

## **JOB DESCRIPTION**

**Role / Title:** Executive Assistant to Directors of Opera

**Reports to:** Director of Opera/Administrative Director, The Royal Opera

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### **Overall Purpose of the Job:**

Working as Executive Assistant and providing comprehensive administrative support to the Director of Opera and Administrative Director.

### **Key Accountabilities:**

- Provide executive level administrative support to the Directors, including extensive and complex diary management; coordinating meetings; handling all administrative matters; and managing correspondence with internal and external contacts.
- Manage arrangements for all UK and international trips, including travel, accommodation, meetings and theatre/concert tickets for the Directors. Reconcile expenses.
- Act as point of contact for all phone, e-mail and face to face enquiries relating to the work of the Directors, responding on their behalf as required.
- Manage all correspondence on behalf of the Directors, writing letters to donors, VIPs and industry contacts, and responding to complaints and queries from members of the public.
- Write the Director of Opera's regular report to the Board of Trustees. Manage communications with the Board of Trustees.
- Write and proof-read additional papers, reports, letters and presentations on behalf of the Directors. Research and prepare PowerPoint presentations for the Directors.

### **General**

- Member of Opera Company Management team.
- Manage the Opera Company office.

- Provide and organise cover for Music Director in the absence of the PA to the Music Director.
- Provide cover for Senior Executive Assistant to the Chief Executive as required, attending and taking minutes at Executive and Board Meetings.
- Arrange, attend and take notes for key artistic meetings with senior departmental staff.
- Process ticket requests from Directors, designers, external co-producers and senior artistic management, liaising with the Box Office on a daily basis.
- Manage the organisation of opening night parties for new productions for up to 300 guests.
- Manage other ad hoc events on behalf of the Directors and take the lead on projects as required.
- Meet and greet VIPs, artists, producers and other external senior artistic management.
- Work collaboratively and support other team members within the Opera Company, working particularly with both the producing and delivery teams.
- Work collaboratively with other Assistants and maintain effective liaison with all departments within the Royal Opera House.
- Handle petty cash and reconcile expenses and visa statements on behalf of the Directors.
- Schedule, contract and organise British Sign Language interpreted performances, keeping within RO budget.
- Regularly update and disseminate departmental information both internally and externally.
- Maintain confidentiality at all times, understanding the various and complex sensitivities relating to the Directors' work.
- Maintain effective record-keeping for all aspects of the Directors' work, ensuring robust systems are in place for succession planning.
- Undertake other tasks as may be required from time to time.

## PERSON SPECIFICATION:

### Skills and Experience

- Significant experience as a secretary/Personal Assistant in a large complex organisation
- Experience of working in an administrative capacity within an arts organisation
- Music degree or equivalent.

### Administration Skills and Knowledge

- An interest in the national and international opera world
- Excellent administrative, planning, time-management and organisational abilities
- Good proof-reading skills with excellent attention to detail
- Microsoft Office user with good Word, Excel and PowerPoint skills.

### Communication and People Skills

- Good verbal and written communication skills with high standard of written/verbal English
- Able to maintain good working relations with people at all levels
- Strong customer care approach
- Able to work autonomously or as a team as required
- Knowledge of a second major European language an advantage.

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

