

JOB DESCRIPTION

Role / Title: Learning & Participation Insights and Events Officer (Maternity Cover)

Reports to: Learning & Participation Insights and Events Programme Manager

Role Context:

Ballet and opera capture the deepest human emotions. The Royal Opera House (ROH) wants to share these life-changing art forms and their power to thrill, move and excite, with as many people as we can. Three principles stand the test of time and guide us today – Excellence, Theatricality and Curiosity.

The purpose of ROH Learning and Participation (L&P) is to encourage participation and deepen learning, offering people of all ages the chance to discover and question our artforms and create their own responses to ballet and opera.

ROH Insights and Events offer people access to the excellence of our artistic programme, providing audiences aged 18+ the chance to learn more about opera and ballet and the creative process.

The programme comprises:

Insights: This curated programme of live and digital events encourages life- long learning through conversation and interaction, enabling audiences to discover more about our productions and the art forms in general. They feature world-class artists and creative teams together with ROH back stage crafts. Increasingly a high proportion of Insight events are live streamed or filmed to widen access to this rich content – in 2017-18 there were 1.2 million online views. Alongside the core programme of events focused on current productions, a series of partnerships have been set up to explore wider themes, diversify the programme and attract a broader audience.

Insights for ROH Students and Young People: Last year we extended the programme with a new series of more informal Insights for young people. These explore ballet and opera in a more relaxed setting and address some of the more challenging issues inherent in these art forms.

Open Up: In October 2018, a new programme of activities was launched to make the ROH a more welcoming and accessible daytime venue. This includes festivals and activities for families, early years and adults and is programmed across the L&P team.

Overall Purpose of the Job:

To provide both administrative and event management support for the Royal Opera House Insights Programme and other Learning and Participation events and Festivals.

Planning and Scheduling

- Work closely with the Insights and Events Manager to plan activity from conception to completion, undertaking all logistics planning and administration.
- Assist the scheduling of events, rooms and venues, working with the Learning and Participation Project Assistant, and create updated schedules using the ROH event management systems.
- 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/update schedules and set up events using ROH event management systems.
- Assist the Insights Programme Manager and other L&P Managers in the preparation, running and event management of events, providing administrative and practical assistance.
- Set up and record meetings as required.
- Organise travel and accommodation requirements for practitioners as needed.
- Prepare printed programmes and evaluation forms and process data.

Artistic and Project Team Liaison

- Assist the Insights and Events Manager in preparing running orders and scripts and brief all participants.
- Liaise with the Box Office to ensure the ticketing requirements of all Insights and other L & P events are met.
- Attend meetings and communicate with relevant departments as directed, to ensure that Learning and Participation events are integrated with the wider scheduling and organisation of Royal Opera House activities.
- Liaise with artists/creative teams to gather all technical and production requirements and collate relevant information for Technical, Front of House and Facilities team.
- Support the Insights and Events Manager to foster effective working relationships with all stakeholders.
- Create contracts and purchase orders for artists/presenter once negotiated by the Insights or relevant Event Manager.
- Support the Insights and Events Manager by administrating, issuing and collecting and securely filing contracts.
- Collect required additional documentation for contracted artists as per ROH standard procedures.

Event Management

- Work as the assistant floor manager on events
- Liaise as main point of communication with in-house Technical, House Management, Catering, Stage door, Facilities and Kier teams to ensure Insights and other in-house L&P events are fully supported.

Financial Management

- Assist the Insights and Events Manager in managing project finances, processing all invoices and transactions, regularly monitoring and updating budgets and administrating weekly instruction to payroll.

Compliance

- Support the Insights and Events Manager 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 Insights and Events Manager to ensure all procedures comply with ROH Safeguarding policies in consultation with the Safeguarding Manager.
- Assist the Insights and Events Manager 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 GDPR policies.
- Support the Insights and Events Manager in the design and administration of evaluations, collecting and analyzing feedback and assisting in the preparation of reports for funders and management.

Marketing and Communications

- Assist in the promotion of Insights and L&P events as directed, liaising with colleagues in Marketing and Digital Media

- Undertake any other duties as required of the role.

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

PERSON SPECIFICATION:

Key Skills, Knowledge and Experience:

- Demonstrable knowledge and experience in opera and/or ballet.
- Evidence of strong administration, organisational and IT skills
- Experience of event management, able to demonstrate the ability to plan and run events from concept to delivery.
- Good interpersonal skills with the ability to work with a range of people across the organisation, including artists, technicians, box office, administrative staff and members of the public.
- Ability to undertake a varied workload in a fast-paced environment, working on several projects simultaneously.

Other Essential Skills, Knowledge and Experience:

- 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 and budgeting.
- Awareness of customer care, health and safety, and diversity and inclusion activities.
- The flexibility to work regular evenings and some weekends at Insights and L&P events as required, for which time off in lieu will be given.
- Commitment to widening diversity.

Desirable Skills, Knowledge and Experience:

- Knowledge and interest in the repertory of the Royal Opera House.
- Music reading skills.
- Experience working on small scale broadcast projects.

This position is based at the Royal Opera House, Covent Garden.

This role requires regular evening and weekend work and a requirement to work 5 out of 7 days.

