

JOB DESCRIPTION

Role / Title: PA to the Director of Learning & Participation

Reports to: Director of Learning & Participation

Role Context:

Ballet and opera capture the deepest human emotions. The Royal Opera House (ROH) wants to share these art forms and their power to move and excite with as many people as we can. We are home to two of world's great artistic companies – The Royal Opera and The Royal Ballet, performing with the Orchestra of the Royal Opera House.

The purpose of ROH Learning and Participation is to encourage participation and deepen learning for a wide and diverse audience. We offer people of all ages the chance to discover and question our artforms and to create their own responses to opera and ballet.

Overall Purpose of the Job:

- To provide effective and proactive administrative support to the Director of Learning and Participation, ensuring the smooth running of their office and activities.
- To support the wider team, managing budgets, maintaining records and providing services across the team.

Key Accountabilities:

Executive Assistant

- Provide the first point of contact for all internal and external enquiries for the Director, dealing with telephone, face to face or written enquiries and messages promptly and professionally.
- Manage the Director's office, organising the diary, handling meetings and external activities, managing expenses and prioritising meetings and other commitments.
- Carry out research and prepare briefings for the Director. Prepare and co-ordinate presentations for the Director's external speaking events.
- Arrange travel, visas and accommodation and plan briefing papers for UK and international travel.

- Meet and greet visitors to the Director's office at all levels of seniority, managing meeting venues and refreshments, ensuring a positive and professional welcome is given.
- Ensure the Director has up-to-date schedules for L&P activities and diary in attendance at events as relevant.
- Compile relevant information and liaise with key stakeholders, either in preparation for meetings or in response to legitimate requests.
- Research and provide case studies, data, quotes and photographs for funders and external stakeholders based on L&P projects (including ACE statistics)
- Co-ordinate Learning and Participation Management, Managers' and Staff meetings, formulating draft agendas, minuting where appropriate and maintaining a log of actions with appropriate follow-up on actions.

Secretary to the L&P Committee

- Secretary to the Learning and Participation Committee, arranging meetings, cultivation events, preparing papers and presentation and minuting meetings.

Event management

- Manage meetings and workshops led by the Director including team development events such as the Summer and Winter Schools. Organise the practical arrangements, including venue and refreshments; prepare agendas, resources and reports; take and distribute minutes; collate background information required for any presentations or reports etc. and follow up actions and commitments between meetings.

Financial management

- Manage non-project budgets, drawing up, monitoring and reporting as required. Work closely with Finance department.

HR assistance

- In collaboration with the Director of Learning & Participation and Human Resources, prepare and update all Job Descriptions, manage authorisation to recruit and change of conditions forms.
- Act as key point of contact for Occupational Health, alerting Director or Heads of actions needed.
- Align contract templates. Prepare and administrate all starters and leavers requirements.
- Manage team inductions. Keep departmental training records especially First Aid, Safeguarding and Fire Safety.
- Manage records of team contact details, holiday and sickness records.

Team support

- Devise and maintain office systems – shared calendars, shared contact database, data management and filing. Manage the department calendar on SharePoint and the hot-desking and equipment loan procedures. Manage the 'Good Book' of all departmental policies, procedures and pay scales.
- Pro-actively assist the Learning and Participation team to access general Royal Opera House information, coordinate dress rehearsal ticket requests and allocation, and promote sharing of information between teams.
- Be the SharePoint and EBMS (room booking software) super user for the team - maintaining competence in the systems, proactively promoting their use in the team, being the first point of contact for team queries or issues and leading informal training sessions as required.

Office management

- Organise office maintenance, repairs and installations by liaising with Facilities and Kier. Oversee IT across the department. Order stationery and equipment as necessary. Circulate event diary and running times. Ensure office is H&S compliant at all times.
- Provide support for the wider ROH Learning and Participation Management team by assisting with the scheduling of meetings, and organising travel and accommodation.
- Manage expenses and department credit card administration for the Director, liaising with the Learning and Participation Office Coordinator and Finance Department as appropriate.
- Attend staff meetings and training sessions which may take place outside normal working hours.

Undertake any other duties as required.

Some evening and weekend work is required.

PERSON SPECIFICATION:

Minimum Skills, Knowledge and Experience:

- Strong organisational and administrative skills with a systematic approach.
- Proven experience of PA work, at a senior level.
- Strong communication skills with a high standard of verbal and written English.
- A consistently high level of customer care and responsiveness.
- Very strong IT skills (Word, Excel, Outlook, PowerPoint).
- Strong time management skills with the ability to prioritise and meet deadlines.

Other Essential Skills, Knowledge and Experience:

- Ability to research and prepare reports/briefings.
- Accuracy and attention to detail.
- Capacity to work under pressure and manage a busy workload with high productivity.
- Ability to work without supervision and to take initiative as appropriate.
- Ability to assimilate new information and good problem solving ability.
- Ability to maintain discretion and confidentiality at all times.
- Commitment to delivering a high standard of work.
- Ability to deal with people at all levels in a confident and professional manner
- Ability to maintain good relationships with a variety of staff and artists at all levels in the organisation.
- Ability to work pro-actively as part of a team.
- Strong minute and note taking skills.

Desirable Knowledge/Skills and Experience:

- Experience with SharePoint.
- Enthusiasm and a commitment to learn about and get involved in the department's activities.
- Interest in ballet/opera/theatre and/or experience of working in the arts.

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

