



# ROYAL OPERA HOUSE

## **JOB DESCRIPTION**

**Title:** Executive Assistant to Director of Finance

**Reports to:** Director of Finance

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### **Main purpose of the job**

To provide effective and proactive EA and administrative support to the Director of Finance, working across multiple departments and teams, liaising with related stakeholders and suppliers

To contribute to a culture of innovation and continuous improvement

### **Main Responsibilities**

#### *Executive Assistant*

- Manage a busy and complex diary and arrange meetings for the Director of Finance, including practical arrangements required (room bookings/catering)
- Raise purchase orders for the department using Presto Purchasing (training will be provided)
- Help prepare and distribute documents in advance of certain key meetings - including the Finance and Operations, Audit and Risk, and Endowment Committees- ensuring receipt with adequate time for review
- Provide general administrative support to the Director of Finance
- Be the point of contact for all telephone and face-to-face enquiries, including receiving visitors, that relates to the work of the Director of Finance, ensuring a positive and professional image is maintained
- Provide secretarial support for documents, reports and letters as required, in house style and manage all correspondence, both incoming and outgoing, in a timely manner, drafting correspondence where required.
- Check Executive team expenses and credit card statements prior to authorisation by the Director of Finance

- Coordinate travel arrangements for the Director of Finance
- Develop and maintain positive and productive relationships with all internal and external stakeholders, contacts and colleagues.
- Work to all department procedures and observe protocols on compliance and the handling of confidential and sensitive information.
- Undertake other administrative tasks as may be required from time to time.

### ***Insurance and Claims Co-ordinator***

- First line of contact for day-to-day insurance queries, insurance administration and assistance with annual renewal process
- Assess and submit all insurance claims to broker and ensure follow-up of any relevant invoices
- Liaise with brokers to arrange additional insurance where needed on case-by-case basis
- Ensure insurance considerations are well communicated across organisation to minimise risk of rendering any cover invalid or of not having adequate cover
- Liaise with stakeholders across organisation to ensure cover is in place for any non-standard activity (e.g. loan of jewels, education residentials, animals hire, filming equipment hire, pyrotechnics, changes to building etc).
- Act as key point of contact for any insurance related issues arising from a Major Incident or Emergency.

### ***Relationship Management***

- Become familiar with names and requirements of committee members and stakeholders who are in regular contact or key to the work of the Department
- Maintain a highly professional and consistent level of service in dealing with all key relationships, internal and external stakeholders, contacts and colleagues.
- Maintain good working knowledge of all the key projects and activities within the Department and which teams or individuals are involved

### ***Continuous Improvement***

- Play an active role in the team, contributing to the efficient running of operations
- Keep in touch with best practice, new technology and any updates as relevant to the role
- Manage own learning and professional development relevant to the role; undertake any learning or study as required
- Proactively demonstrate a commitment and contribution to the Royal Opera House's health and safety culture in all activities

- Uphold ROH Values and Behaviours across all aspects of the role and support our goals for diversity and inclusion
- Support a culture of information sharing, collaborative working and team working
- Contribute to a culture of innovation and continuous improvement

## **PERSON SPECIFICATION**

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

#### *Executive Assistant Experience*

- Significant senior EA experience in an executive office, ideally within a large organisation, and experience of complex diary management.
- Able to deliver a highly professional and efficient service
- Able to work at a senior level, and deal effectively with Executive level matters
- Ability to understand the needs and priorities of the Director, to anticipate and plan effectively
- Good judgement and able to request information when needed; able to take responsibility and make informed decisions under pressure
- Strong numeracy skills, with the ability to work accurately with data entry and checking figures

#### *Workload Management Skills*

- Very competent Microsoft Office user including Word, Excel and PowerPoint
- Excellent organisation and diary management skills, including use of Outlook
- Ability to manage information flow and progress chase effectively
- Capacity to work under pressure and at a high standard, manage a busy workload with high productivity and within deadlines.
- Respect for compliance issues and confidential information
- High standards of general accuracy and attention to detail
- High standard of written/verbal English

#### *People Skills*

- Professional and confident manner, with a flexible and positive approach
- Consistently high level of responsiveness and customer care coupled with tact and diplomacy

- Ability to deal effectively with a wide range of people and at all levels in the organisation
- Ability to work effectively self-directed with little supervision or as part of a team

*Continuous Improvement*

- Ability to work to and support a culture of continuous improvement
- 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

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

