

JOB DESCRIPTION

Role / Title: Assistant Orchestra Operations Manager

Reports to: Orchestra Operations Manager

Supervises: Casual Orchestra Assistants as appropriate.

Liases with: Orchestral Management
ROH Musicians, Extras and Deputies
Technical, Company and Stage Management
Music Library
Facilities Management
Health & Safety Manger
Visiting orchestras / ensembles
Broadcast and recording engineers

Overall Purpose of the Job:

To ensure the safe and timely setup of the rehearsal and performance spaces for the Orchestra of the Royal Opera House as well as visiting orchestras and ensembles. To work with the Orchestra Operations Manager on forward planning of orchestral layouts, facilities maintenance and management of the day to day working of the Orchestra Operations office. To supervise and train casual members of the Operations team. To deputise for the Orchestra Operations Manager in his / her absence.

Key Accountabilities:

The following responsibilities and duties are carried out in accordance with instructions from the Orchestra Operations Manager.

Facilities and Maintenance:

- 1.1 Supervise maintenance and general cleanliness in and around the orchestra pit, orchestra work and rest areas and storage spaces. During performances, check that all instrument cases are stored away from the performing area (i.e., out of view from the public) with due regard for health and safety.
- 1.2 Ensure all pit / stage facilities, including instruments, chairs, music stands, technical equipment and scores are available, set, clean, safe and ready for use at the appropriate times for all rehearsals and performances.
 - 1.1.1 Oversee that emergency alterations, repairs and cleaning are effected with maximum speed and minimum fuss.
- 1.5 Assist the Orchestra Operations Manager with budgeting for future repairs, maintenance, and additions to OROH property, and maintain an accurate inventory of items both on the premises and on loan.

- 1.6 Arrange and ensure the safe transportation and storage of all instruments and equipment between venues or whilst on tour. Advise the Orchestra Operations Manager of any damage caused to any instrument whilst in ROH care or on ROH property.

Pit Technical Management:

- 2.1 Ensure all technical facilities in the orchestra pit, such as elevators, lighting, safety nets, rostra and seating are maintained and safe for use at all times.
- 2.2 Take actions as necessary to repair any defected equipment.
- 2.3 In conjunction with the Orchestra Operations Manager, work closely with the technical departments of the Royal Opera House with regard to production requirements for orchestral performances including venue setup, lighting and sound.
- 2.4 Liaise with broadcasting and recording engineers (both internal and external) when a performance is being recorded, to ensure the safe and efficient setting up of all necessary equipment in a way that will not be detrimental to the performance.
- 2.5 When advised of hire details by the Orchestra Operations Manager, enable the delivery and collection of equipment and instruments to the orchestra working area for rehearsals and performances.
- 2.6 Facilitate the availability of keyboards for stage and piano calls for the Royal Opera and the Royal Ballet including positioning, maintenance and tuning.
- 2.7 Assist the Orchestra Operations Manager in maintaining detailed and accurate records of all venue and repertoire lay outs ensuring that such records are readily available.
- 2.8 Assist the Orchestra Operations Manager in planning future pit layouts up to a season in advance, taking into consideration H&S and artistic requirements, and liaising with conductors, orchestra management and orchestra musicians as appropriate.

Health and Safety:

All Orchestra Operations staff are responsible for the general Health and Safety of employees and visitors while they are in Orchestra work areas.

- 3.1 Carry out regular visual H&S checks and report any conditions felt to be unsafe to the Orchestra Operations Manager or the ROH H&S Manager.
- 3.2 Be trained in managing safely and keep all risk assessments for performance and rehearsal spaces used by the orchestra up to date.
- 3.3 Undertake training to act as a Fire warden and First-aider in the event of an accident or emergency.

- 3.4 Maintain accurate records of any incidents that occur, and report matters to the Orchestra Operations Manager or H&S Manager for further investigation if appropriate.
- 3.5 Remain abreast of any changes in workplace H&S laws and work to maintain the highest level of safety in the workplace at all times.
- 3.5 Undertake training in the effective use of noise monitoring tools and software and work at the direction of the Orchestra Operations Manager to take regular readings of orchestral noise levels as required.
- 3.6 Produce and maintain Risk Assessments for all orchestra work as required, and specific Noise Risk Assessments for individual productions.
- 3.7 Maintain and update Noise Database records which are used to inform long term planning.

Visiting orchestras/ensembles

- 4.1 Working as directed by the Orchestra Operations Manager, ensure that the technical and support needs of visiting ensembles are in place.
- 4.2 Oversee and facilitate advised pit lay outs, get in/get outs and the availability of ROH instruments and equipment.
- 4.3 Act as a point of contact for visiting ensembles and be on site as required to ensure smooth running of all aspects of their visit.

Performance / Rehearsal duties:

All Orchestra Operations staff undertake rehearsal/performance duties which are in addition to the responsibilities outlined above.

- 5.1 For performance, be well presented either in OROH issue blacks or Dinner Suit (when required) from the time the Stage Manager calls the half until the end of the call.
- 5.2 Ensure all necessary scores are on the correct music stand. At the end of a call, return the conductor's score, and collect and store the orchestral music. Reorganise the Pit as necessary for the next event in the pit.
- 5.3 Ensure all musicians have sufficient space to perform and make changes to the pit layout as necessary to achieve this. Advise the Orchestra Operations Manager and/or orchestral management of any potential problems and notify the Orchestra Operations Manager of any changes or difficulties that were experienced during a call by musicians or other production staff.
- 5.4 In performance, liaise with stage management standing by at the pit/stage entrance until the conductor is in place and the house lights are down. Ensure the timely preparation, setting and clearing of stage bands and related facilities when required.

- 5.5 While on duty, be available and contactable at all times, either in the operations office or via the operation's mobile handset, to deal with problems as they arise. During a call (from the half), during orchestral breaks and at the conclusion, standby at the pit/stage being clearly visible to musicians, taking note of problems they may have encountered and make every effort to resolve any issues.
- 5.6 Attend to conductors' requirements, and where possible, liaise with them at the start and conclusion of a call to check that they are comfortable with stand, stool, lighting or other matters as required.
- 5.7 In the absence of orchestra management staff, fulfil the role of Duty Orchestra Manager for occasional Royal Opera House performances.

Other

- 6.1 Deputise for the Orchestra Operations Manager in their absence.

Person Specification

Knowledge, Technical Skills and Experience

- Proven track record in an orchestral management, technical or events project management role.
- A detailed knowledge of the working practises and demands of an orchestra.
- The ability to read music (basic level) and engage with orchestra players.
- Proficient Microsoft Office user as well as experience with software such as OPAS, EBMS, AutoCAD or other event management system software.

Personal Skills

- Strong communication and people skills to ensure effective interactions at all levels
- Team player
- Track record of taking and accepting responsibility for projects
- Willingness to learn new skills
- Able to react quickly to situations, to be reliable and resilient, to perform consistently under pressure and to respond positively to changing circumstances.
- Flexible and adaptable in thinking and approach, able to plan and manage change.
- Able to use initiative, and lead on decisions when deputising for the Orchestra Operations Manager

Management Skills

- Strong project management skills
- Experience of taking and accepting responsibility for projects as well as a demonstrated level of initiative
- Able to motivate and support staff to achieve consistently high standards of performance.
- Able to 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.

Job Requirements

- Awareness of Health and Safety legislation.

- Flexibility to work varied hours including regular evenings and weekends for scheduled performances and to work on tour as required.
- Physically capable of performing the role – standing, walking long distances over uneven surfaces, climbing, sitting for long periods, lifting, carrying, pushing, pulling instruments and associated pit equipment
- Able to travel occasionally within the UK or abroad as required.

Continuous Improvement

- Ability to work to and support a culture of continuous improvement
- The ability to assimilate new information, and develop new skills or hone existing skills, to be able to deliver work to a high standard
- Commitment to managing own learning and continuous 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.

