



**Royal Opera House
Events Casual Roles
Information Pack 2021**



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Who are we?

The Royal Opera House (ROH) is an historic theatre in the middle of Covent Garden. The building is the home of The Royal Ballet, The Royal Opera and the Orchestra of the Royal Opera House. There are two stages which host world class productions; the Main Stage and the smaller Linbury Theatre.

The Royal Opera House aims to enrich people's lives through opera and ballet. It seeks to be accessible and engaging, to develop audiences across the UK and to

break new ground in the presentation of opera. Our Technical and Production Department (T&P) plays a leading part in ensuring our performances are of the highest quality by delivering technical excellence for every performance, rehearsal and event. Our theatre in Covent Garden has one of the busiest stages in the world with approximately 300 performances a year on the Main Stage alone.

The T&P Department is responsible for the management and delivery of the full range of technical, production, stage management and costume services for both opera and ballet. Some of our team work in:

- technical areas: lighting, stage, automation, sound and engineering
- costume areas: running wardrobe, wigs and make-up, footwear, millinery and costume making
- production functions: production management, the model room, props workshop, scenic construction and painting, and armoury.
- Event management

The department's responsibilities include productions on the Main Stage and The Linbury Theatre, events in other areas of the House, broadcast responsibilities and the workshops for scenic construction and scenic art which are located in Thurrock, Essex, as well as storage for scenery and costumes for revivals in the Aberdare Stores in South Wales.



How do casual roles work at the ROH?

Following the re-opening of the ROH after the lockdowns, our Events team requires the support of a dedicated pool of casual technicians to provide holiday cover and additional assistance to in order to deliver our commercial, learning & participation and development events in the Clore Studio, Paul Hamlyn Hall, and in other front of house and external spaces.

We are seeking to make contact with suitably experienced Events technicians who would be interested in being included on our casual list. We particularly welcome applications from those who are currently under-represented in our workforce; female technicians, those who are ethnically diverse, and/or those who are disabled.

Events casuals are required to work closely with colleagues to ensure operational and production Events requirements are carried out to the highest possible standard of safety, efficiency and quality. We call on casual technicians when we have more work than our permanent staff can support, or where we have absence due to training, touring or other commitments. Some casual work may be connected to the specific staffing needs of a show and at other times it may be related to maintenance or projects.

How do I apply for a casual role?

We are looking for individuals with:

- A proven track record in Events work, including staging, lighting and sound.
- Excellent technical skills, with an excellent understanding of current equipment and systems across the disciplines of lighting, sound, and staging.
- Ability to operate lighting and sound boards.
- Ability to provide basic lighting designs for simple events.



Please fill out the application form with reference to the person specification. You can save the application form online and come back to it before you submit it.

Even if you have been on the ROH Events casual list previously you still need to apply again to rejoin the list as we have altered the recruitment process and selection criteria for these opportunities.

If you are selected for interview, the recruitment process will consist of an interview. You will also be invited to attend a tour of the event spaces and technical areas of the ROH in Covent Garden.

What happens if I am accepted onto the Events casual list?

If you are accepted onto the Events Casual list you will first need to attend a half day onsite induction, for which you will be paid. Our managers will then be given your contact details and will be in touch with you when work opportunities arise.

We understand that many of our Events casuals are combining working with us with their own freelance career, studying or working for other theatres. You are totally at liberty to decline any offers of work which are

made. However, having accepted work with us, we do need you to turn up on time and commit to the whole of the planned shift. When not working for us, there are no restrictions on you working for any other employer.

The pattern of work opportunities however, is unpredictable. Some weeks there is a requirement for lots of casual hours, at other times demand is low. We will do our best to

share out the work opportunities among the casual pool, however we are unable to guarantee a minimum amount of work, or an equal distribution of work. Further information about the working pattern is detailed in the Terms and Conditions section below.

To help you keep track of your work with us you will be allocated an account on our Parim IT system which you will be able to download to your phone or laptop. You will then be able to track what work opportunities are available, the work schedule you have been booked for, your pay and annual leave.

Health and safety

The health and safety of all Royal Opera House employees, visitors, contractors , artists and members of the public is paramount and we aim to foster a culture of continuous improvement and a positive approach to safety. We want to communicate clearly to all staff and enable them to do their best work, knowing they are supported in creating a safe working environment for all.

From the highest level we have commitment to ensure that:

- We control workplace hazards by assessing risks and establish suitable and sufficient control measures, creating safe working practices for teams, and ensuring we have safety inductions for new staff.
- We continuously improve employee training and development to so that staff are included in a proactive and positive approach to safety at work, ensuring they have the knowledge and training to work safely for the benefit of themselves and for their colleagues.
- Health and safety objectives are set annually, with the aim to continually improve occupational health and safety management and performance.
- We investigate accident and near miss events to make sure we learn and implement changes to prevent future occurrences and work-related ill-health.
- ROH directors and managers promote a positive health and safety culture within the organisation by consulting with employees on occupational health and safety matters, both directly through their own teams, and through safety representatives appointed by recognised trades unions and our Health and Safety Committee.
- Our Health and Safety Policy is supported with the necessary financial and physical resources to ensure a safe working environment for all ROH employees and others affected by our work activities.

What are the ROH values and behaviours?

Everyone who works at the ROH in any role, is expected to commit to upholding the following values through their behaviour:

Treat everyone with Respect	Embrace and celebrate the different contributions that we all bring to the ROH
Be Open	Take a fresh look – be open minded, share, engage, learn and question – and empower others to do the same
Value the Highest standards	We all play an important part to deliver extraordinary experiences

The ROH's aim is for many more people to enjoy and engage with exceptional ballet and opera. We believe that greater diversity of outlook, practice and people will help create, better richer more relevant and dynamic artforms that appeal to a wider range of people. It will also bring a wider range of ideas and perspectives to how we operate and ensure that we meet legal and funder requirements.

The ROH is committed to creating a diverse and inclusive environment in which everyone can thrive. We ensure we operate a fair recruitment and selection process. We particularly welcome applications from those who are under-represented in our workforce; in particular female technicians, those who are ethnically diverse, and/or those who are disabled. As a Disability Confident employer, we guarantee to interview all disabled applicants who meet the essential minimum criteria for our vacancies.

Terms and conditions

Though some details are still to be finalised with BECTU, some of the key terms and conditions for technical casual engagements are detailed below.

Working time

To balance our operational needs while also ensuring the wellbeing of staff, we carefully schedule working time for both employed staff and casuals along similar lines:

- You will not be asked to work more than 1972 hours per annum (averaging 42.5 hours per week over a 52-week period). Within this overall rule, you could be scheduled for a maximum 248 hours during a four-week period and no more than 20 Sundays per annum (measured from September – August each year).
- The working day window is from 07.30-23.30 hours Monday to Saturday, and 09.00-22.00 on Sunday.
- Work may be scheduled up to 13 hours a day within the working day window, exceptional circumstances may dictate a longer working day of up to 15 hours a day, on up to 15 occasions per Season without additional payment or penalty. All Working Time Regulations pertaining to rest periods will apply regardless.
- Where work occurs post-23.30 or pre-07.30, hours worked will be credited at double time. There will be a cap on these night hours of 100 hours per person per annum. If an individual is called to begin work before 23.30 but the performance finishes after 23.30, these will be counted as ordinary working hours not as night hours and will not constitute a new call.
- The minimum individual call shall be 4 hours, and any break between shifts shall be 3 hours or longer otherwise it shall count as one consecutive shift. Managers will make every effort to schedule casual staff with a commitment to good working practice and fair and reasonable treatment (working time may be scheduled as split shifts for casual staff only).
- The minimum call duration will be 4 hours. Any additional hours worked thereafter will be added in 30-minute increments.
- Casual staff are entitled to the same minimum rest periods and work breaks as employed staff.

Pay Rates

Pay will be dependent on the specific work which is required for that shift. This will be confirmed at the time of the booking.

	Equivalent Grade	Hourly rate
Functional specialist	D	£17.60
Skilled casual with additional responsibility	E	£16.11
Experienced casual	F	£13.80
Get in/Out Casual	G	£12.49

- There are no premium payments for evening, weekend or Bank Holiday working.
- There is no additional payment or lieu time for working a Bank Holiday.
- Casuals will only be paid at the pay rate appropriate to the task for which they have been engaged for that shift in respect of hours actually worked and approved by the Royal Opera House.
- There is no payment for travelling time.
- Paid weekly in arrears by credit transfer directly into your bank or building society account.
- All payments are subject to statutory deductions.

Other benefits

- Paid leave: The 'Holiday Year' runs from 1st September to 31st August. During the holiday year casuals will accrue annual leave in proportion to the number of hours worked pro-rata to a full

time equivalent of 5.6 weeks (238 hours), accrued at the rate of 7.24 minutes per hour worked. Casuals are expected to take their accrued holiday during the holiday year.

- Sickness absence: In the event of sickness absence during a booked shift, casuals are entitled to claim Statutory Sick Pay in line with statutory provisions.
- Casuals are also entitled to claim other family friendly leave benefits, e.g. maternity, adoption, parental and paternity leave/pay, in line with statutory provisions.
- Pensions: eligible casuals will be enrolled into the Royal Opera House NEST Pension Scheme.

Policies and procedures

- Casuals will be given a written statement of terms of engagement through Parim for each engagement (shift)
- Casuals are expected to observe all ROH House Rules, Policies and Procedures. Casuals who are guilty of gross misconduct, serious breach of the Royal Opera House's internal regulations, or act in a way which brings the Royal Opera House into disrepute the ROH may terminate the engagement prematurely and without any payment in respect of hours not yet completed.



FAQ

Will I get a contract?

You will receive a written statement of terms of engagement through Parim for each engagement (shift).

Will I have to complete a probationary period?

There is no formal probationary period. However, casuals will be subject to ongoing assessment on the basis of: their availability to work, reliability, work ethic/commitment. Skills development, attention to detail and attitude to safety.

Will I need any specialist equipment?

If you have your own tools, safety boots or black clothing we encourage you to bring them with you. If you don't, then we will provide appropriate PPE to ensure your safety and provide any work equipment you may need.

Will I get any training?

Depending on the area you are working in, you may well be given working at height training or Mobile Elevated Work Platform training (for example) appropriate to the machinery that your area uses day to day. Occasionally there may be other specific pieces of training required for a particular show or activity.

Will I get a permanent job?

All permanent and fixed term vacancies are advertised on our website and elsewhere. We strongly support and encourage anyone who is working for the ROH as a casual to apply when these vacancies occur.

Will I get free tickets to shows?

Occasionally casuals may be offered tickets for general (dress) rehearsals. However, this is subject to availability and cannot be guaranteed.

Where do I go if I have any questions?

If you have any questions about how to apply, please e-mail: hr.recruitment@roh.org.uk

We look forward to receiving your application.

