

JOB DESCRIPTION

Role / Title: Administration Coordinator, Royal Opera House Bridge (Job Share)
Reports to: ROH Bridge Stakeholder Engagement Manager

About ROH Bridge:

Royal Opera House Bridge (ROH Bridge) aspires for every child and young person to have the opportunity to experience the richness of the arts, museums and libraries. To achieve our aim we believe that a high quality local cultural offer is essential.

ROH Bridge acts as a broker to galvanize and facilitate the building of sustainable cultural education partnerships across Essex, Hertfordshire, Bedfordshire, Luton and the Thames Gateway. We co-invest in strategic activity that helps build a sustainable infrastructure for cultural learning. Our work responds to the Arts Council's "Cultural Education Challenge". We measure our success through the increased number of children and young people who are engaging with creative and cultural learning experiences both in and out of school.

www.roh.org.uk/bridge

Overall Purpose of the Job:

- In liaison with the Administration Coordinator Job Share partner, provide comprehensive and proactive administrative support to the Royal Opera House Bridge, ensuring the effective implementation of systems and providing a first point of contact for schools, youth organisations, cultural organisations, funders and other partners.
- Share overall responsibility for the smooth running of the Learning and Participation office in Thurrock with the Administration Coordinator Job Share partner with regard to general systems and facilities and act as the key contact for professionals servicing the operational needs of the office and external visitors.

This role is becoming a job share for the first time. It is imperative that weekly liaison across the job share partners is established to ensure efficiency. Following the six-month review, aspects of the role may become the sole responsibility of one member of the job share, but until such a time, both team members will be required to understand and be prepared to lead on any aspects of the role within their contracted days.

Key Accountabilities:

Administration (shared duty, working in collaboration)

- Maintain systems for the handling of facilities, office logistics and office finances, developing new systems as the need arises.
- Work closely with the Head of ROH Bridge, Senior Strategy Manager, Stakeholder Engagement Manager and the Bridge team to establish and maintain effective systems to ensure the smooth running of the programmes.
- Undertake the routine administrative work involved in the Royal Opera House Bridge, including (but not restricted to) monitoring the recording of leave and administrating sickness returns, monitoring general email accounts, capturing equality data for our programmes, compiling information and delegate packs.
- Draft, issue and monitor the progress of contracts (as agreed by the relevant managers).
- Service internal and external meetings. This will include preparing and circulating agendas, papers and taking minutes and attending to the practical arrangements.
- Support the collation of quarterly and annual returns to Arts Council England and working to improve our overall monitoring systems and processes.
- Ensure that department databases and monitoring systems are kept up-to-date, and that Programme Manager colleagues add all relevant information regularly.
- Monitor Royal Opera House grants by keeping records of intended, interim and final outputs from delivery programmes in order to evidence the impact of our work.
- Work closely with the Finance department to trigger payments of grants once contractual obligations of partner networks and organisations have been met.
- Ensure administrative procedures run effectively across the Purfleet office, working closely with the administrative staff based at Covent Garden to ensure a cohesive and consistent approach.
- Liaise with relevant internal colleagues, such as the IT department, and external contractors, including the facilities contractor to maintain systems, protocols and facilities.

Budget and Finance (shared duty, working in collaboration)

- Process and file all financial paperwork including but not limited to invoices, purchase/credit card/Trainline reconciliations, staff expenses, and record and submit all project expenditure and income to the Royal Opera House Finance department.
- Administer and monitor the issuing of relevant grant payments to specific partners and networks.

- Administer all ROH Bridge budget lines in liaison with the Royal Opera House Finance department by keeping a daily track of spend and monitoring monthly budget reports.
- Support all necessary processes relating to the end of financial year.

Artsmark (shared duty, working in collaboration)

- Support School Engagement Programme Managers with the administrative demands of the rolling programme of Artsmark training events, liaising with external partners as necessary, and attending as required.
- Update the schools' tracker on a weekly basis and carry out related actions.
- Contribute towards the implementation of the Artsmark Strategy, in coordination with the School Engagement Programme Managers.

Arts Award (shared duty, working in collaboration)

- Contribute to the implementation of the Arts Award strategy by organising Arts Award training in line with demand.

Communications (individually assigned roles)

- Support the Stakeholder Engagement Manager as required, including assisting in the production and distribution of marketing and promotional materials and helping to maintain contact databases.

Events (individually assigned roles)

- Contribute to the development of the annual Bridge conference and the coordination of the ROH Bridge events programme, completing the day to day operational tasks required to ensure their smooth running.

General (shared duty, working in collaboration)

- As a key member of the Royal Opera House Learning and Participation administrative staff, deputise for administrative colleagues in the Covent Garden team on an occasional basis.
- Fulfil the office manager role servicing both teams – L&P Thurrock and ROH Bridge - ensuring stationery supplies are maintained and that office equipment and facilities run effectively, arranging maintenance as necessary.
- Ensure that Royal Opera House policies and branding guidelines are observed in every area of the department's work.
- Monitor health and safety within the office environment.
- To train and act as a fire warden for the office.

- Monitor and review administrative procedures, actively contributing to a culture of continuous improvement.
- Play an active role in the team, supporting colleagues where appropriate, and representing ROH Bridge as required.
- Undertake other duties appropriate to the post and in line with the needs of the office.

This role will be based at the Royal Opera House Production Park in Purfleet, with occasional time spent in Covent Garden and at events in the East region covered by the Royal Opera House Bridge programme.

The job is expected to develop over time and the above list of responsibilities is not exhaustive. Other tasks may be required which are in line with the level of responsibility of the role and this job description and the reporting lines are subject to review.

PERSON SPECIFICATION:

Minimum Skills, Knowledge and Experience:

- Sustained experience of office administration and support work in a busy office.
- Experience of financial and contract administration.
- Excellent written and verbal communication skills, with the ability to communicate effectively with a range of stakeholders in a range of settings, both internal and external.
- The ability to assimilate new information and good problem-solving ability.
- Proven capacity to organize and work under pressure and manage a busy workload with high productivity.
- Very strong Microsoft Office skills (Word, Excel, Outlook, PowerPoint, SharePoint) and experience of data entry.

Other Essential Skills, Knowledge and Experience:

- Strong organisational skills and experience of establishing and managing systems.
- The ability to manage and prioritize own workload and work without supervision when necessary, taking initiative.
- Accuracy and attention to detail.
- Strong time management skills with ability to prioritize and meet deadlines.
- The ability to maintain discretion and confidentiality at all times.
- Commitment to delivering a high standard of work.
- An effective team worker.
- The ability to represent the values of the Royal Opera House Bridge sensitively and appropriately.
- Awareness and understanding of customer care, health and safety, child protection and equal opportunities issues.

Desirable Skills, Knowledge and Experience:

- Knowledge or experience of the education, arts or heritage sector.
- Experience of CRM systems (Salesforce)