



ROYAL OPERA HOUSE

JOB DESCRIPTION

Title: Events Officer

Reports to: Senior Events Manager

Main purpose of the job

Maximise income from Fundraising Events, Venue Hire and the events within the Development and Enterprises Events programme.

To take responsibility for delivery of medium scale events and contribute towards to the development and implementation of events (in person and online events) within the Royal Opera House's events strategy and programme.

To support the work of the Events Team with co-ordinating successful client relationships and deliver successful events, working to best practice.

To manage own learning and contribute to a culture of continuous improvement.

Main Responsibilities

Working to the priorities set by the Senior Events Manager:

Fundraising Events

- Work alongside the Events team on the planning, marketing and organisation of Fundraising Events and Galas
- Support and deliver certain aspects of the work, as directed, outlined above, such as:
 - 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 closely with Board Members, senior volunteers and other Royal Opera House Departments, to achieve desired outcome;

Venue Hire Events

- Work alongside the Events team and Enterprises team on the planning, marketing and selling of the Royal Opera House venue spaces;

- Co-ordinate medium-scaled events and deliver certain aspects of the work, as directed, outlined above, such as:
 - Identify and develop new leads and opportunities; research the marketplace for new business to maximum 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

Development and Enterprises Events

- Work closely with members of Philanthropy, Trust and Foundations and Enterprises teams, to support delivery of sponsors events and make hospitality arrangements for Corporate and Individual Sponsors
- Work alongside the Development and Enterprises teams in the creation of tailored events/experiences from concept to implementation and to see through events on the day
- Work alongside the Head of Membership and Events Team on the scheduling and organisation of the annual programme of events
- Support on delivery of cultivation / fulfilment events across all teams of the Development and Enterprises Department as and when required

General Events Support

- Support and co-ordinate the planning and scheduling of events (in person or online events) throughout the ROH including reserving spaces for the events, and ensure accurate and up-to-date listing of all spaces held across the season and maintain the Events schedule, working with the Planning team and the Venue Management System
- Contribute productively to the Events teams brainstorming and creative events planning
- Plan and issue schedules for each designated event to agreed timeline
- Administrate event planning by using ROH systems, processes and database tools
- Represent the interests of the Development and Enterprises Department at weekly scheduling meetings with other departments, and regular future planning / scheduling meetings
- Work closely with Planning, Visitor Experience, ROH Restaurants and Events Technical and Facilities teams to ensure the events are executed to the highest standard
- Co-ordinating event contractors i.e.. Florists and technical suppliers to ensure the events are executed to the highest standard
- Understanding of insurance, licensing, health and safety obligations and how these apply within a visitor and events environment
- Work closely with ROH Board, ROH Development Committee, senior volunteers and philanthropists
- Maintain utmost discretion and confidentiality with the information and research that you are privy to and to ensure that this information is not shared outside of the organisation and only where appropriate outside the department
- Be present on nights, as required, to ensure the smooth running and success of events
- Undertake any other duties as may be reasonably required in the above post

Continuous Improvement

- Play an active role in the team, contributing to the efficient running of operations

- Keep in touch with best practice and any updates as relevant to the role
- Manage own learning and continuous professional development relevant to the role; undertake any learning or study as required
- Support a culture of information sharing, collaborative working, developing each other and team working
- 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

Key deliverables

- Make a contribution to securing and servicing of budgeted business income and contribute to the Development and Enterprises department targets
- Assist with client relationships successfully and work to deliver new business and sales of the Royal Opera House venue spaces
- To 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
- Establish good working relationships across the ROH departments and become a respected member of the Development and Enterprises team
- Demonstrate excellent office and organisation skills, effective time management, forward planning and prioritisation of work
- Demonstrate a high level of discretion, respect for confidential information and commitment to delivering a high standard of work

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Service Delivery and Event Management

- 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
- Commitment to a high standard of work with good attention to detail

People Skills

- Excellent face-to-face communication and negotiation skills, including experience of dealing with senior level businesspeople and philanthropists
- The ability to support in taking on an ambassador role in representing the Royal Opera House when working with both new clients and some of our most valued relationships
- Strong team player able to work collaboratively across the organisation
- Utmost discretion and confidentiality in dealing with high profile individuals

Organisation Skills

- General organisational and administrative skills with a systematic approach
- Ability to plan and prioritise effectively and meet deadlines
- Able to respond to changing demands and re-prioritise as required
- Able to use initiative and delivery consistently to a busy workload

- Commitment to delivering to a high standard of work

Product Knowledge

- Ability to gain a good understanding of the venues and spaces for hire and constraints on availability
- A general understanding of the art forms and awareness of the artistic programme or ability to learn
- Ability to gain a good understanding of our marketing and event options in order to become operational in the role in a relatively short timeframe

Continuous Improvement

- Ability to work to and support a culture of continuous improvement
- Willingness to learn about the team's activities and support a portfolio of projects
- Commitment to delivering a high-quality service and high standard of work
- Commitment to managing own learning and continuous professional development relevant to the role

Job Requirements

- Flexibility on working hours, willing to work evenings and weekends

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