



ROYAL  
OPERA  
HOUSE

## **JOB DESCRIPTION**

**Role / Title:** National Programmes Officer, Learning and Participation

**Reports to:** Head of National Programmes, Learning and Participation

---

### **Role Context**

Ballet and opera capture the deepest human emotions. The Royal Opera House (ROH) wants to share these artforms and their power to move and excite with as many people as we can. We are home to two of the 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. ROH have developed a school programme that gives any school in the country the opportunity to receive training and to deliver creative dance, dramatic signing and design schemes of work in their school. We want to inspire the creativity of the next generation. We want to ignite interest and passion and build a culturally literate and creative nation. The programme currently comprises of Create and Sing, Create and Dance, Design and Make and Design Challenge.

### **Overall purpose of the job**

To assist the Head of National programmes in the delivery of these programmes providing administrative, logistical, financial and practical support. You will be required to work alongside the Head of National Programmes and also take the lead on identified aspects of the programme. You will work closely with the three national project managers and other members of the Learning and Participation teams in Covent Garden and Thurrock.

### **Key Accountabilities:**

#### **Planning and Scheduling**

- Work closely with the Head of National Programmes to plan activity from conception to completion, undertaking all logistics planning, project planning and administration.
- Work closely with the Head of National Programmes to create and maintain a detailed calendar of events and update Learning and Participation calendar, liaising with the wider ROH as required.
- Assist the scheduling of events, booking rooms and venues.
- Work closely with all internal departments (including Planning, Technical, Visitor Experience, Box Office, Human Resources, Safeguarding and Health and Safety) and external contractors to ensure all operational requirements are delivered and high quality service levels met.
- Set up and record meetings as required.
- Support the Head of National Programmes with administrative tasks including management of their diary.

## **Artist and Project Team Liaison**

- Support the Head of National Programmes by administrating, issuing and collecting and securely filing contracts.
- Collect required additional documentation for contracted artists as per ROH standard procedures.
- Assist the Head of National Programmes in preparing briefings for all project stakeholders including creative teams, staff, chaperones and volunteers.
- Organise travel and accommodation requirements for practitioners as needed.
- Manage ticketing set up with box office and front of house.
- Liaise with artists/creative teams to gather all technical and production requirements and collate relevant information.
- Event manage on the day, including rooms/venues set up, sourcing materials, equipment, managing catering needs, securing chaperones and preparing signage.
- Undertake get out and storage of content post-events.

## **Project Resources**

- Create programme resources – written and digital materials - as required.
- Assist the Head of National Programmes, Create and Dance Project Manager and Digital team on the production and distribution of digital resources for the National Programmes, as needed.

## **Financial Management**

- Assist the Head of National Programmes in managing project finances, processing all transactions, regularly monitoring and updating budgets and administrating weekly instructions to payroll.

## **Compliance**

- Support the Head of National Programmes to ensure all activities adhere to all compliance requirements including insurance, Health and Safety legislation - managing all associated risk assessments; equality and diversity policy; UK work authorisation documentation requirements; robust management of data in line with GDPR and other agreed guidelines on good practice.
- Assist the Head of National Programmes to ensure all procedures comply with ROH Safeguarding policies in consultation with the Safeguarding Manager.
- Assist the Head of National Programmes in securing all licenses and rights.
- Ensure all media and image permissions are secured and all records of photography and recordings are recorded and stored securely.

## **Data Management and Evaluation**

- Collect and update required data on participants and store appropriately in accordance with ROH Data Management and GPDR policies.
- Support the Head of National Programmes in the design and administration of evaluations, collecting and analysing feedback and assisting in the preparation of reports for funders and management.
- Work with external evaluators to gather data and provide access to records as needed.

### **Relationship Management**

- Support the Head of National Programmes to foster effective working relationships with all stakeholders and be the ROH representative at national professional development days where needed.

### **Audiences and Media**

- Assist the Head of National Programmes and ROH colleagues to undertake any marketing and promotion for national projects.
- Undertake any other duties as required of the role.

## **PERSON SPECIFICATION:**

### **Keys Skills, Knowledge and Experience**

- Demonstrable commitment and knowledge in arts education including knowledge of current education theory and practice.
- Evidence of strong administration, organisational and IT skills
- Good interpersonal skills with the ability to communicate effectively with a range of stakeholders both internal and external including Music Education Hubs, artists, technicians, box office, administrative staff and members of the public.
- Ability to work in close collaboration as part of a team and to embrace a cross art form approach is essential.
- Excellent written and verbal communication skills.

### **Other Essential Skills, Knowledge and Experience:**

- Excellent computer skills (including Word, Outlook, Excel, PowerPoint)
- Ability to work in close collaboration as part of a team and independently under direction.
- Ability to undertake a varied workload in a fast-paced environment, working on several projects simultaneously.
- Experience of basic financial administration, budgeting and managing accounts.
- Awareness of customer care, health and safety, and diversity and inclusion activities.
- The flexibility to work regular evenings and some weekends at L&P events as required, for which time off in lieu will be given.
- Commitment to widening diversity.

### **Desirable Skills, Knowledge and Experience:**

- Knowledge of ballet and opera and the work of the ROH.
- Experience of working with schools.

This position is based at the Royal Opera House Covent Garden with regular time spent in the Thurrock office.

This role requires regular evening and weekend work and staff are required to work 5 out of 7 days.

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

