

JOB DESCRIPTION

Role / Title: Assistant to Chorus and Opera Company Management

Reports to: Chorus Manager and Company Manager

Overall Purpose of the job

To provide effective support to the Chorus Manager, Company Manager and Opera Company office, across a range of work, including administrative support for principal artists, chorus members, extra chorus, actors and dancers.

Key Accountabilities

- Assist the Chorus Manager with the administrative aspects of the management of the permanent chorus and extra chorus, actors and dancers
- Assist the Company Manager with the administrative aspects of the day to day management of The Royal Opera.
- Monitoring attendance by email and work mobile phone, ensuring the correct information is communicated and documented
- Be aware of the performance and rehearsal schedule and assist the Company Manager and Chorus Manager with supporting arrangements as required
- Circulate and copy the weekly call sheet. Be responsible for changes to the call sheet circulated on a daily basis.
- Act as first a point of contact for enquiries, by phone or face to face, dealing with queries and taking messages.
- Provide highest level of customer care for guest artists, chorus, extra chorus actors and dancers; facilitate key aspects of the arrangements for guest artists working with The Royal Opera:
 - Prepare welcome information, meet and greet artists and introduce them to the building and colleagues.
 - Reliably respond to all day to day queries.
 - Assist guest artists in seeking appropriate medical treatment.

- Administrative and document support for schedules, contracts, databases (DIESE) and other records.
- Ensure chorus, extra chorus, actors and dancers information as contracted is accurate, and update on DIESE database as well as in all print and online publications.
- Assimilate information on main chorus working practices and policies as directed, in order to handle enquiries effectively, referring to the Chorus Manager and management team as needed.
- Assimilate House Policies, Union Agreements and relevant legislation and policy to ensure fair practice and the safety of staff and guest artists.
- Assist the Chorus Manager with additional engagements and project work as required to ensure efficient processes and effective multi-skilled team support.
- Organise the administrative arrangements for and facilitate regular chorus, extra chorus, actor and dancer auditions.
- Assist with administrative aspects of short notice cancellation of artists and cast changes.
- Assist the Chorus Manager and the Company Manager with any other department work, tours and project work as required to ensure efficient multi-skilled team support.
- As part of a team, carry out performance and rehearsal duties, including evenings and weekends, to ensure the smooth running of the rehearsals and performances by supporting and supervising the company principals, guest artists, chorus, extra chorus, actors and dancers.
- Provide support to the running of the Opera Company office.

PERSON SPECIFICATION:

Knowledge, Skills and Experience

Experience and Knowledge

- Experience of supporting the work of a professional performing company, professional opera chorus, actors and dancers or an orchestral/theatrical ensemble
- Understanding of the operational aspects of the work of managing an opera chorus, actors and dancers
- Demonstrable experience acting as a guest artist liaison.
- Experience of running auditions for professional engagements

Essential People Skills

- Consistent high level of professionalism and responsiveness
- Ability to deal with people at all levels in a confident and professional manner
- A strong team player
- Ability to prioritise and use own initiative as appropriate.
- Pro-active attitude.

Essential Administration Skills

- Communicate both in writing and orally in a fluent and persuasive manner, in good clear English, and to listen, negotiate and be assertive as appropriate
- Strong organisational and administrative skills with a systematic approach, ideally in a professional arts organisation
- Accuracy and a high level of attention to detail
- Solid proofreading skills
- Strong time management skills with ability to prioritise and meet deadlines
- Capacity to manage a busy workload with high productivity
- Ability to assimilate new information and learn standard procedures
- Commitment to delivering a high standard of work
- Proficient Microsoft Office user (Word, Excel, Outlook, Sharepoint)

Job Requirements

- The flexibility to work evenings and weekends, on occasion at short notice, as the rehearsal and performance schedule and other projects require

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

