



JOB DESCRIPTION

Title: Special Projects Programme Manager (Maternity Cover)

Reports to: Renewal Programme Director

Background

Following Open Up, a £50m+ capital redevelopment of our front of house spaces, the Royal Opera House is now turning its attention to our back of house areas. In 2018 we commissioned a series of reviews of our estate, systems, processes and organisation. The range of projects emerging from these reviews will be developed into a 10-15-year capital plan of upgrade, renewal and modernisation (the Renewal Programme).

Working closely with the Director of Operations, the Renewal Programme Director, external consultants and a wide range of internal stakeholders, the Special Projects Programme Manager (Maternity Cover) will manage a number of building-related projects and support the development of the Renewal Programme.

The Renewal Programme spans all operational areas with a significant focus on schemes to develop our estate (the ROH owns and operates buildings in Covent Garden, Thurrock and Aberdare). Other areas of project development include the renewal of equipment, systems and business processes across numerous departments as part of change management programmes.

The role involves analysing current arrangements, developing briefs, liaising with colleagues regarding the programme and impact of works, cross-departmental collaboration, and the positive and timely communication of project plans. Collaborating with other managers in the delivery of wider ROH programmes and projects will also be a requirement of the role.

Main purpose of the job

The role is one of a client project and programme manager across a range of projects varying in scale and complexity. There are broadly three types of project – finishing Open Up projects, delivering ad hoc operations projects, and contributing to the development of the Renewal Programme.

Overall approach and responsibilities

Across all projects, the same general approach is required:

- Define and develop project scopes and schedules within the given budget and timelines; agree the programme plan with key stakeholders.
- Ensure the interdependencies between projects are fully understood, aligned and acted upon.
- Ensure programme documentation is aligned, including any PIDs, risk registers, progress reports, project plans, change control and other documentation as required by the projects.
- Ensure delivery teams are aware of their roles, responsibilities and tasks. Motivate and provide direction for the programme.
- Ensure delivery expectations are communicated with stakeholders; ensure effective and open communication throughout the project team.
- Organise, coordinate and direct the programme activities; manage risks and issues proactively.
- Regularly review and report to governance boards and meetings including project risks and progress.
- Seek to minimise the effects of change 'scope creep', ensure changes are formally processed; manage the changes and contract variations to optimise costs and margins.
- Monitor project budgets, resources, dependencies and task delivery.
- Logistics coordination and contractor management, including arranging access, permits to work, H&S compliance and approval of RAMS.
- Financial administration including the raising of POs and processing of invoices.

Finishing Open Up projects

Open Up, the redesign and renovation of some of our main front of house spaces, was formally opened in September 2018. The Special Projects Programme Manager (Maternity Cover) will deliver the final outstanding works to complete the project. These include, but are not limited to, installation of a new Box Office desk, changes to restaurant and café areas, and external security measures.

Other ad hoc projects

There are several operations-related projects that this role will manage, including but not limited to:

- Manage stakeholders, logistics, fit-out and moves on short-term office and welfare requirements
- Work with Facilities to manage selected works carried out during the annual summer maintenance period
- Manage ROH's submissions for planning permission
- Manage relationships with key stakeholders, neighbours and tenants such as CapCo and Westminster City Council
- Administrate the ROH's Capital Expenditure financial process

Renewal Programme

Working with the Director of Operations and Renewal Programme Director, key internal stakeholders and a range of consultants, the role will support the development of a 10-15-year capital plan in respect to:

- Building fabric, MEP and IT infrastructure
- Stage equipment
- Office and artist accommodation
- People and productivity, including business processes

This includes but is not limited to:

- Developing maintenance plans required to keep the above infrastructure and systems operational until the point of major capital upgrade
- Carrying out analyses of data and overseeing further surveys/investigations as required. Working with cost consultants to test budget assumptions
- Working with external consultants, technical specialists, internal stakeholders and others to develop detailed programmes and plans for projects
- Stakeholder management and communication
- Project reporting to the Capital & Estates Committee, a subcommittee of the Board of Trustees

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

PERSON SPECIFICATION

Minimum Knowledge, Skills and Experience

- Proven project and programme management skills, demonstrating a broad vision combined with an eye for detail
- Experience of estate planning and construction projects
- Experience of relationship management including an understanding of operational requirements and sponsorship relationships
- Demonstrable ability to work within a complex operating environment with a range of different stakeholders
- Highly effective and confident interpersonal and influencing skills - able to inspire confidence, and develop effective working relationships internally and externally at all level
- Proven ability to work proactively and independently, making decisions with minimal supervision

Other Essential Knowledge, Skills and Experience

- Excellent written and verbal communication skills
- A high degree of computer literacy – able to use word processing, email, spreadsheet, Internet applications and databases to support own work and project delivery
- Ability to carry out project evaluations and assessment of results.

