



JOB DESCRIPTION

Job title: Access and Inclusion Manager

Reports to: Director of Operations

Background:

As the home of The Royal Ballet and The Royal Opera, at the Royal Opera House (ROH) we want many more people to enjoy and engage in exceptional ballet and opera. At the ROH we believe that diversity is about making sure we welcome, engage and support visitors, audiences, staff, artists and partners from diverse backgrounds, experiences, cultures and outlooks.

The ROH follows the 'social model of disability': we believe that people are disabled by physical and attitudinal barriers in society, not by their impairment or medical conditions, and we are working towards removing or mitigating these barriers to our work, wherever possible.

Purpose of the job:

This new role of Access and Inclusion Manager will strengthen the ROH's commitment as a Disability Confident organisation and its ambitious Equality, Diversity and Inclusion plans, working to further embed diversity and inclusion at the heart of our practices. In developing our workforce, we believe that diversity is about making sure we are able to attract and develop talented people who bring more, precisely because of the breadth of their diverse backgrounds, experiences, cultures and outlooks. We are working to create an environment where everyone knows they belong and feel that they can do their best work with us.

The post-holder will develop and oversee the implementation of a range of initiatives and projects across the organization, designed to improve access for disabled people to our work, our facilities, our services and our employment opportunities. This will include improving our reach and engagement with all audiences, visitors, staff and performers who have access requirements, whilst also improving the organisation's awareness and understanding of access and inclusion and its impact across the ROH.

An understanding of access and inclusion principles with practical, hands-on experience of developing the agenda, working with a range of departments and delivering initiatives will be required, alongside a commitment for promoting the wider interests of cultural learning, ballet, dance, opera, music and the arts in general.

This post is offered for two-years fixed-term, with the aim that at the end of the two-year period best practice in disabled access and inclusion is more embedded throughout the operations of the organisation.

Main responsibilities:

- Act as the ROH expert, influencer and advocate for disabled access and inclusion
- Liaise with all departments across the Royal Opera House to facilitate audits of our building and facilities, support and services and programme and events against best practice access and inclusion principles and aims
- Form audits, research and focus group work as appropriate, develop an access and inclusion plan (as an important sub-set of our overall EDI Plan); recommend the resources required to deliver against this plan and oversee the implementation of the plan's prioritised initiatives and projects through a working group and with access and inclusion champions. The areas of focus are likely to include:
 - working closely with the Royal Ballet and Royal Opera companies to assess and further develop access arrangements for artists and creative teams;
 - collaborating with the Companies and Learning and Participation team, assess and recommend approach to improving access and inclusion for audiences, visitors and participants
 - liaising with Audiences and Media team to review and further improve our communications with all who engage with the ROH focusing on access and inclusion needs
 - observing the Visitor Experience operation and work with this team to recommend and implement improvements to our services and the front of house environment
 - providing input to the Renewal Programme in the development of our Estates Plan and priority access issues to address across our three sites
 - liaising with the Head of Diversity and Talent Development in HR to support initiatives to promote disabled access and proactive anti-ableism.
- Create KPIs, measures and targets to track ROH performance in improving access; monitor and evaluate the delivery of our plan and its outcomes and report regularly to various internal groups
- Establish and maintain a network comprising those working in access and inclusion within our industry and mirror best practice in ROH initiatives; specify and prioritise actions in this area and work with HR (and others) to ensure they are embedded into ROH policy, procedures and governance
- Liaise with the Box Office Access Coordinator and Head of Ticketing on any developments of the ROH Access Membership scheme
- Support ROH's accreditation for key inclusion schemes including the next stages of Disability Confident status
- Provide regular reports and project updates to senior managers on progress made and further work identified as required
- Act as an advocate for diversity and inclusion and expand understanding of access and inclusion by developing training plans and recommending training programmes to develop expertise and confidence across teams, in partnership with the Human Resources team

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

PERSON SPECIFICATION

Minimum Knowledge, Skills and Experience

- Demonstrable experience of working in an inclusion role and delivering disabled access and inclusion initiatives at a similar level in a complex organization
- In-depth knowledge of the Equality Act 2010 and other relevant guidance/ disability legislation; current engagement with access and inclusion issues and practice
- Ability to influence and drive change
- Excellent teamwork, communications skills and demonstrable ability to create impact
- Proven ability to set KPIs, monitor the delivery of objectives and evaluate performance and impact
- Ability to build effective relationships with and secure the confidence of staff, including the Executive team

Other Essential Knowledge, Skills and Experience

- Experience of researching, preparing and presenting materials and engaging with a wide range of stakeholders
- Proven ability of overseeing the implementation of initiatives and projects and reporting on progress
- Experience of contributing specialist inclusion knowledge in complex and cross-departmental organisation
- Supportive of a culture of information sharing, collaboration and cross-team working
- Demonstrable ability to work within a complex operating environment with a range of different stakeholders
- Proven ability to work proactively and independently, making decisions with minimal supervision
- Competent and confident Microsoft Office user
- Strong numeracy and experience of budget management
- Ability to carry out project evaluations and assessment of results
- A team player with a positive outlook and strong work ethic

Desirable Knowledge, Skills and Experience

- Knowledge and experience of Front of House operations in a large performance venue

The Royal Opera House is committed to creating a diverse and inclusive environment in which everyone can thrive. We welcome applications from those who are currently under-represented in our workforce, in particular those who are ethnically diverse and/or disabled. As a Disability Confident Employer, we guarantee to interview all disabled applicants who meet the essential minimum criteria for our vacancies. We are committed to meeting the access requirements of applicants and post-holders, including supporting individuals through Access to Work applications.

