

JOB DESCRIPTION

Role / Title: Technical Direction Coordinator

Reports to: Technical Director, Production Director

Liaises with: Technical and Production Managers and other members of the Technical Production Department and, Payroll, HR Department, Departments across the ROH

Overall purpose of the role

This role works directly with both the Production Director and Technical Director providing executive PA support across the full breadth of projects and strategic initiatives being implemented throughout the department and the organisation more widely. The role requires excellent attention to detail, accuracy and the sensitive application of control in an exceptionally busy working environment.

Key Accountabilities:

- To act as PA to the Technical Director and Production Director, including dealing with correspondence, extensive diary management, taking phone messages, arranging meetings and travel arrangements.
- Processing visa and general expenses for Technical Director and Production Director.
- Organising and managing correspondence for all the Technical Director's and Production Director's regular meetings with various departments in the ROH. Preparing agendas and minutes when necessary.
- Assisting the Technical Director and Production Director, as well as third parties in creating and delivering projects across the Technical department.
- Supporting the Technical Director and Production Director to roll out new policies and processes across the department and business.
- Working on behalf of the Technical Director and Production Director to create and maintain departmental documents.
- Process all CAPEX, formal and telephone quotation requests and other financial correspondence in the department.
- Assist Technical staff in managing bookings for Technical Meeting Room and other meeting spaces across the whole of ROH using EBMS.
- Take notes at meetings, developing and maintaining robust document record keeping systems.

- Assist the Technical Admin Manager to develop processes for the Technical Department based on best practice and follow through on routine processes such as scheduling and document support as required.
- Cover for Technical Admin Manager as required.

People Data:

- Liaising with all departments of the Royal Opera House, outside contractors and other designers and technicians.
- Being first point of contact for the department.

PERSON SPECIFICATION:

Essential Skills, Knowledge and Experience:

Essential Administration Skills and Experience

- Experience as a Personal Assistant to a busy senior Executive
- Significant relevant experience of working in an administrative office based role, ideally within a large theatre environment.
- IT skills, including a very strong understanding of Microsoft Word, Excel and Outlook.
- Fast and accurate typing skills
- Ability to take and write accurate minutes from meetings.
- Ability to prioritise workload, to work under pressure with a high level of organisational proficiency.

Essential Personal attributes

- Ability to work self-directed
- Strong numeracy skills, able to work accurately with data entry and checking figures, plus dealing with different currencies when processing expenses
- Strong communication skills with high standard of verbal/written English
- Capacity to manage a busy workload with high productivity
- Ability to assimilate new information and learn standard procedures
- Commitment to delivering a high standard of work

Essential People Skills

- Ability to deal with people at all levels in a confident and professional manner, either by phone, face-to-face or email.
- Excellent communication skills, ability to deal tactfully, calmly and effectively with a wide range of people from within and outside the organisation.
- Common sense and consistent high level of customer care and responsiveness
- A strong team player

Desirable experience

- Understanding and experience of working in an arts organisation desirable.

Note: *This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*

