

# INFORMATION PACK FOR CANDIDATES

JOB TITLE: EVENTS OFFICER

DATE: JANUARY 2023

ROYAL OPERA HOUSE





# WELCOME

MESSAGE FROM ALEX BEARD, CHIEF EXECUTIVE

Thank you for taking the time to apply for a role at the Royal Opera House.

Extraordinary, world-class performances of opera and ballet are at the absolute heart of our vision here at the Royal Opera House.

So, whether the audience is in one of our beautiful theatres in Covent Garden, watching around the globe in cinemas and online streaming, or taking part in learning and participation programmes up and down the country, we want as many people as possible to enjoy and appreciate these astonishing artforms.

None of this would be possible without the exceptional team of people who work here. People are centre stage of everything we do at ROH, and we built our culture on our core values: treating everyone with Respect, being Open in our mindset and approach, and striving for the Highest Standards in everything we do.

Everyone is welcome at ROH, whatever your background or experience, and we look forward to your application.

Best of luck!

Alex

ROYAL OPERA HOUSE



# ABOUT US

Home to The Royal Ballet, The Royal Opera and the Orchestra of the Royal Opera House, the Royal Opera House (ROH) brings together world-class performers and trailblazing creative teams to share unforgettable performances with audiences near and far.

We house the busiest theatres in the world, delivering more than 400 performances and around 1,350 learning events each year. We employ 1000 permanent staff and generate a turnover of £135m, attracting 1.5m attendances in Covent Garden and in cinemas.

We're at the forefront of innovation in ways in which audiences can experience opera and ballet. Our work is accessed and experienced across the UK and globally through streams, tours, cinema relays, radio broadcasts and TV output.

We work across three sites, all enabling us to produce exceptional performances – our theatres and offices at Covent Garden, our production workshop at Thurrock and our storage facility at Aberdare.

ROYAL OPERA HOUSE





# WORK FOR US – EVERYONE IS WELCOME

We want many more people to enjoy and engage with exceptional ballet and opera.

We believe diversity is about making sure we can attract and develop talented people who bring more because of their different backgrounds, experiences, cultures and outlooks.

Recruiting and working with these talented people is just part of the work. We are committed to creating an environment where everyone believes they belong and can do their best work.

We operate a fair and open recruitment and selection process. Every role is open to all sections of society and we welcome your application, regardless of your sex, race, religion or belief, ethnic origin, different physical ability, age, gender identity or sexual orientation.

We particularly welcome applications from those who are from a global majority background and/or those who are disabled, as they are under-represented within the Royal Opera House. As a Disability Confident employer, we guarantee to interview all disabled applicants who meet the essential minimum criteria for our vacancies.





# ROYAL OPERA HOUSE – EVENTS

The Royal Opera House is a registered Charity, which means we are a not-for-profit organisation and are recognised by the Charity Commission as having a 'public benefit' purpose. The income we receive from ticket sales and commercial activity is not sufficient for us to be able to balance our budgets. And so, we are grateful to receive a grant from Arts Council England, which helps part of the way, and then must fundraise to make up the remainder.

The Development and Enterprises Department (D&E) plays a vital role in this, by raising over £32m a year, and in ensuring we deliver on our charitable mission, retain the best artists and crafts people, maintain our beautiful grade I listed building and continue to produce world class performances.

A small but dynamic team within D&E, the Events Team are tasked with the strategic planning and delivery of events across the ROH spaces – working with a range of internal and external clients and delivering exceptional experiences in our unique venue.

They also strongly role model the ROH values:

Treat each other with **R**espect | Be **O**pen | Value the **H**ighest Standards

ROYAL OPERA HOUSE



# JOB DESCRIPTION

JOB TITLE: EVENTS OFFICER

REPORTS TO: SENIOR EVENTS MANAGER

CONTRACT TYPE: PERMANENT

SALARY: c. £28,000 PER ANNUM

HOURS OF WORK: 40 HOURS PER WEEK – FLEXIBILITY REQUIRED AROUND THE EVENTS PROGRAM

MAIN PURPOSE OF JOB: To maximise income from Fundraising Events, Venue Hire and the events within the Development and Enterprises Events programme

# JOB DESCRIPTION

## MAIN RESPONSIBILITIES

- Work alongside the Events team on the planning, marketing and organisation of Fundraising Events and Galas
- Support and deliver strategic marketing of the Fundraising events to maximise income including creating new audiences/prospects
- Co-ordinate mailings, responses and receipt of payments; and any other administration associated with successful events
- Input management of all information on the ROH database relating to Fundraising events
- Work alongside the Events team and Enterprises team on the planning, marketing and selling of the Royal Opera House venue spaces
- Identify and develop new leads and opportunities; research the marketplace for new business to maximise income
- Maintain and provide continuity to existing clients for repeat business and growth opportunities
- Support strategic marketing of the venue spaces
- Project manage medium-sized client's events from preparing quotes and contracts to delivery of event
- Attend networking events to build business relationships
- Support on delivery of cultivation / fulfilment events across all teams of the Development and Enterprises Department as and when required

# JOB DESCRIPTION

## PERSON SPECIFICATION

### Essential knowledge, skills and experience

- Relevant experience in supporting events organising and delivery
- Highly proficient Microsoft Office user with good database and Excel skills
- General project experience, including planning and prioritisation, and documentation preparation skills
- Ability to learn new procedures and systems for venue hire and events management and arrangements, for both in person and online events
- Commitment to delivering a first-rate service to clients, philanthropists and potential supporters
- Ability to plan and prioritise effectively and meet deadlines
- Strong team player able to work collaboratively across the organisation
- Utmost discretion and confidentiality in dealing with high profile individuals
- Ability to gain a good understanding of the venues and spaces for hire and constraints on availability
- Commitment to a high standard of work with good attention to detail
- The ability to take on an ambassador role in representing the Royal Opera House when working with both new clients and some of our most valued relationships
- A general understanding of the art forms and awareness of the artistic programme or ability to learn



# EVENTS MANAGER – KEY DELIVERABLES

1. Make a contribution to securing and servicing of budgeted business income and contribute to the Development and Enterprises department targets
2. Assist with client relationships successfully and work to deliver new business and sales of the Royal Opera House venue spaces
3. Take responsibility for delivery of designated medium scale events to a high standard, working to best practice in the design and delivery of each event
4. Establish good working relationships across the ROH departments and become a respected member of the Development and Enterprises team
5. Demonstrate excellent office and organisation skills, effective time management, forward planning and prioritisation of work
6. Demonstrate a high level of discretion, respect for confidential information and commitment to delivering a high standard of work





# WORKING WITH US – WHAT TO EXPECT

*“The Royal Opera House has been an exceptional place to work and thoroughly supported everyone all levels during very difficult times”*

*“Working at the Royal Opera House has provided me so much joy in my life. I really do love working for such a great organisation and with lovely people.”*

*“I absolutely love working here.”*

Starting a new job can be daunting. At the Royal Opera House we want to make that transition as smooth and easy for you as possible. We'll provide you with all the information you need before you start and will be on hand to answer any questions you may have about the role.

We are a big organisation, with more than 1000 staff and sites at Covent Garden, Thurrock and Aberdare. There will be plenty of people to meet and you'll have a structured induction, including tours of both our Covent Garden and Thurrock sites. This is a great way to orient yourself and understand how all the work comes together.





# WORKING WITH US – BENEFITS

- 28 days annual leave (including bank holidays), increasing with length of service.
- Membership of the ROH Pension scheme
- Staff offers on performance tickets and access to general rehearsals
- Subsidised canteen and coffee bar
- Interest free season ticket loan once you have passed your probation and onsite spaces for secure cycle storage, subject to availability
- Family Friendly policies
- Childcare vouchers scheme
- Access to our Employee Assistance Programme providing 24 hour advice and counselling services
- Access to the ROH Benevolent Fund, providing confidential support and assistance
- Special arrangements for Healthcare including a health cash plan for employees and healthcare support for performers
- Discounts on alternative and physical therapies provided in-house
- Discounted staff ballet, Pilates and yoga classes
- Discounts at the ROH Shop
- Concessions at a wide range of local Covent Garden shops, restaurants and gyms





## YOUR APPLICATION – CHECKLIST AND WHAT'S NEXT

- Read through this job pack before you make your application.
- We're committed to anonymous shortlisting and all applications are reviewed on their own merit. For this reason we don't accept CVs directly and applications must be made via our website. Follow the link at the bottom of the job description webpage to make your application. [Find out more.](#)
- If you have any questions or require any reasonable adjustments to the application process, please [contact the ROH Recruitment Team.](#)





# CLOSING DATE AND INTERVIEWS

Closing date for applications: **8am, Monday 23<sup>rd</sup> January 2023.**

Interviews will be held in person at the ROH Covent Garden in late January/early February

Once the applications have been reviewed, we will contact you if you have been successful in being shortlisted for an interview.

We also contact all unsuccessful applicants by email.

**GOOD LUCK!**

