



ROYAL OPERA HOUSE

JOB DESCRIPTION

Title: Cinema and Digital Distribution Coordinator

Reports to: Head of Cinema and Digital Distribution

Main purpose of the job

To provide services and support for all designated cinema and digital distribution activities and service provision to provide an excellent level of customer service to partners, stakeholders, suppliers and our audiences

To contribute to data analysis and data reporting, working with designated tools, systems and reporting standards

To work collaboratively to deliver to the business development objectives of the cinema team, working within designated resources and deadlines

To maintain strong relations with team members, clients and stakeholders internally and externally

To support a culture of continuous learning and continuous improvement

Main Responsibilities

Working to the priorities set by the Head of Cinema and Digital Distribution:

Cinema Partner Services

- Provide the delivery of all live and recorded ROH content for both commercial and non-commercial activities to cinemas in the UK and abroad and designated digital distribution activities
- Deliver services for the booking of satellite space for all testing and broadcasts as well as the creation and distribution of satellite parameters and technical documentation to UK cinema partners
- Support the team with maintaining contact with representatives of UK based cinema chains and other distribution contacts
- Provide regular information to the cinema chains and distributors and any follow up as required to ensure they understand the technology requirements for live relays and pre-recorded screenings
- Follow standard department procedures for responding to logistics requests, information requests and any urgent matters from UK based distributors/exhibitors
- Complete all required training and familiarisation with standard department procedures and maintain current knowledge of standard department procedures
- Demonstrate a commitment to providing excellent customer service

Service Support

- Maintain thorough understanding of all department procedures, systems and required standards for working with the cinema partner, and their distributors and for digital distribution partners and their representatives
- Follow standard department procedures for responding to urgent requests and information requests from international distributors/exhibitors
- Maintain close liaison with the Royal Opera House's technical, production, marketing, press and planning departments to support communication and workflows on projects as required
- Manage all requests between cinema chains/screen representatives and ROH for technical queries, promotional activities or special events
- Manage the ROH response to audience queries/comments related to cinema and screens on the ROH cinema website and on the ROH website as well as via email, letter or over the phone, as appropriate.
- Assist the team in providing technical support during satellite transmissions
- Work collaboratively with other team members

Data Services

- Help maintain the venue database to keep up to date data on cinema and screen listings, productions and venues to inform the ROH cinema website
- Help maintain the department database to keep up to date data on current ticket sales / audience figures across all distributors and suppliers
- Follow up with relevant suppliers and distributors to obtain current data and chase progress to ensure all outstanding data is received and logged
- Maintain strong Excel and database skills to run regular reports as requested, acting as key user for the team
- Maintain essential function of the relevant pages of the ROH website for cinema as a destination for general information, with updating communication to the public on pending cast information, pending screening updates or any other queries relating to audience feedback on the ROH blog
- Support information flow to Finance for invoicing and financial reporting as required
- Work to ensure accuracy across all data services and reporting

Business Development Support

- Support any business development activities as required, including
 - Data gathering or research and analysis
 - Collation of internal data relating to income streams
 - Interview or follow up with suppliers to identify or explore new opportunities as directed
- Review any requested data to support team deliverables, and produce information in the format required
- Support any other growth activities as required

Continuous Improvement

- Play an active role in the team, contributing to the efficient running of the department operations
- Keep in touch with best practice, trends and new technologies relevant to the role
- Manage own learning and continuous professional development relevant to the role
- Contribute as a team player within the team and in Audiences and Media
- Uphold ROH Values and Behaviours across all aspects of the role and support our goals for diversity and inclusion
- Contribute to a culture of innovation and continuous improvement

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Media/Cinema or Digital Experience

- Some experience in a similar role in either the media, cinema or digital sector
- Ability and commitment to provide an effective and reliable service to partners and distributors across UK and international territories
- Ability to learn about media technology and requirements for live relays and pre-recorded screenings
- Ability to learn about new procedures and become operational in a short period of time
- Ability to understand and learn about the ROH cinema and digital distribution offering and related content, as relevant to the work of the cinema team

Project Coordination Skills

- Strong organisational, planning and time management skills with ability to prioritise and meet deadlines
- Highly proficient Microsoft Office user, including Excel to a high standard
- Highly proficient user of databases, able to design and extract reports and act as key user for the team
- Ability to work accurately under pressure
- High level of numeracy, able to produce a high standard of work with data reporting, analysis and data presentation
- Strong communication skills and high standard of written/verbal English including good proof-reading skills
- Ability to grasp key issues quickly and, when necessary, to deal effectively with situations which may arise at short notice
- Able to manage a busy workload and commitment to a high standard of work

People Skills

- Ability to support a range of working relationships effectively
- Ability to deal effectively with a wide range of people, including internal and external clients
- Good communication skills with a professional and confident manner
- Consistent high level of service delivery and responsiveness
- Ability to work effectively within a small team
- Some knowledge of another European language or ability to communicate using translation tools

Continuous Improvement

- Ability to work to and support a culture of continuous improvement
- Commitment to managing own learning and continuous professional development relevant to the role

Job requirements:

- Flexibility to work varied hours as required

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