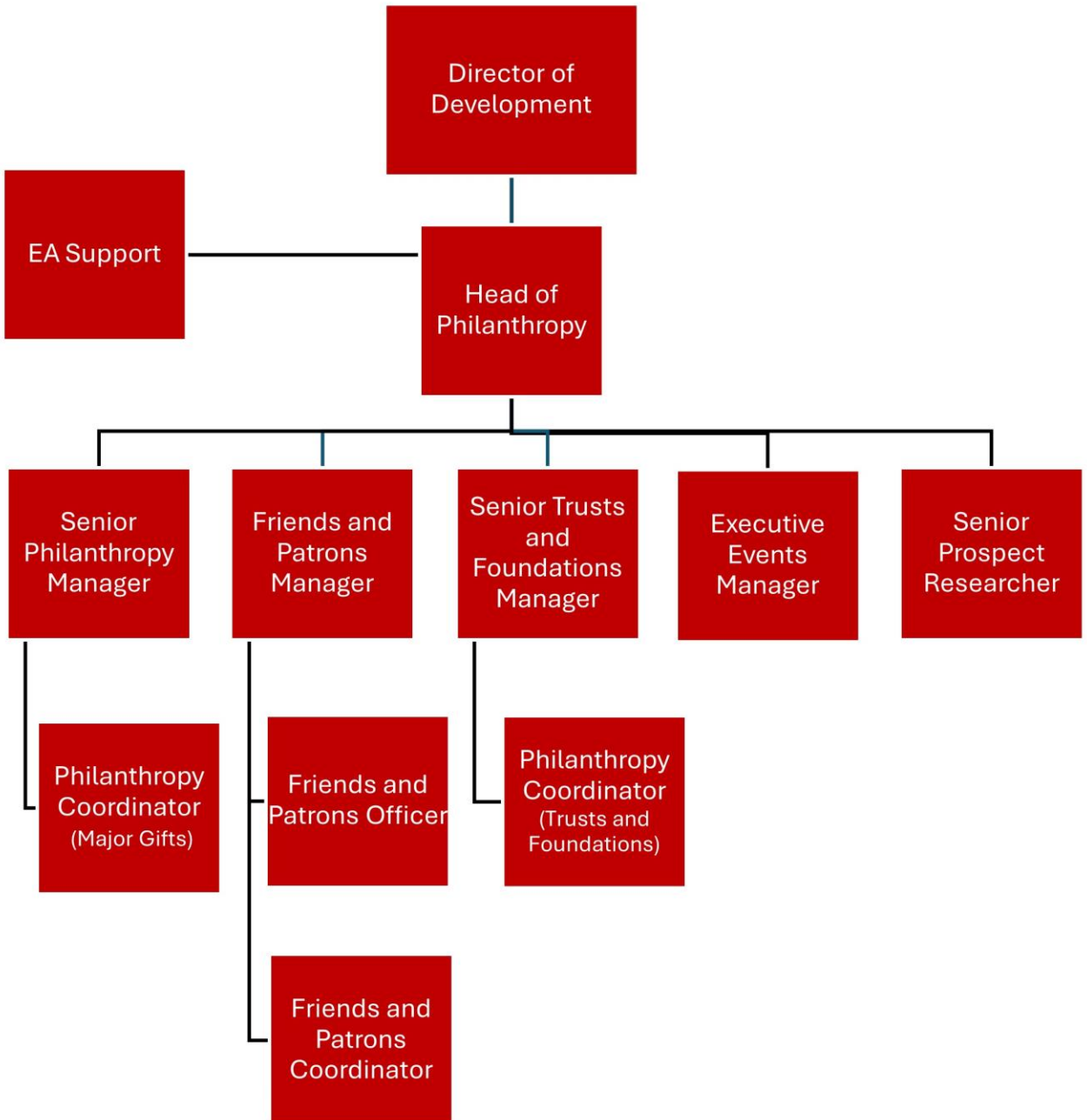
We are committing to:

- 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.





Team Structure





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:

- To bring people together for inspirational experiences at the world's most eclectic venue

We are proud that our values are:

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: Friends and Patrons Manager

Location: Royal Albert Hall

Reports to: Head of Philanthropy

Salary: £44,000 to £48,000, depending on experience

For over 150 years we have been fulfilling our vision of inspiring artists and audiences from across the globe with the magic of the iconic Royal Albert Hall; creating life-enriching, unforgettable experiences for everyone. Hosting almost 400 events a year in our main auditorium and more than 800 in other spaces in the building, 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 running a pioneering community Engagement programme which allows us to enrich people's lives through music, nurture tomorrow's artists, and make our extraordinary building open to as many people as possible.



Job description

The role:

The Hall does not receive regular funding from the UK Government. Our income is generated from ticket sales, commercial activities (including bars and restaurants) and generous support from philanthropic donations.

The Royal Albert Hall created its Friends and Patrons scheme six years ago and it has shown strong growth, particularly over the last three years. Today it is generating close to £1m a year (a third of the Philanthropy team's income) with patrons giving between £500 and £20,000 annually. At its heart, the scheme brings donors closer to the Royal Albert Hall's astonishing range of programming, from the Proms to Cirque du Soleil and from Eric Clapton to the Ezra Collective. The Royal Albert Hall is now keen to explore how the scheme could be developed to take an instrumental step forward.

The Friends and Patrons Manager is part of the wider Philanthropy team who have responsibility for generating over £3m in voluntary income for the Royal Albert Hall. The Manager will have strategic responsibility for the Friends & Patrons Scheme, with line management responsibility for the Friends and Patrons Officer and the Coordinator who together oversee the day-to-day duties for the Scheme. They will also need to work closely with other development colleagues who focus on the Hall's major gift fundraising, Trust and Foundation approaches and Events.

As well as leading on the strategic development of the programme, the Patrons Manager will lead the team to achieve ambitious targets and growth plans, while personally stewarding and upgrading current supporters and recruiting new high-level Patrons.



Job description

The role:

The highest levels of stewardship are crucial to securing longer term, philanthropic support. The Friends and Patrons Manager is responsible for overseeing all of the communications around the schemes, developing engagement activity and prospecting events (with the Executive Events Manager), creating both a marketing and upgrading strategy, raising the profile of the scheme with audiences in the building and streamlining all the processes.

The Friends and Patrons Manager will also support the Head of Philanthropy and the Director of Development with the exciting plans to develop the recently launched Royal Albert Hall America Inc., a 501(c)(3) that can help steward transatlantic donations and international support. The Friends and Patrons Manager will have responsibility for supporting the US Patrons Scheme with associated events and donor management.



Job description

Key responsibilities

- Strategic responsibility for the Friends and Patrons Scheme with a remit to grow membership across all income streams and Patron levels to meet ambitious targets.
- Oversee all communications and streamlining processes.
- Steward Patrons giving £5,000 - £20,000, encouraging upgrades within the scheme and beyond.
- Deliver engaging and successful Friends and Patrons stewardship and recruitment events alongside the Executive Events Manager.
- Work with the Head of Philanthropy to grow the Hall's portfolio of major donors, from the Patron prospect pool.
- Responsible for Royal Albert Hall America Patron Scheme, supporting all relevant administration and day to day running.
- Ensure effective Gift Aid and Direct Debit processes are in place, with necessary audit trails and up to date information on the database.
- Achieve challenging financial targets and financial reconciliation for net contribution to the Hall and manage budgets in line with the overall strategy set by the Head of Philanthropy.
- Attend meetings and events with current and potential donors, as required. Always maintain the best possible standards of customer service, seeking to deliver unforgettable experiences at the Hall for our guests.



Job description

Key responsibilities

- Line management of the Friends & Patrons Officer and the Coordinator, ensuring their professional development, administration of the scheme and support for the wider Philanthropy team.
- Work within the parameters of the internal Philanthropy policies, the Code of Fundraising Practice and the General Data Protection Regulations (GDPR).
- Support the Head of Philanthropy and other members of the senior leadership team.



Person specification

Skills and experience

- A proven track record of developing and managing mid and high value donor schemes and individual supporters or similar experience such as Individual Giving and Direct Marketing.
- A proven track record of devising and implementing new strategies.
- Accomplished relationship management with experience of building rapport with supporters and encouraging new areas of support.
- Expertise with Membership Scheme administration such as Gift Aid and Direct Debits.
- Competency with a database system, ideally Tessitura.
- Understanding of how to create effective campaigns supported by data and trend analysis.
- Understanding of international fundraising practices, preferably in America.
- Experience with a variety of different event formats.
- Line management experience and an interest in the team's personal development.
- Excellent communication and social skills with the ability to interact with a range of different people at meetings and events.
- Experience of working with initiative and demonstrating control over individual areas of responsibility.



Person specification

- Ability to work under pressure and prioritise workload.
- Enthusiastic team player with strong interpersonal skills.

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.



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.



