

## **JOB DESCRIPTION**

**Role / Title:** Opera Company Assistant

**Reports to:** Company Manager, The Royal Opera

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### **Overall Purpose of the Job:**

To provide general secretarial assistance to the Opera Company, with a specific responsibility to support Company Management with the day-to-day running of the Company Office. The role is also responsible for providing administrative support to the Director of Casting and the Head of Music.

### **Key Accountabilities**

#### **Company Management**

- Assist the Company Manager and Assistant Company Manager with all administrative aspects of the day-to-day management of The Royal Opera.
- Provide the highest level of customer care for guest artists and facilitate key aspects of the arrangements for guest artists working with The Royal Opera
  - Keep guest artists' contact details up to date and prepare address lists and distribution lists
  - Prepare casting photo overviews
  - Prepare welcome information, meet and greet artists and introduce them to the building
  - Liaise with artists' agents on all aspects of their stay
  - Reliably respond to all day-to-day queries for artists (taxis, babysitters, restaurant bookings etc.)
  - Assist artists in seeking appropriate medical treatment
  - Advise artists regarding their individual accommodation needs
  - Manage relationships with preferred accommodation suppliers
- Be fully conversant with the performance and rehearsal schedule and assist Company Management with relaying all changes to the artists and relevant departments
- Copy and distribute the weekly rehearsal schedule
- As part of a team, carry out rehearsal duties (and potentially performance duties at a later point) on evenings and weekends to ensure the smooth running of the rehearsals (and performances) by supporting and supervising the chorus, extra chorus, actors, dancers, company principals and guest artists
- Order and distribute DVDs of The Royal Opera's recorded productions
- Liaise with the theatre catering company to ensure sufficient catering during rehearsals and performances

- As directed, assisting Company Management with any other tasks relating to the running of Company Office (organisation of First Night Parties, facilitation of ticket requests for artists and agents)

### **Contracts Administration**

- Distribute contracts and addenda for performing guest artists (singers and conductors) for The Royal Opera main stage performances, Linbury performances, and performances at outside venues.
- Keep up-to-date and accurate listings of contracts issued, scan and file returned contracts and monitor and maintain records of signed contracts and addenda.
- Supply the Company Manager and Financial Controller with necessary contract information for payment of performing artists (Wages Slips).
- Distribute relevant information about contracts issued (Green Slips) to relevant departments within the House.
- Assist Contracts Administrator by providing information on all guest artists in forthcoming productions regarding nationalities and any visas and Certificates of Sponsorship that may be required and ensuring immigration records are complete.
- Assist in ensuring that the security of contracts is maintained and that confidences are not breached.

### **Director of Casting secretarial support**

- Run audition sessions for Director of Casting, type (audio) audition feedback, file copies, update files.
- As directed, type and distribute correspondence (some urgently) for Director of Casting.
- Circulate details of guest artists' N/As and update internal records.
- Inform agents about upcoming Sunday rehearsals for their artists.
- Update guest artist performance history register.
- Ensure that contact details for agents are kept up-to-date.

### **Head of Music secretarial support**

- As directed, type up and distribute cuts lists and stage duties lists to conductors, singers and all staff.
- Administration of all preliminary auditions (held 2 to 3 times a season)

### **General**

- Undertake general administrative and office duties including filing, implementing records management procedures, answering telephone enquiries, greeting visitors, maintaining holiday chart, holiday cover and maintaining office supplies.

## PERSON SPECIFICATION:

### Essential Skills, Knowledge and Experience:

#### Skills and Experience

- Experience of working within an Opera company (e.g. Opera planning, Opera company office), Cultural Institution or Theatre.
- Demonstrable experience of guest artist liaison
- Knowledge of a second major European language an advantage
- A Music degree, or equivalent relevant musical experience

#### Administration Skills and Knowledge

- Good general knowledge of opera and the national and international opera world
- Excellent administrative, planning and organisational abilities
- Strong time management skills with ability to prioritise and meet deadlines in a very busy and lively environment
- Good proof reading skills with excellent attention to detail
- Microsoft Office user with good Word and proficient Excel skills

#### Communication and People Skills

- Good verbal and written communication skills with high standard of written/verbal English
- Able to maintain good working relations with people at all levels
- Strong customer care approach coupled with tact and diplomacy
- Able to work autonomously or as part of a team as required
- Able to react quickly to situations, to be reliable and resilient, to perform under pressure and to respond positively to changing circumstances

#### Job Requirements

- *The flexibility to occasionally work evenings and weekends, sometimes at short notice, as the rehearsal and performance schedule require.*

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

