

# Royal Opera House Apprenticeships

## What part could you play?





# INFORMATION PACK FOR CANDIDATES

Events Assistant Apprenticeship  
Learning & Participation Team

Applications close **9:00am, 29<sup>th</sup> May  
2023**



# 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

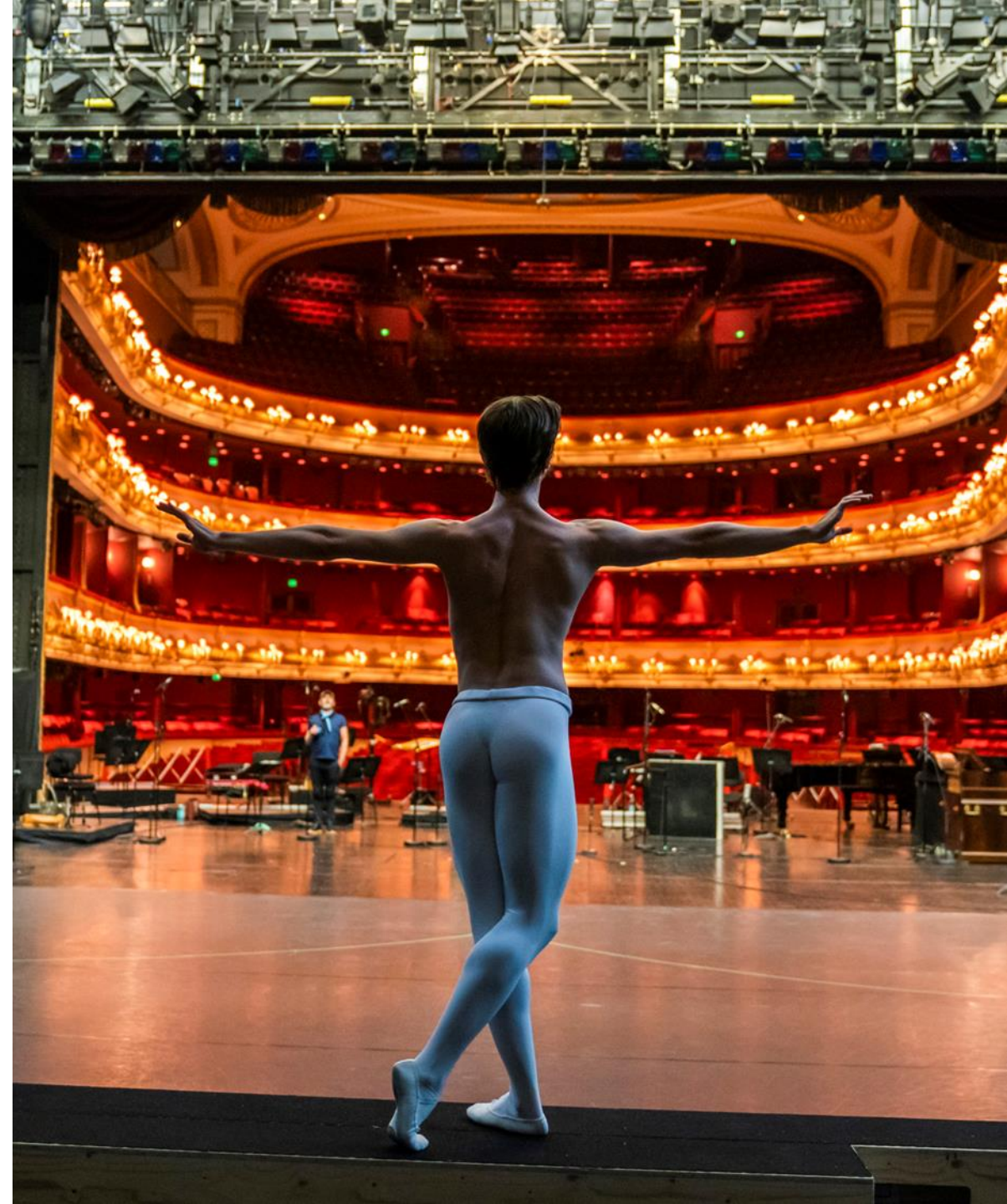
ROYAL OPERA HOUSE





## ROH Apprenticeships

Gain experience, skills and build confidence in an exciting place to work, where no two days are the same...





# ALL ABOUT THE ROYAL OPERA HOUSE

The Royal Opera House is home to The Royal Ballet, Royal Opera and the Orchestra of the Royal Opera House. We are a repertory theatre and a producing house, which means that we make most of the productions ourselves.

We are one of the busiest theatres in the world, delivering more than 400 performances and around 1,350 learning events each year. We employ over 1000 permanent staff, all enabling us to produce exceptional performances. Our staff work across three sites: our Covent Garden theatres and offices, our production workshop at Thurrock and our storage facility at Aberdare.





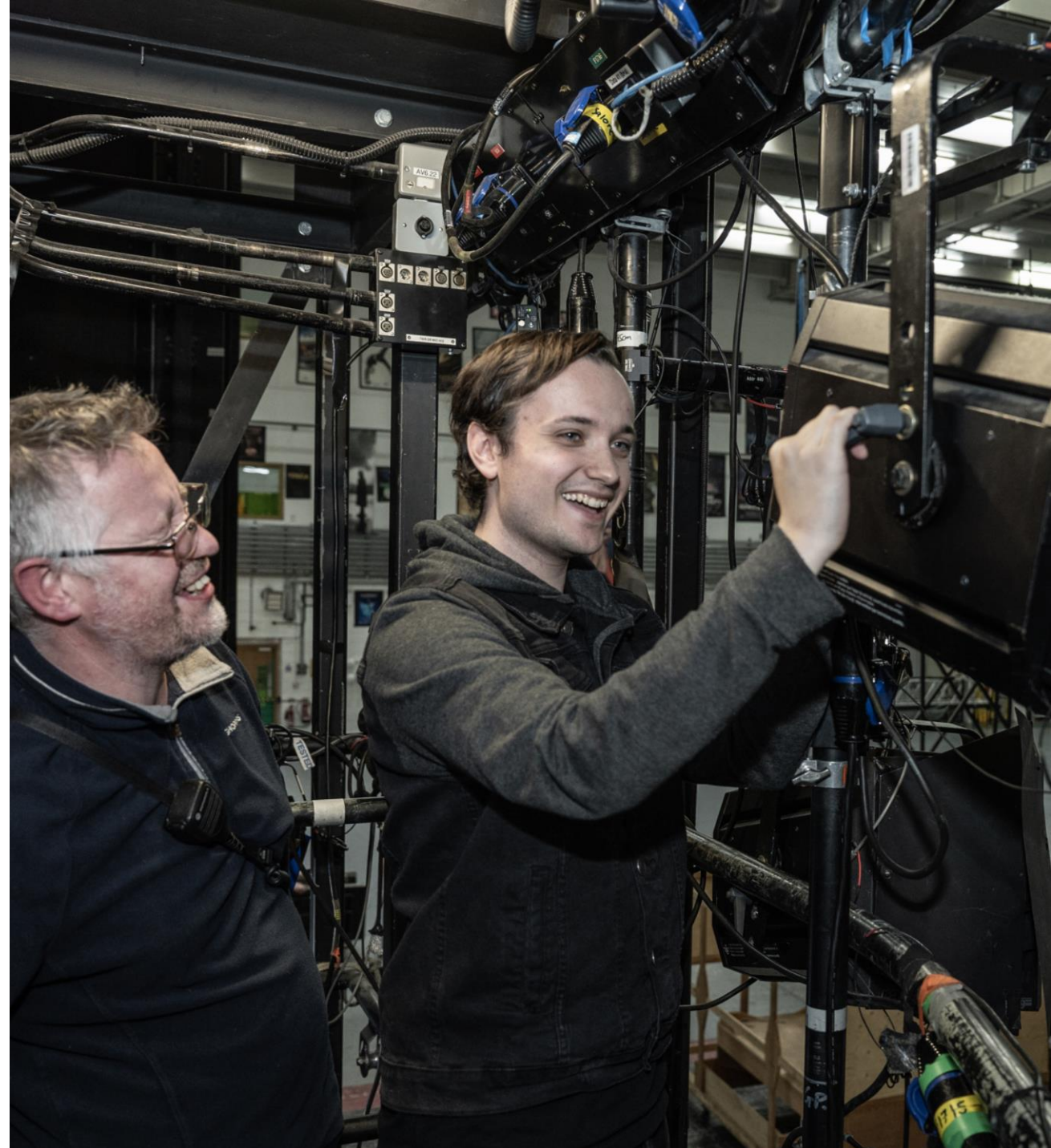
# BEHIND THE SCENES...

Every set, costume and prop that appears on the stage to create the spectacular worlds of Opera and Ballet is made by our highly skilled teams. These include Scenic Carpenters, Scenic Metalworkers, Scenic Artists, Props Makers, Armourers, Wig Makers and Costume Makers.

There are also teams of highly skilled people making the live shows happen; lighting experts, sound experts, stage build crews, flies and automation crews, on stage props, costume and wigs and make-up teams.

These teams get the show up and running; taking them from rehearsal through to performance.

There are up to four different productions showing on our main stage in a week and a whole production can be stripped from the stage to make way for another in a matter of minutes.



As well as the teams who work directly on our performances, there is an army of people that support the day-to-day workings of the organisation.

These include:

- Visitor Experience
- Audiences and Media
- Learning and Participation
- Development and Enterprises
- Operations, Estates and Facilities
- Finance, Legal and Business Affairs
- Human Resources
- Information Technology

And we have Apprenticeships in these departments too!





Whatever the team, everyone who works at the ROH has a passion for what they do and a shared interest in keeping this unique and brilliant theatre doing what it does best.

For that to continue into the future, **we want to encourage fresh, passionate new talent into the building and our apprenticeship scheme plays a big part in that.**

All departments across the organisation support the apprentices through their journey with us.

Apprentices at the ROH get an authentic workplace experience in their specialist field and are fully integrated into the professional teams working on producing our live shows.





# WHERE DO YOU FIT IN?

- We are interested in recruiting apprentices that are **curious**, driven by working in a creative environment and are **keen to learn new skills**.
- We don't expect our apprentices to be experts, but we do want people who **bring enthusiasm and a willingness to learn** from some of the best in the industry (and who might teach us a thing or two!)
- We believe diversity is about making sure we can **attract and develop talented people** with 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.**





# HOW OUR APPRENTICESHIPS WORK

ROH Apprentices are placed in a department relevant to their apprenticeship. They work as part of those teams across a working week that is regulated by the line manager in the department.

Apprentices are also supported by the Apprenticeships team to ensure each apprentice is happy in their placement and keep them on track throughout. The apprentices also support one another as a peer group; there are several opportunities to meet throughout the placements.

Apprenticeships are 2 years (3 in some cases) and have a mix of work and study. Each position is assigned a college that will support the qualification learning and a percentage of the working week of an apprentice is assigned for college work and study. This is either on day release, block release or remote learning.





As part of the Apprentice cohort you will join with other apprentices from ROH taking part in events, training opportunities and activities to bring you together as a community.

You will be assigned a mentor in your department who can manage your work and progress.

You will have regular pastoral sessions with the apprenticeship team who also manage any practical needs of your qualification or employment

The apprenticeships team also connect with your college to ensure you are on track.

Your college course may be day or block release but we allow you time in your working week to fit this in.

**You will earn National Living Wage which will increase by 2.5% in your second year.**





# ROYAL OPERA HOUSE

## Event Assistant Apprentice - Learning & Participation

### Purpose of the Apprenticeship

- The Daytime Events team is one of five teams that make up the ROH Learning & Participation Department. This role will support the work and activities of the Daytime Events team.
- This team produces a wide range of events, including family events, community partnerships and dance and music performances.
- The main aim of these events is to engage new audiences with our work. By the end of the apprenticeship, you will have a good understanding of the role of an events assistant in a cultural venue or similar.





# WHAT IS INVOLVED?

- The apprenticeship will be based in the Learning & Participation department in Covent Garden. The apprentice will work to support a range of activities (eg: workshops, festivals, performances, Insight events) in Covent Garden.
- The apprentice will study for a Level 3 Events Assistant Apprenticeship. The majority of the learning required to achieve the qualification will be done within the workplace.
- The apprentice will be allocated one day per week to attend college or to undertake individual study.
- The qualification will be achieved through the compilation of a portfolio of evidence demonstrating how the relevant skills have been used in the workplace as well as a final practical project.
- The apprentice will be supported throughout the apprenticeship by a college assessor, ROH Learning & Participation staff and the HR Team.
- There will be the opportunity to spend time in a relevant department of another venue/organisation in the second year of the scheme.
- The working week is 40 hours and will include some weekends and evenings.





# WHO WILL YOU WORK WITH?

You will work alongside a variety of people and departments throughout the apprenticeship, but you will work most often with the following individuals and teams:

- The Daytime events team comprised of the Events Producer, Assistant Producer and Events Officer.
- Other members of the Learning & Participation department.
- People from a wide range of other ROH departments who provide support for putting on events eg: Visitor Experience, Audiences and Media and Technical, Production and Costume.
- The resident performing companies, The Royal Ballet and The Royal Opera.
- External artists, musicians and dancers.



# What will you do in the workplace during the apprenticeship?

- Apply all skills gained in training and put them into practice in a range of events.
- Assist in the delivery of on-site events, working across a number of different projects at any one time.
- Assist in the planning of future events.
- Provide administrative support for events.
- Develop an interest in, and an awareness of similar activities across the cultural sector.
- Learn about the various health and safety requirements necessary at events.
- Participate in other training as necessary and appropriate.
- Support other departmental events at neighbouring sites or venue.
- Attend regular meetings with line managers and the Apprenticeships Manager to review progress.
- Maintain a learning log book and submit regular written progress reports to the college and the Apprenticeships Manager.



# What we are looking for in an Events Assistant Apprentice

- An interest in working within an events team.
- Good organisational, administrative and computer skills
- A confident, mature attitude and ability to work with a wide range of people.
- Excellent interpersonal skills.
- Experience in providing good customer service.
- An interest in the arts.
- The ability to work on your own initiative.
- The ability to work well within a team.
- A helpful, positive and flexible approach and attitude.
- Punctual and good at managing own workload.
- Self-motivated to acquire new skills and knowledge.
- Respectful and receptive approach to all health and safety requirements



# MINIMUM ESSENTIAL REQUIRMENTS:

- You must be **18 years old or over** on 4<sup>th</sup> September 2023.
- You must **not** have completed a degree or equivalent level qualification in the UK or elsewhere.
- You must have work authorisation for the UK.
- Ability and willingness to work long hours, including occasional evenings and weekends.
- You must be able to commute to the Royal Opera House in Covent Garden, Central London





# OUR PROCESS

- 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, disability, 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.
- Take a look at [these case studies](#) to hear some past apprentice stories
- See our frequently asked questions if you would like to know more or email your questions to [apprentices@roh.org.uk](mailto:apprentices@roh.org.uk)



# WHAT ARE THE PERKS?

As an ROH Apprentice you will earn the National Living Wage while you qualify.

You will have the opportunity to take part in other training on offer to staff to add to your wider skills.

You will also benefit from all the ROH Staff discounts and offers. These include:

- Staff offers on performance tickets and access to general rehearsals
- Subsidised canteen and coffee bar
- Access to our Employee Assistance Programme providing 24-hour advice and counselling services
- 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





# 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.





# HOW TO APPLY

Scroll to the bottom of the advert on the ROH website and click on 'Apply Now'. Complete our simple application form- we promise it is not too scary.

If you have any access needs and would like to complete the form in a different format- please contact us on [hr.recruitment@roh.org.uk](mailto:hr.recruitment@roh.org.uk)

- The closing date for applications is 9:00am Monday 29<sup>th</sup> May
- First round interviews will be held on the week beginning 12<sup>th</sup> June
- Starting date for successful candidate 4<sup>th</sup> September 2023

