

JOB DESCRIPTION

Role / Title: Part- time Learning and Participation Officer (Thurrock)

Reports to: Head of Learning and Participation (Thurrock)

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. 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.

ROH Learning and Participation Programme Thurrock

The Royal Opera House has been delivering learning and participation activities in Thurrock since 2007. In 2014, Thurrock Local Authority commissioned ROH L&P Thurrock to deliver a new programme for schools, **Thurrock Trailblazer**. The programme uses involvement in the arts to inspire and engage young people, raise aspiration and improve educational attainment. The programme worked with 21 schools in 2014/15, 28 schools in 2015/16, 35 in 2016/17, 33 in 2017/18 and the current academic year.

Overall Purpose of the Job:

The Learning and Participation Officer (Thurrock) will work closely with the Head of Learning and Participation (Thurrock) and other team members to deliver the Thurrock Trailblazer programme and other projects as required, providing administrative, logistical, financial and practical support.

Key Accountabilities:

Planning and Scheduling

- Assist with project planning, scheduling and evaluation: undertaking research, leading or participating in meetings, preparing agendas and meeting notes, updating and monitoring project budgets, compiling project descriptions, reports and questionnaires.
- 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.
- Create and maintain a detailed calendar of events and update Learning and Participation calendar, liaising with the wider ROH and other stakeholders as required.

- Liaison with freelance artists, practitioners and arts organisations working within the Trailblazer programme, administering and monitoring contracts and letters of agreement with the individuals, organisations and schools.

Event Management

- Prepare and deliver events and learning activities at HHPP, other venues across Thurrock and at the Royal Opera House, Covent Garden.
- Scheduling of events, booking rooms and venues.
- Act as a principal point of contact and liaison for Trailblazer schools, participating cultural organisations and other relevant stakeholders.

Project Resources

- Prepare learning and communication materials, both written and audio-visual; ensuring that sponsors/donors are appropriately credited on printed materials and on all communications.
- Assist the Trailblazer team and the Digital team on the production and distribution of digital resources for the programme, as needed.

Financial Management

- Assist the Head of L&P (Thurrock) in managing project finances, processing all transactions, regularly monitoring and updating budgets and administrating weekly instructions to payroll as required.

Compliance

- Assist the Head of L&P (Thurrock) 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 L&P (Thurrock) to ensure all procedures comply with ROH Safeguarding policies in consultation with the Safeguarding Manager.
- Assist the Assist the Head of L&P (Thurrock) in securing all licenses and rights as required.
- 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 L&P (Thurrock) in the design and administration of evaluations, collecting and analysing feedback and assisting in the preparation of reports for funders and management.
- Support the development of appropriate systems to monitor, capture and store information and data required to effectively operate the programme and to evidence the impact.
- Work with external evaluators to gather data and provide access to records as needed.

Relationship Management

- Support the Head of L&P (Thurrock) to foster effective working relationships with all stakeholders and be the ROH representative at events or meetings where needed.

Audiences and Media

- Assist the Head of L&P (Thurrock) and ROH colleagues to undertake any marketing and promotion for the programme.
- Update and work with digital platforms including the ROH website, Facebook and other social media and digital platforms as required.
- Support the work of the wider ROH L&P team, including Open Up, as required.
- Undertake any other duties as required of the role.

The position requires some weekend and evening work. It is based in Purfleet, Thurrock with a requirement to occasionally work in Covent Garden.

PERSON SPECIFICATION:

Minimum Skills, Knowledge and Experience:

- Demonstrable commitment and knowledge in arts education, gained through work experience, academic study or personal development.
- Experience of working with schools and an understanding of cultural and creative learning in a schools context.
- Experience of project management including planning, scheduling, project administration and processing and recording financial transactions.
- Experience of organising events.
- Excellent written and verbal communication skills, with the ability to communicate effectively with a range of stakeholders in a range of settings, both internal and external.
- Ability to undertake a varied workload in a busy environment, balancing competing priorities.

Other Essential Skills, Knowledge and Experience:

- Ability to work in close collaboration as part of a team.
- Excellent computer skills (including Word, Outlook, Excel, PowerPoint, SharePoint and social media).
- Ability to take initiative and lead whilst willing to contribute to the team's activities in a supporting role.
- Ability to work accurately, with good attention to detail.
- Awareness of customer care, health and safety, child protection and equal opportunities issues.
- An active engagement with digital and social media.
- Ability to represent the values of the Royal Opera House sensitively and appropriately.

Desirable Skills, Knowledge and Experience:

- Some knowledge of and interest in the work of the Royal Opera House.
- Interest in or experience with sound/technical equipment and of onstage and backstage procedures.

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

