

## **JOB DESCRIPTION**

**Role / Title:** Executive Assistant to the Director of Human Resources

**Reports to:** Director of Human Resources

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

To provide effective and comprehensive Executive Assistant support to the Director of Human Resources of the Royal Opera House, ensuring efficient and effective working of the HR office and high-quality relationship and contact management.

### **Key Accountabilities:**

- Provide high-level PA and administrative support for the Director of Human Resources, including diary management and meeting prioritisation.
- Ensure a regular information flow to the Director, allowing time for review, turnaround of documents and reallocation of priorities as needed.
- Prepare agendas, take accurate minutes and follow-up on meeting action points as required.
- Manage all internal and external enquiries, and correspondence ensuring follow up of issues and tracking their resolution.
- Develop and maintain positive and productive relationships with all stakeholders, contacts and colleagues.
- Maintain an up-to-date knowledge and understanding of all the Director's activities and responsibilities.
- Manage the smooth running of the HR office and liaise with other departments as necessary, including IT and Facilities.
- Co-ordinate the orientation and induction of new members of the team.
- Manage and develop efficient and effective administrative and information systems, including filing, archiving and storage.
- Oversee financial administration for the office, including raising of purchase orders and invoice handling and supporting the processing of expenses/credit card statements.
- Undertake research and data collection tasks as required.
- Provide support for trustee and senior-level recruitment campaigns lead by the Director of Human Resources.
- Co-ordinate the Director's attendance at events, including booking tickets and making travel arrangements.
- Receive visitors to the HR office, managing meeting venues and refreshments, ensuring a positive and professional image is maintained.
- Assist the Director with any other administrative duties and project work as required.

## Behaviours:

- Proactively demonstrate a commitment and contribution to the Royal Opera House's health and safety culture in all activities.
- Actively promote the value of diversity in all work; uphold the ROH values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards.
- Ensure confidentiality, in line with organisational policy and data protection requirements.
- Actively contribute to own professional development, developing and maintaining knowledge and understanding of legislative changes and best practice developments.
- Participate in the Executive PA Group to support information flow and positive cross-departmental communications.
- With the other members of the team, share responsibility for housekeeping and the maintenance of standards within the department.

The Royal Opera House is committed to creating a diverse and inclusive environment in which everyone can thrive.



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

## **PERSON SPECIFICATION**

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

- A proven track record of Executive Support experience in a busy, multi-faceted office, with experience of complex diary management.
- Excellent people and relationship building skills, with the ability to operate successfully with people at all levels.
- Strong organisational skills, with the ability to prioritise activities, anticipate needs, plan effectively and be solutions-focused.
- Capability to work under pressure and manage a busy workload with high productivity and initiative.
- Confidence in working with senior team members and effectively dealing with executive-level matters, with the ability to maintain discretion and confidentiality.

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

- Strong communication skills with a high standard of written and verbal English and a considerate, tactful approach.
- Competent and confident Microsoft Office user (solid use of Word, Excel and Outlook as a minimum; SharePoint experience desirable) and with self-sufficient administrative skills.
- Good drafting and report-writing/summarising skills ensuring accuracy and attention to detail; strong numeracy skills.
- Ability to research and prepare reports, briefings and presentations and other information-based tasks.
- Strong project administration skills and the ability to monitor, report on progress and problem-solve.
- Ability to understand the Director of Human Resources' priorities and assimilate new information, prioritising work and managing resources accordingly.
- A team player with a positive outlook and strong work ethic.
- Ability to deliver a highly professional and efficient service.

### **Desirable Knowledge, Skills and Experience**

- Some understanding and experience of Human Resources work is beneficial but not essential.