**JOB DESCRIPTION**

**Role / Title:** National Programmes Officer, Learning and Participation

August 2022

**Reports to:** Head of National Programmes, Learning and Participation

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**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, aiming to inspire the creativity of individuals and communities across the country and in our Covent Garden and Thurrock homes. 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.

The National Schools programme is of key strategic importance to ROH and currently comprises:

* National schools programmes inspired by our artistic programme with curriculum-relevant projects for teachers to lead in their classroom using digital resources. The portfolio includes Create and Sing, Create and Dance and Design and Make;
* Infra training days (Royal Ballet’s Infra is on the GCSE syllabus)
* School Matinee programme
* Learning and Participation, Thurrock;
* ROH Bridge working across Essex, Thurrock, Hertfordshire, Bedfordshire and North Kent.

**Overall purpose of the job**

To assist the Head of National programmes in the delivery of these programmes providing administrative, logistical, financial and practical support. You will be required to work alongside the Head of National Programmes and also take the lead on identified aspects of the programme.

**Key Accountabilities**

**Planning and Scheduling**

* Work closely with the Head of National Programmes to plan activity from conception to completion, undertaking all logistics planning and administration;
* Work closely with the Head of National Programmes to create and maintain a detailed calendar of events and update Learning and Participation calendar, liaising with the wider ROH as required;
* Assist the scheduling of events, booking rooms and venues, working with the National 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;
* Support the diary management and administration of the Head of National programmes in collaboration with National Project Assistant, deputising as necessary;
* Set up and record meetings as required.

**Artist and Project Team Liaison**

* Support the Head of National Programmes by administrating, issuing and collecting and securely filing contracts;
* Collect required additional documentation for contracted artists as per ROH standard procedures;
* Assist the Head of National Programmes 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, managing catering needs, securing chaperones and preparing signage;
* Undertake get out and storage of content post-events.

**Project Resources**

* Create programme resources – written and digital materials - as required;
* Assist the Head of National Programmes and Project Managers and Digital team on the production and distribution of digital resources for the National Programmes, as needed;
* Ordering of print and visual materials.

**Financial Management**

* Assist the Head of National Programmes in managing project finances, processing all transactions, regularly monitoring and updating budgets and administrating weekly instructions to payroll.

**Compliance**

* Support the Head of National Programmes to ensure a safe, inclusive and welcoming environment on all compliance requirements including Health & Safety; Safeguarding; Insurance; Equality and Diversity; management of data in line with GDPR; UK Border Agency checks;
* Assist the Head of National Programmes to ensure all procedures comply with ROH Safeguarding policies in consultation with the Safeguarding Manager;
* Assist the Head of National Programmes 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 GPDR policies;
* Support the Head of National Programmes in the design and administration of evaluations, collecting and analysing feedback and assisting in the preparation of reports for funders and management;
* Work with the Digital Content Producer to collate data and monitoring of national programmes;
* Produce visual materials including maps of national engagement;
* Maintain accurate records of participation across the programmes and present in written and graphic form for reports;
* Work with external evaluators to gather data and provide access to records as needed.

**Relationship Management**

* Support the Head of National Programmes to foster effective working relationships with all stakeholders being the main point of contact for information about our schools’ programmes.

**Audiences and Media**

* Assist the Head of National Programmes and ROH colleagues to undertake any marketing and promotion for national projects;
* Undertake any other duties as required of the role.

**Contribute to wider L&P efforts**

* Play an active role across the L&P team to ensure an integrated approach to is achieved;
* 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.
* Assist with delivery of Learning and Participation events and activities as required.

This role forms part of a large department and you will be expected to support other projects and programmes as required.

This position is based in Covent Garden but requires regular work in other locations of England as directed. It involves some evening and weekend work. This role will work on a 5 out of 7-day rota.

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

**PERSON SPECIFICATION:**

**Keys Skills, Knowledge and Experience**

* Demonstrable knowledge and experience in opera and/or ballet in educational context;
* Evidence of strong administration, organisational and IT skills with the ability to prioritise and identify future workload;
* Experience of event management, able to demonstrate the ability to plan and run events from concept to delivery;
* Good interpersonal skills with the ability to work with a range of people across the organization and externally, including teachers, artists, technicians, box office, administrative staff and members of the public;
* Excellent communication and writing skills with high standard of English;
* Ability to undertake a varied workload in a fast-paced environment, working on several projects simultaneously

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

* Understanding of schools and the needs of teachers;
* Ability to work in close collaboration as part of a team and independently under direction.
* Attention to detail, particularly in event planning and record keeping;
* Experience of basic financial administration and budgeting;
* An effective team worker with proactive approach to work;
* A common sense approach to problem solving;
* Awareness of customer care, health and safety, and diversity and inclusion activities;
* The flexibility to work regular evenings and some weekends at L&P events as required, for which time off in lieu will be given;
* Commitment to widening diversity and promoting social mobility.

**Desirable Skills, Knowledge and Experience:**

* Some knowledge of applications such as YouTube, Doodle Poll & SurveyMonkey.

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