

JOB DESCRIPTION

Role / Title: Opera Learning and Participation Officer (Adult and Community)

Reports to: Opera Learning and Participation Senior Manager

Role Context:

Ballet and opera capture the deepest emotions and tell universal stories. The Royal Opera House (ROH) wants to share these life-changing artforms and their power to move and excite with as many people as we can. We are home to two of the world's great artistic companies – The Royal Opera and The Royal Ballet - performing world-class opera, ballet, music and dance live on stage in our iconic theatres in Covent Garden accompanied by the Orchestra of the Royal Opera House. We reach out to audiences across the UK and internationally through ROH Cinema and digital content on other platforms.

Learning and Participation (L&P) is central to ROH's mission- as a powerful force for change we aim to inspire the creativity of individuals and communities across the country and in our Covent Garden and Thurrock homes by diversifying our people, perspectives and the stories we tell. Our extensive programme encourages participation and deepens learning, offering people of all ages the chance to discover and question our artforms and create their own responses to opera and ballet. Our ambition is to ignite interest and passion in our artforms, open up opportunities to diversify the talent pipeline and build a culturally literate and creative nation.

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:

- Open Up – a weekly programme bringing the creativity of our stages into our public and digital spaces, targeting new and diverse audiences and giving people the opportunity to encounter ballet and opera close up, explore ROH's stories and take part, by animating the visitor experience through Insights, Exhibitions, Events and Festivals. This role focusing on Sing at the ROH, Live at Lunch, Recitals at Lunch, ROH Family Sundays and special commissions.
- Creative Exchanges – to diversify relationships across the health & well being arts sector and embedding an inclusive culture in our Covent Garden home.
- Special commissions - supporting the creation and production of new work and reimagings of the stories of our stages with a pool of practitioners; telling the stories of ballet and opera in new ways and widening the voices influencing our programming to meet the needs of a diverse population.

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 Senior Manager to plan activity from conception to completion, undertaking all logistics planning and administration;
- Work closely with the Opera Senior 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 GDPR policies;
- Support the Opera Senior Manager in the design and administration of evaluations, collecting and analysing feedback and assisting in the preparation of reports for funders and management.

Relationship Management

- Support the Opera Manager to foster effective working relationships with all stakeholders;
- Manage the pastoral care of participants, particularly during Community Residencies, liaising with partners, carers, safe-guarding and creative teams.
- Liaise with participating organisations, artists and public, 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 Manager and ROH colleagues to undertake any marketing and promotion for Opera team projects;
- Undertake any other duties as required of the role.

Contribute to wider L&P efforts

- Undertake and foster a deep understanding of Equality, Diversity and Inclusion issues, applying it to all areas of the role.
- Play an active role in the Opera to team ensure an integrated approach is achieved and work closely with colleagues across L&P to ensure artform expertise is robust;
- Work closely with Open Up and Events colleagues to ensure all planning and delivery requirements are fulfilled;
- Support other projects and programmes in ROH L&P as required;
- Act as an ambassador for ROH L&P, positively promoting the full portfolio of our work internally and externally;
- Participate in cross-ROH initiatives as agreed;
- Carry out such duties as deemed necessary to fulfill the work of ROH L&P.

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 position is based in Covent Garden and requires regular weekend and evening work. All L&P staff work on a 5 out of 7 day rota.

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 and classical music and the ability to read music.
- An understanding and demonstrable commitment to equality, diversity and inclusion.
- Strong administration and organisational skills, with the ability to prioritize and identify future workload;
- A track record of dealing efficiently and sensitively with community groups, artists, 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.

Other Essential Skills, Knowledge and Experience

- Knowledge of the arts health & well being sector and of the importance of Arts Engagement;
- Attention to detail, particularly in proof-reading;
- Excellent communication & writing skills with a high standard of English.
- 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 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;
- Training in music, with performance and/ or singing experience;
- 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.



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