

## **JOB DESCRIPTION**

**Role / Title:** Business Manager, ROH Bridge

**Reports to:** Head of ROH Bridge Programme

**Manages:** Administration Coordinator

**Location:** Purfleet or Covent Garden

**Key relationships:** Administration Co-ordinator; ROH Bridge Programme Managers; Financial Controller; other Royal Opera House Learning and Participation team colleagues; Arts Council England; other Bridge organisations and partners.

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### **About ROH Bridge:**

Royal Opera House Bridge (ROH Bridge) aspires for every child and young person to have the opportunity to experience the richness of the arts, museums and libraries. To achieve our aim, we believe that a high-quality local cultural offer is essential.

ROH Bridge acts as a broker to galvanize and facilitate the building of sustainable cultural partnerships across Essex, Hertfordshire, Bedfordshire and the Thames Gateway. We co-invest in strategic activity that helps build infrastructure and sustain cultural learning opportunities over time. We measure our success through the increased number of children and young people who are engaging with creative and cultural learning experiences both in and out of school.

### **Overall Purpose of the Job**

This role will ensure the smooth running of the Bridge programme and effective management of the administrative, communications and digital hub of the Bridge office.

The key objectives of this role are to:

- Oversee all financial, business and operational support activity across the Bridge team.
- Lead on compliance, business and administrative procedures within the Bridge team
- Lead on data management to support evaluation, activity targeting and impact measurement.
- Lead on the administration of internal and external live Bridge events.
- Oversee the management of the fabric of the office and its resources.
- Manage our regular reporting to the Arts Council and assuring that our relationship to our major funder is efficiently handled

### **Key Accountabilities:**

## **Business Management**

- Play an active role across the team to ensure an integrated and efficient approach to our work is achieved.
- Ensure all planning, administrative and finance processes are efficiently used and ROH systems adhered to.
- Oversee all contracting, copyright and licenses as required keeping templates up to date through collaboration with Legal and Business Affairs.
- Ensure all media and image permissions are secured.
- Liaise with building management about necessary repairs to fabric of the office or IT about maintenance of essential equipment.
- Carry out such duties as deemed necessary to fulfil the work of ROH Bridge

## **Financial management**

- Draw up, monitor and revise annual and future budgets with the Head of Bridge and Head of Bridge Partnerships
- Work closely with the ROH Financial Manager and Head of Bridge/Bridge Partnerships to maintain an overview of financial performance, advising on coding of spend and producing financial reports as necessary, with particular regard to maintaining the pace of spend across the Bridge financial year.
- Write commentary, adjust future projections in close consultation with Head of Bridge and Head of Bridge Partnerships and monitor staffing spend.
- Work with regional programme managers to ensure that our Partnership Investment programme is well monitored and tracked and cash flow steady.
- Oversee the management of all budgets and financial systems: invoices and orders to suppliers; purchase orders; credit cards; staff expenses; internal recharged costs such as FOH costs and catering; travel and office overheads - and ensure adherence to systems and budgets across the Bridge team.

## **People management**

- Line manage Administration Coordinator role within the ROH Bridge administrative 'hub' ensuring that Bridge work is delivered to high standards and meets required deadlines

## **Data monitoring, retrieval and reporting**

- Work with the Communications and Digital Manager on data analysis in order to inform the targeting of regional activity and where appropriate identify ways of sharing intelligence with external stakeholders.
- Lead on maintaining systems for relevant data collection across all Bridge programmes of activity, troubleshooting issues as and when they arise.
- Analyse and prepare relevant statistical reports where necessary to support Bridge quarterly returns to ACE England.
- Monitor the timely collation and completion of the Bridge quarterly returns to ACE England.

## **Compliance**

- Ensure a safe, inclusive and welcoming environment leading on all compliance requirements including Health and Safety; Safeguarding of children and vulnerable adults; Insurance; Equality and Diversity; management of data in line with GDPR; UK border agency checks.
- Ensure that all Bridge staff are trained and adopt best practice (including compliance with the ROH Learning and Participation handbook)

- Liaise and collaborate with ROH Health and Safety team as required.
- Lead on 'risk' for the Bridge team and the Costume Centre Office managing risk registers and following up incidents.
- Lead on First Aid and Fire Marshalling, hold incident report and follow up incidents.

## **General**

- As a member of the Learning and Participation team of the Royal Opera House, play an active role in organisation-wide activities, including attending and supporting Royal Opera House events.
- Ensure that Royal Opera House policies and corporate styles are observed in every area of the department's work.

In response to the pandemic, a more flexible approach to office working is being adopted. Whilst this role will include a requirement for work at the Royal Opera House Learning and Participation offices at the Bob and Tamar Manoukian Costume Centre in Purfleet, some working days could be based from the Royal Opera House in Covent Garden and we will consider remote working on a part-time basis.

The job may develop over time and the above list of responsibilities is not exhaustive. Other tasks may be required which are in line with the seniority of the post. This job description is subject to review.

## **PERSON SPECIFICATION:**

### **Minimum Skills, Knowledge and Experience:**

- Strong leadership skills with ability to influence, inspire and act decisively and problem solve and demonstrate a track record of effective team management to achieve outstanding results;
- Strong strategic planning, organisational and administrative skills with a systematic approach to managing a busy office;
- High level financial acumen with evidence of successful resource, budget management and financial planning and administration;
- Excellent communication, presentation and negotiations skills and fluent spoken and written English;
- Track record of nurturing successful relationships with internal and external stakeholders.

### **Other Essential Skills, Knowledge and Experience:**

- Commitment to widening diversity and promoting social mobility;
- Comprehensive understanding of all aspects of compliance and best practice in Safeguarding: Health and Safety; Insurance; Equality and Diversity; management of data in line with GDPR; UK Border Agency checks;
- Ability to deal sensitively with a wide range of external and internal stakeholders in a confident and professional manner;
- Comprehensive understanding of evaluation and its role in best practice;
- Strong time management skills with the ability to meet deadlines and identify future workload;
- Accuracy and attention to detail;
- Pragmatism, with a common-sense approach to problem solving;
- Capacity to work under pressure and manage a busy workload with high productivity;
- Experience of administrating and managing events

- Ability to work without supervision and to take initiative as appropriate;
- Ability to maintain discretion and confidentiality at all times;
- A commitment to delivering a high standard of work;
- Proven experience of managing databases and information systems;
- Excellent IT skills (Word, Excel, Outlook, SharePoint, PowerPoint)

