



ROYAL OPERA HOUSE

JOB DESCRIPTION

Title: Content Delivery Officer, Print Projects

Reports to: Studio Manager

Main purpose of the job

- To review incoming print briefs and requests for the Royal Opera House Studios team, escalating any complex projects to the Studio Manager
- To plan and discuss resource allocation for accepted briefs and planned deliveries based on available resources, creative talents and skills
- To define and agree key project deliverables, timelines and related costs with client, working with the Client Contact
- To manage day-to-day relationships and communications with internal clients and external partners or suppliers
- To plan and track the delivery of assets in agreed formats and to agreed standards
- To administer contracts, invoices and monitor programme stock levels
- To contribute to best practice, process improvements and innovation in all aspects of the portfolio and across the ROH Studios Content Delivery team

Main Responsibilities

Working to the priorities set by the Studio Manager:

Incoming Briefs

- Review each incoming brief or request for the ROH Studios team and manage a QA process for each, passing complex or sensitive projects to the Studio Manager
- Manage flow of incoming briefs and prioritise any with urgent or high priority according to overall needs
- Based on discussions with the wider ROH Studios team and knowledge of supplier SLAs, agree nature of deliverables, timeline and cost with the Client Contact
- Share information with senior team for each new brief accepted and an update on current work in progress, to ascertain available resources, talents and skills needed for each project and allocate Project Owner and team resources

Resource Allocation

- Plan and discuss resource allocation for accepted briefs with designated senior team members, with regular and frequent planning meetings as routine

- Understand and record the impact of each additional project on the overall workflow planning for the team and any external services required, collaborating closely with the rest of the Content Delivery team
- Schedule, book and manage external suppliers and freelancers
- Ensure team members have all the information needed in order to deliver on agreed briefs

Relationship Management

- Report back to the Client Contact for each accepted brief with the estimates to agree terms; manage any follow up negotiations or discussions in order to manage expectations and conclude the process on agreement of terms including final sign off and delivery deadlines
- Update shared records and notify the relevant team members when terms of the brief are agreed
- Keep the Client Contact updated as to the progress of the accepted project, escalating any serious issues to the Studio Manager
- Contact any external partners or suppliers to notify them of project requirements, working within agreed lead times and SLAs.
- Build and maintain positive relationships with clients, partners, suppliers and any other parties involved (suppliers include printers); develop a good understanding of partner and supplier needs in order to meet agreed deliverables

Workflow Management

- Work with the Studios Content Delivery team standard procedures/systems for workflow management and track projects accordingly
- For agreed briefs, identify the key elements to track for each project, including:
 - Client Contact, Project Owner and resource allocation
 - Information on availability or out of office days for project team and Client Contact
 - Work components, duration/sequence of each work phase and owner
 - Incoming information or assets to be provided to the wider ROH Studios team and timelines
 - Dependencies
 - Risks and possible mitigations
 - Budget and actual expenditure
 - Agreed deliverables and deadlines for sign off and delivery
- Provide a project schedule for each project team /owner which allows tracking of work in progress and updates from project team
- Issue reminders of upcoming deadlines / actions required to project team members or other points of contact as needed
- Maintain regular communications with ROH Studios team leads and highlight any risks within workflows to Studio Manager, and Client Contact as needed

Project Delivery

- Working with the shared information systems and procedures, track all stages of each project workflow from sign off stage/s up to final delivery or phased delivery for projects with multiple deliverables
- Track any expenditure or external resource used within each project to plan and maintain an overall budget tracker for the season
- Communicate with Team Leads, Project Owner and Client Contacts to ensure that project deliverables/assets are received in agreed formats and to agreed standards

Administration

- Administer contracts and invoices for suppliers and freelancers
- Monitor programme stock levels and organise delivery or any reprints
- Maintain a physical and digital archive of Studios printed output
- Organise licenses, hardware and other items required by the Design team

Best Practice

- Promote and enable the adoption of a best practice set of procedures, tools and systems to enable efficient and secure communication, shared information and workflows for content delivery
- Conduct regular review sessions with the Engagement Content team and Design team to take feedback and enable discussion of needs from the team and clients, in order to look for potential solutions and improvements

Continuous Improvement

- Promote and foster a culture of information sharing, collaborative working and team working
- Manage own learning and continuous professional development relevant to the role
- Contribute as a team player within the ROH Studios team and 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

Content Delivery

- Experience of managing asset delivery, working across print content for a creative team or arts organisation
- Ability to use systems for tracking multiple project workflows, deliverables and budget expenditure
- An understanding of print and production processes and the resources needed to deliver creative content assets, with ability to identify the key phases of work, dependencies and risks in the process
- The ability to reflect key priorities in workflow management and direct resources effectively
- Ability to work with Service Level Agreements (SLAs) and to define Terms of Reference for project requests
- A developing track record in supporting creative teams with their project delivery needs and enabling efficiencies in the project lifecycle

Workload Management and Systems Skills

- Highly proficient MS Office 365 user, with experience shared information systems like SharePoint
- Experience of working in a highly deadline-sensitive environment, working with thoroughness, detail and accuracy
- Excellent planning, time-management and administrative skills and ability to manage a busy workload
- Ability and commitment to learning new software and systems and adopting new processes as required to support the smooth running of the department
- Consistent high level of service delivery and responsiveness and experience of working in a highly deadline-sensitive environment

People Skills

- A collaborative and consultative team player, able to negotiate and manage expectations when required
- Excellent communication skills with a friendly, professional and confident manner
- Consistent high level of client service and responsiveness

- Proven ability to remain calm in the face of multiple demands, and an often reactive environment
- Ability to liaise effectively with people at all levels

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

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