



ROYAL OPERA HOUSE

JOB DESCRIPTION

Title: Artist Liaison Coordinator

Reports to: Head of Ballet Press, Communications team

Main purpose of the job

The role of Artist Liaison Coordinator is based within a busy and fast paced communications team and is an essential support role. Working across an exciting roster of news output, behind the scenes filming and TV and radio broadcasts, the role directly supports filming and photography output for the Royal Opera House.

The role is responsible for managing and developing excellent working relationships with a range of internal and external stakeholders, artists, news, production and broadcast crews and creative teams who work alongside The Royal Opera, The Royal Ballet and more widely across the Royal Opera House as an iconic and leading visitor destination.

To act as the main point of contact for staff and artist liaison activity in the Communications team with primary responsibility for diary and scheduling arrangements for staff and artists, working with key stakeholders to obtain permissions, manage call sheets, production schedules and contracts.

To be responsible for planning, booking and managing internal and external shoots and crews and be the key point of contact for broadcast and photographic shoots and output.

To support the culture of continuous improvement at the Royal Opera House and strive to build and enhance the reputation and brand recognition of ROH Stream

Main Responsibilities

Working to the priorities set by the Head of Ballet Press and senior members of the Communications team:

Building relationships

- Work closely with the ROH planning and legal teams to ensure spaces, contracts and filming and location agreements are watertight, risk assessed, within union regulations and all permissions are granted.

- To liaise with key departments across the organisation to ensure the smooth delivery of all shoots and filmed output, ensuring projects are always chaperoned and supported by members of the communications team.
- Develop excellent working relationships with the company management of The Royal Opera, The Royal Ballet, the Orchestra of the Royal Opera House and other key internal staff and artists, as well as key external contacts for visiting artists
- Become familiar with the relevant media and key influencer contacts and networks used by Communications team
- Maintain a highly professional and consistent level of service in dealing with all key relationships, contacts and artists inside and outside the Royal Opera House, including film crews, photographers, etc.

Scheduling of artists for promotional activities

- Collate up to date information on the artistic programme, casting, cast changes, role debuts, promotions and availability of artists and guest artists for promotional activities
- Develop a list of key internal and external contacts for guest artists and visiting creative teams who may be involved in promotional activities; develop a working relationship with them as the point of contact for the Communications team
- Ensure familiarisation with artist names and an understanding of the needs of artists and creatives involved in the promotional activities
- Maintain good working knowledge of all the planned activities within the Communications team involving artists and keep an up-to-date schedule of these including the artists and the relevant key contacts
- Broker all requests and obtain the necessary permissions for the participation of any artist or creative in promotional activity on behalf of the Communications team
- Understand and observe the principles of the ROH filming protocol and Health and Safety requirements, including risk assessments

Teamwork

- Develop sufficient awareness of the operations, priorities and needs of the various teams involved in the approved promotional activities to be able to organise and communicate the workflow and deliver to priorities
- Work effectively as part of a small team, observing requirements for confidentiality and all department procedures and practices
- Maintain strong working relationships with other Audiences and Media teams and key stakeholders

Continuous improvement

- Play an active role in the team, contributing to the efficient running of department operations
- Keep in touch with best practice, trends and new technologies or tools relevant to the sector
- Contribute to a culture of innovation and continuous improvement
- Manage own learning and continuous professional development relevant to the role; undertake any training if needed
- Uphold ROH values and behaviours: Treat each other with **R**espect | Be **O**pen | Value the **H**ighest Standards and contribute to our goals in diversity and inclusion

PERSON SPECIFICATION

Essential Knowledge/Skills and Experience

Promotional Content Planning and Delivery

- Ability to support activities for a promotional or campaign strategy, with the ability to plan, coordinate and prepare digital assets and other materials
- Experience of supporting the creation and delivery of promotional digital content
- A good working knowledge of a range of tools for managing content for social channels, including working with text, data, images and AV (tools such as HTML, databases, Adobe Creative Suite or similar)
- General awareness of the workings of social media and multimedia content management platforms
- The ability and interest to build on existing technical skills and knowledge and understanding of relevant subject matter
- Understanding of the requirements and working methods of the media in UK and overseas
- Ability to understand the needs and working methods of artists and theatre personnel

Workload Coordination Skills

- Strong communication skills and high standard of written/verbal English including good proof-reading skills
- Highly proficient Microsoft Office user, able to work with current digital imaging processes and good aptitude for learning new applications
- Strong organisational and time management skills, able to work on own initiative, with ability to prioritise and meet deadlines
- Ability to work accurately and consistently under pressure, with accurate typing and data inputting skills
- Ability to collate data accurately and to required standards
- Able to work to a brief and relay information in a clear and concise manner
- Attention to detail and commitment to delivering a high standard of work

People Skills

- Ability to deal with a wide range of people including artists and the media confidently, courteously and discreetly at all levels
- Ability to maintain a range of working relationships effectively
- Ability to manage potentially difficult stakeholders and relationships and to ensure the interests of the organisation are being served.
- Consistent high level of customer care and responsiveness
- A strong team player with experience of working effectively with multi-disciplinary teams
- Consistent high level of service delivery and responsiveness
- Proven ability to remain calm in the face of multiple demands

Continuous Improvement

- Ability to work to and support a culture of continuous improvement
- Commitment to managing own learning and continuous professional development relevant to the role
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.

Job Requirements

- Flexibility to be available for evening work and weekends when required

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

