

JOB DESCRIPTION

Role / Title: Learning and Participation Opera Officer (Children and Young People)

Reports to: Opera Learning and Participation Senior Manager

Role Context:

Ballet and Opera capture the deepest human emotions. The Royal Opera House (ROH) wants to share these art forms and their power to move and excite with as many people as we can. We are home to two of world's great artistic companies – The Royal Opera and The Royal Ballet, performing with the Orchestra of the Royal Opera House.

The purpose of ROH Learning and Participation is to encourage participation and deepen learning for a wide and diverse audience. We offer people of all ages the chance to discover and question our artforms and to create their own responses to opera and ballet.

Working closely with The Royal Opera Company, the opera-focused part of our Learning and Participation programme engages people with opera and dramatic-singing. Building on our track record of excellence, we focus on:

- Talent development (18 years and younger) - Youth Opera Company (9-13 years), Children's Chorus recruitment and Opera Nation (14-18 years)
- Open Up – an open programme of daytime events and festivals, as we transform the ROH into a welcoming and accessible daytime venue: this role focusing on Family Sunday interactive and participatory work.
- National Schools programme - Create and Sing - to engage young people and their teachers through training and online programmes.

Overall purpose of the job:

To assist the Opera Learning and Participation Senior Manager in the delivery of the programme providing administrative, logistical, financial and practical support.

Key Accountabilities:

Planning and Scheduling

- Work closely with the Opera Manager to plan activity from conception to completion, undertaking all logistics planning and administration.
- Work closely with the Opera Manager to create and maintain a detailed calendar of events and update Learning and Participation calendar, liaising with The Royal Opera Company and wider ROH as required.
- Assist the scheduling of events, rooms and venues, working with the Learning and Participation Project Assistant.
- Work closely with all internal departments (including Planning, Technical, Visitor Experience, Box Office, Human Resources, Safeguarding and Health and

Safety) and external contractors to ensure all operational requirements are delivered and high quality service levels met.

- Set up and record meetings as required.

Artist and Project Team Liaison

- Support the Opera Senior Manager by administrating, issuing and collecting and securely filing contracts.
- Collect required additional documentation for contracted artists as per ROH standard procedures.
- Assist the Opera Senior Manager in preparing briefings for all project stakeholders including creative teams, staff, chaperones and volunteers.
- Organise travel and accommodation requirements for practitioners as needed.
- Manage ticketing set up with box office and front of house
- Liaise with artists/creative teams to gather all technical and production requirements and collate relevant information.
- Event manage on the day, including rooms/venues set up, sourcing materials, equipment, catering needs, securing chaperones and preparing signage.
- Undertake get out and storage of content post-events

Project Resources

- Create music resources as required, liaising with the Music Librarian and Music staff.
- Assist the Opera Senior Manager and Digital team on the production and distribution of digital resources for the National Programmes.

Financial Management

- Assist the Opera Senior Manager in managing project finances, processing all transactions, regularly monitoring and updating budgets and administrating weekly instructions to payroll.

Compliance

- Support the Opera Senior Manager to ensure all activities adhere to all compliance requirements including insurance, Health and Safety legislation - managing all associated risk assessments; equality and diversity policy; UK work authorisation documentation requirements; robust management of data in line with GDPR and other agreed guidelines on good practice.
- Assist the Opera Senior Manager to ensure all procedures comply with ROH Safeguarding policies in consultation with the Safeguarding Manager.
- Assist the Opera Senior Manager in securing all licenses and rights.
- Ensure all media and image permissions are secured and all records of photography and recordings are recorded and stored securely.

Data Management and Evaluation

- Collect and update required data on participants and store appropriately in accordance with ROH Data Management and GPDR policies.
- Support the Opera Senior Manager in the design and administration of evaluations, collecting and analyzing feedback and assisting in the preparation of reports for funders and management.

Relationship Management

- Support the Opera Senior Manager to foster effective working relationships with all stakeholders.

- Manage the pastoral care of participants, particularly in the Youth Opera Companies, liaising with parents, chaperones and creative teams.
- Liaise with participating schools, providing events information and advice as required.
- Be the first point of contact for public and participant enquiries regarding the opera projects.

Audiences and Media

- Assist the Opera Senior Manager and ROH colleagues to undertake any marketing and promotion for Opera team projects.

- Undertake any other duties as required of the role.

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
- Actively contribute to own professional development, developing and maintaining knowledge and understanding of legislative changes and best practice developments
- With the other members of the team, share responsibility for housekeeping and the maintenance of standards within the department.

This role requires regular evening and weekend work and is a 5 out of 7 days contract.

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

PERSON SPECIFICATION:

Minimum Skill, Knowledge and Experience Requirements:

- First-hand experience of working in arts education via a professional organization or in a school environment.
- An understanding of opera/ classical music, youth vocal technique/ singing experience and the ability to read music.
- Strong administration and organisational skills, with the ability to prioritize and identify future workload.
- A track record of dealing efficiently and sensitively with children/young people, parents, teachers, the general public and a wide range of external and internal stakeholders.
- The ability to self-motivate and work effectively in a high-paced environment.
- Excellent communication & writing skills with a high standard of English

Other Essential Skills, Knowledge and Experience:

- Knowledge of the UK education system and of the importance of Arts Education.
- Attention to detail, particularly in proof-reading.
- Experience of basic financial administration and budgeting.
- An effective team worker with a proactive approach to work.
- A common-sense approach to problem solving.
- Demonstrable knowledge of safeguarding policies within a performance arts context.
- Awareness and understanding of customer care, Health and Safety and diversity and inclusion initiatives.
- Knowledge of digital media and preparation of material for digital platforms.
- Excellent level of IT skills including Microsoft Office and proven experience of database management and operation.
- Commitment to widening diversity and promoting social mobility.

Desirable Skills, Knowledge and Experience:

- Previous experience of working with schools and other education departments.
- Some knowledge of producing performances.
- Some knowledge of applications such as Soundcloud, Sibelius, YouTube, Doodle Poll & SurveyMonkey.

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

