

## **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:**

Provide comprehensive Executive Assistant administrative support to the Director of Opera and Administrative Director and work collaboratively to support the producing and delivery teams in the Opera Company.

### **Key Accountabilities:**

#### Executive Assistant

- 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.
- Observing strict timelines, owning and managing all relevant production documentation, keeping all information up to date on new productions, co-productions and commissions.

- Ensure strict adherence to contractual design deadlines and negotiate variations in collaboration with Administrative Director and Production Director. In collaboration with the Production and Technical Department arrange model showings for new productions.
- Develop and maintain relationships with creative team members and/or their agents.
- Develop and maintain relationships with other UK and international opera companies and arts organisations, and acting as a point of contact for co-producing partners-

### General

- Member of Opera Company Management team.
- Provide and organise cover for Music Director in the absence of the PA to the Music Director.
- 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 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
- Experience of working in an administrative capacity within an arts organisation (desirable)
- Some producing experience (desirable)
- Music degree or equivalent experience

### **Administration Skills and Knowledge**

- An interest in opera, music or theatre
- 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

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

