



ROYAL  
OPERA  
HOUSE

## **JOB DESCRIPTION**

**Title:** Head of Scheduling  
**Reports to:** Head of Planning  
**Jointly responsible for:** Planning Administrator

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### **Context: Planning and Scheduling at ROH**

The Royal Opera House, home to the Royal Opera, the Royal Ballet and the Orchestra of the Royal Opera House, is one of the most prolific performing arts venues in the world. Each season we present over 300 performances of Opera and Ballet on our 'main stage', around 200 performances in our Linbury Theatre. Our Learning and Participation team present a year-round programme of public performances, events and exhibitions both in Covent Garden and at our site in Thurrock, we broadcast 15 of our productions each season live to cinemas and big screens, we have a fast-growing live streaming programme and we deliver more than 150 private events each year throughout our Covent Garden building.

The **Planning Team** at the Royal Opera House plays a critical role in enabling and realising the ambitions of the Artistic Leadership. Sometimes leading, sometimes facilitating, the team works alongside creative leaders and producers from all areas of the organisation on the strategic planning of an entire season's programme through to enabling the day to day operational delivery of individual projects. Working to lead times ranging from 4 years to 1 week ahead, our role is to ensure that that our plans across all of our spaces reflect the breadth of our organisational goals and in their delivery achieve that fine balance between artistic excellence, public value, financial sustainability and organisational capacity.

This is an exciting time to be joining the Planning team at the Royal Opera House as the next few years bring considerable change, challenge and opportunity. Later this year our Open Up building project will complete – enabling us to welcome more people into our building in Covent Garden and bringing us a new suite of Front of House spaces to enliven with a daytime programme of activity. Our refurbished Linbury Theatre will reopen in December, since refurbishment began in early 2016. And, as a key foundation to the ROH Plan 2018 – 2022, the planning team is playing a lead role in a programme to review and strengthen all of our planning and producing operations – ensuring that we have the optimal resources, structures and processes in place to support our creative and artistic ambitions.

**The Head of Scheduling** works in a team with the Director of Planning, the Head of Planning and the Planning Administrator and has a key focus on ensuring that schedules deliver the technical and rehearsal time necessary to maintain the highest quality of performance, make optimal use of space and time, are deliverable within the capacity of available staff and artist resources and have safety and wellbeing embedded throughout.

The scope of the role encompasses: -

*The Artistic Programme*

Working to a repertoire developed by the Artistic Leadership with the Director of Planning, The Head of Scheduling works very closely with the Director of Casting, producers, senior managers and 'schedulers' in the Artistic and Technical areas in particular to develop and maintain detailed technical, rehearsal and performance schedules.

*Front of House and Studio Events*

The Head of Scheduling coordinates, with the internal event managers, the detailed scheduling of event spaces, carefully managing the balance between our public daytime programme, our private commercial events and the services we offer to our performance ticket holders.

Planning at the Royal Opera House is not a linear process so, whilst the post holder will need to be able to demonstrate outstanding scheduling, project management and problem-solving skills, of equal importance is the ability to demonstrate personal flexibility, to manage and to communicate change and the tenacity to constantly review and re appraise the matrix of existing plans.

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## **Main purpose of the job**

To deliver a comprehensive scheduling service to the organisation and an effective information sharing and communication service to all stakeholders

To ensure the service reflects the needs of the organisation, with regard to best practice, risk management, compliance, reliability and flexibility when required

To understand, support and communicate the needs of the Artistic and producing operations, which underpin and enable high quality performance

To develop collaborative working practices to share and review information

To uphold a culture of continuous learning and continuous improvement

## **Main Responsibilities**

Working to the priorities set by the Head of Planning:

*Operational Scheduling and Resource Optimisation*

- Research and collate the demands and pertinent information about the proposed repertoire and event activity, working to given cycles and timelines
- Carry out 'what if' modelling and analysis of possible schedule scenarios and solutions

- Lead on the continued development and maintenance of shared schedules for all activity at ROH venues
- Ensure that schedules make optimum use of resources, are deliverable within staff working time agreements and pay due regard to operational risk considerations and the health, safety and wellbeing of all staff and artists
- Proactively manage by negotiation conflicts of interest in use of space and resources between internal stakeholders, review new requests and changes to pre-empt potential issues and troubleshoot

#### *Continuous Evaluation and Risk Management*

- Work with all internal stakeholders to ensure that plans are continually assessed against the objectives set out in the ROH Plan
- Work with the Planning Team to devise processes for integrating new initiatives into schedules and producing operations
- Ensure that all operational risks arising from the adjacent scheduling of the different productions and events are identified and mitigated, challenging decision making where necessary
- Remain up to date with all relevant health and safety legislation and other compliance requirements, such as licensing, as affects the day to day operations of the Royal Opera House
- Advise the Director of Planning of any risks that cannot be resolved within the scheduling process.

#### *Stakeholder Management*

- Work with the Planning team to develop a collaborative dialogue on developing plans and run a programme of meetings with all key stakeholders, clarifying all objectives and terms of reference, consulting on emerging plans and challenging decision making so as to ensure that the needs of all stakeholders are balanced in our plans and schedules
- Work to understand, support and communicate the needs of the Artistic and producing operations, which underpin and enable high quality performance
- Proactively facilitate discussions to resolve any conflicts of interest in use of space and resources between internal stakeholders, pre-empt potential issues and troubleshoot
- Manage the work of the Planning Administrator to deliver a day-to-day scheduling support function for colleagues across the ROH, specifically relating to room booking enquiries, event logistics queries and external enquiries.
- Advise internal producers and project managers on the operational feasibility of projects and ideas.

#### *Knowledge Management and Communication*

- Develop and maintain in-depth knowledge of ROH venues, scheduling cycles, scheduling tools and systems, and relevant sources of information (internal and external)
- Run an effective communication process with all ROH staff, including those not directly involved in the detailed planning and scheduling process, ensuring all are furnished with pertinent and relevant information as affects their area of the business so as to enable the optimum delivery of the artistic plans
- Maintain and constantly review a suite of schedules and other appropriate reports which clearly present pertinent information about our scheduled activity.

- Develop a high level of competency in the ROH scheduling system (currently EBMS); input data and relevant information, maintain up to date
- Promote and contribute to the development of a comprehensive database containing authoritative information relevant to each project and production, including best possible information on variables and all necessary information required for accurate planning and communications.

### *Continuous Improvement*

- Remain up to date with best practice in artistic and venue planning through liaison with peer organisations from within and outside of the sector
- Constantly monitor and review all scheduling tools and processes to ensure that they meet the needs of the organisation
- Promote a culture of information sharing, collaborative working and team working
- Manage own learning and continuous professional development relevant to the role; undertake any study or further qualifications as required
- Promote a culture of innovation, continuous professional development and continuous improvement

### **Key Deliverables**

- Schedules for all ROH venues that are deliverable within the resources and compliance standards of the organisation
- A process of information management and communication that meets the needs of all stakeholders
- A collaborative working process with stakeholders
- A proactive problem-solving process and troubleshooting within the planning cycle, working to minimise risk
- A responsive and reliable service, working to the planning cycle and agreed release dates for shared information

## **PERSON SPECIFICATION**

### **Knowledge/Skills and Experience**

#### ***Scheduling and the Performing Arts***

- Substantial experience of planning or scheduling within a multi-disciplinary environment such as performing arts, producing house or large venue
- Experience and ability to work with multiple scheduling requirements and understand and support the priorities of the organisation
- Experience of knowledge management processes and dissemination of relevant information across key stakeholders
- Ability to maintain up to date skills and knowledge of best practice within the sector
- Sufficient understanding of the operational needs of a working theatre and staff scheduling, such as collective agreements
- Ability to understand the operational context of the artistic programme, based on sufficient knowledge and experience of the art forms

### **Project Management Skills**

- Proven project management skills to work with ongoing, complex requirements and changing information
- The focus to deliver information and project work to given deadlines
- Experience of working with different information tools and processes; ability to update these or develop new processes as required
- Ability to deliver accurate information, presented in a clear and accessible format
- Ability to take a problem-solving approach and identify and develop solutions
- Strong MS Office skills, particularly Excel, database and web-based tools
- Exceptional attention to detail, with a completer – finisher approach
- Ability to know when to consult or seek advice or specific information
- Ability to grasp complex situations and work to changed priorities

### **Relationship Management**

- Strong verbal communication skills, listening skills and stakeholder relationship management skills
- Credibility and ability to act as an objective and trusted advisor
- Able to promote best practice, a balance of interests and influence change as needed
- Able to understand, support and communicate the needs of the Artistic and producing operations, which underpin and enable high quality performance
- Credibility with stakeholders, able to negotiate where conflict arises and reach an agreement if required
- Commitment to a consistent high level of service delivery and responsiveness with all stakeholders
- Ability to promote a strong culture of collaborative team working and a culture of continuous improvement

### **Continuous Improvement**

- Ability to work to and support a culture of continuous improvement
- Commitment to delivery of a high-quality service and high standard of work
- Commitment to managing own learning and continuous professional development relevant to the role

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

