



ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Role / Title:	Lead Chaperone and Child Licensing Coordinator
Direct Reports to:	Safeguarding Manager
Liases with:	Elite Chaperones, The Royal Opera, The Royal Ballet, Costume Department, Learning and Participation and parents/guardians of, and children engaged in performances / Learning and Participation projects, Head teachers / Music Directors of the various schools, the Royal Ballet School, Health and Safety Manager, Human Resources Department, Financial Controllers Opera and Ballet and Payroll

Overall Purpose of the Job:

As Lead Chaperone and Child Licensing Coordinator for the Royal Opera House, you will oversee the welfare and safety of all children in performances with their best interests at the centre of your work. This is done through the supervision of a team of chaperones that provide duty of care to the children and ensuring compliance with individual licences or Body of Persons Approval (BOPA).

You will be the main point of contact with parents and guardians keeping them informed about the production and schedules.

You will keep up to date with legislation that may affect child licences, health and safety, safeguarding or data protection and work with selected departments to update working practices and train chaperones accordingly, and use Royal Opera House intranet and e mail accounts in order to comply with data protection.

You will work in partnership with the Royal Opera House Safeguarding Manager, both working 3 days a week, to:

- Schedule, book and arrange payment for chaperones, ensuring children in performances are always chaperoned within the ROH, and safely collected by their parents/guardian.
- Obtain child performance licences (and the BOPA) from local authorities and ensure all the relevant paper work associated with these licences is collected, updated and stored in compliance with data protection.
- Ensure the best interests of the child are being met by demonstrating and promoting good practice around all aspects of safeguarding.

- Maintain good communication with various departments to support your role for example, Opera and Ballet companies, Learning and Participation and Legal.
- Support the Royal Opera and Learning and Participation teams to organise the recruitment process for child performers, aiming to increase the reach and diversity of children on stage.

Key Duties

1. Leading the team of opera chaperones

- Scheduling chaperones for each season for auditions, fittings, rehearsals, performance and overnight care as required.
- Supporting the chaperone team to demonstrate good working practices around child performers.
- Keeping chaperones fully informed of their responsibilities, for example emergency evacuation, COVID-19, and first aid procedures.
- Keeping up to date with legislation and regulations that apply to licensing and child protection.
- Monitoring the performance of all chaperones engaged to chaperone children for the Royal Opera against expected standards.

2 Coordinating with Elite Chaperones

- Working in partnership with Elite Chaperones to ensure provision of chaperoning services to the Royal Ballet are aligned with ROH standards.

3 Overseeing that licensing requirements are met

- Ensuring that the regulations relating to licenses are complied with, documented and stored.
- Ensuring all legislation, regulations and conditions imposed by the licensing authority are adhered to and report any concerns.
- Ensuring that safeguarding or health and safety incidents are reported in accordance with policy.
- Communicating with parents/guardians and schools providing details about the production and any additional relevant information.
- Briefing relevant chaperones on each child's medical, dietary needs and any specific care plans for the children performing.
- Ensuring chaperones have access to a copy of the performance licence or BOPA and correctly complete mandatory paperwork such as signing in/ out sheet and daily records.

- Ensuring that transport to and from rehearsals/performances is planned with the parent/guardian and children are collected by appropriate person.
- Liaising with schools on transportation for groups of children.

4 Working in partnership with the Safeguarding Manager

- Recruiting new chaperones, completing annual appraisals and promoting a culture of professional development and continuous improvement.
- Organising in-house induction and necessary training and accreditation as required.
- Obtaining necessary paperwork from parents and schools necessary for the licence application process.
- Liaising with parents/guardians to obtain permissions and consent for any recording, photography or media opportunities.
- Completing all required risk assessments around child performers and performances involving children.
- Applying for performance licences (or BOPA approval) for each child on behalf of the ROH.
- Maintaining relationships with local authorities and advise the Company and Stage Manager, and chaperones of any specific guidelines/conditions.
- Quality assuring and securely filing the relevant records associated with child performances.
- Ensuring that the facilities are adequate for the number of children performing.
- Supporting the best process for recruitment that will address the ROH aims to increase reach and diversity.
- Maintaining effective communications with all stakeholders with a focus on the best interests of the child.
- Addressing any safeguarding, disciplinary or grievance procedures regarding child performers in conjunction with the Safeguarding Manager.
- Managing the booking of accommodation for children and chaperones subject to appropriate needs and permission gained from the parent.
- Communicating with the creative team, stage management and L&P to mitigate any child protection risks.
- Managing invoices and budgets for chaperones and children's travel expenses for submission.

5 Financial

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- Agreeing and managing expenses payments to child performers, tracking and managing budget for child performer costs eg meals.
- Creating a governance process for monitoring the hours worked and payment of chaperones.

6 Chaperoning

- Undertake chaperone duties as required within contractual hours.

PERSON SPECIFICATION

Minimum Skills, Knowledge and Experience:

- Accredited children's chaperone, holding a current licence, with evidence of having completed relevant (Level 2 or above) safeguarding training
- Recent experience chaperoning children in theatre, performing arts, TV or artist management
- Experience of Safeguarding in an arts, charity or education environment
- An understanding of relevant safeguarding legislation and its application to the Royal Opera House's business environment
- Ability to lead and supervise a team of chaperones in a fast moving business area
- Experience of managing process compliance and delivering an effective service to the relevant stakeholders.

Other Essential Skills, Knowledge and Experience:

- Ability to plan team workload and implement the plan
- Ability to know when to consult or seek advice in other professional areas
- Ability to perform consistently under pressure and meet demanding deadlines
- Competent Word, Excel and Outlook user
- Experience of team management
- Strong people and relationship-building skills
- Ability to act as advisor and coach to other team members, facilitating growth and professional development
- Ability to foster and maintain a strong team ethic and culture of continuous improvement.
- An understanding of and interest in promoting diversity.

Desired Skills, Knowledge and Experience:

- Experience of casting children in a theatrical/film/TV environment.
- A genuine interest in the arts and performing arts.
- Management skills to plan and organise multiple productions and activities; with the focus and drive to see each projects through from start to completion

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

This post is dependent on thorough checks being completed. These include reference checks, identity checks and an enhanced Disclosure & Barring Service (DBS) check in line with government guidance.

