

## **JOB DESCRIPTION**

**Role / Title:** Scheduling Assistant and Office Coordinator  
**Reports to:** Administrative Director, The Royal Ballet

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

To provide efficient administrative support to the The Royal Ballet Company office.

### **About The Royal Ballet Company Office:**

The Company office is the administrative hub of The Royal Ballet. It is often a busy working environment and is where the administrative team is based. This consists of the Directorate, Producing team, Company and Finance Management, Artistic Administrator and Artistic Scheduling Manager. In addition, it is the base for the Artistic team, although much of their day is spent rehearsing the dancers in the studio or on stage.

It is a large, mainly open-plan, office and during working hours it is visited frequently by dancers, musicians and guest artists for meetings or catch ups with the team as well as more ad hoc visits to seek assistance.

### **Key Accountabilities:**

#### *Production/Scheduling specific duties*

- Be responsible for managing company tickets using the Tessitura ticketing database, liaising with producers and directors
- Input performance casting into Smartabase, the healthcare data management system
- Input production data into DIESE, the artistic and production planning system for current, future and past productions
- Assist the Artistic Administrator with updating and distributing performance casting information
- Maintain and update documentation concerning current and future seasons' scheduling of performances, tours and other Royal Ballet work
- Attend meetings as required, including (but not limited to) short and long term scheduling, pre and post production meetings and other relevant planning meetings
- Assist in organising receptions and other company entertaining in liaison with the Executive Assistant to the Directors
- Undertake other administrative duties and project work as required

### *Office Administration*

- Be the first point of contact for all internal and external enquiries and correspondence to the office, dealing with queries and taking messages
- Receive and distribute hard copy mail
- Maintain the Company shared Outlook diary
- File hard and soft copies of relevant documentation (casting information, schedules, personnel information) and manage the Royal Ballet intranet page on SharePoint
- Manage and develop efficient and effective administrative and information systems, including filing, archiving and storage
- Manage the smooth running of the office and liaise with other departments as necessary, including IT and Facilities
- Work closely with the Healthcare Team Coordinator
- Liaise with Facilities on the upkeep of dressing rooms/communal areas etc.
- Monitor and order stationery and office supplies
- Develop and maintain positive and productive relationships with all stakeholders, contacts and colleagues

### *Assisting the Company Manager*

- Assist with paperwork for work permits/immigration etc.
- Prepare Guest welcome packs, organising inductions and security passes

### **Behaviours:**

- Proactively demonstrate a commitment and contribution to the Royal Opera House's health and safety culture in all activities
- Actively promote the value of diversity in all work; uphold the ROH values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards
- Ensure confidentiality, in line with organisational policy and data protection requirements
- With the other members of the team, share responsibility for housekeeping and the maintenance of standards within the department

The Royal Opera House is committed to creating a diverse and inclusive environment in which everyone can thrive.



## **PERSON SPECIFICATION**

### **Minimum Knowledge, Skills and Experience**

- Experience of administrative support in a busy, multi-faceted office, including diary management
- Strong organisational skills, with the ability to prioritise activities, anticipate needs and plan effectively
- Capability to work under pressure and manage a busy workload with high productivity and initiative
- Strong Microsoft Office user (solid use of Word, Excel and Outlook as a minimum; SharePoint experience desirable) and with self-sufficient administrative skills
- Strong communication skills with a high standard of written and verbal English and a considerate, tactful approach
- Excellent people and relationship building skills, with the ability to operate successfully with people at all levels

### **Other Essential Knowledge, Skills and Experience**

- A high level of accuracy and attention to detail; solid data-entry skills
- Confident IT user, with experience of a variety of databases and systems
- The ability to deliver a highly professional and efficient service
- The ability to work effectively within a team and maintain positive working relationships
- Professionalism, integrity and adherence to strict confidentiality at all times
- The ability to work to and support a culture of continuous improvement, and a commitment to managing own learning and continuous professional development relevant to the role

### **Desirable Knowledge, Skills and Experience**

- An interest in ballet or dance

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