

JOB DESCRIPTION

Role / Title: Apprenticeships and Work Experience Officer (part-time)

Reports to: Apprenticeships and Work Experience Manager

Overall Purpose of the Job:

- To run the day-to-day activities of the Work Experience scheme and provide support to the Apprenticeship programme
- Contribute to projects for the HR Department in support of the overall ROH plan

Key Accountabilities:

- Support the delivery of the ROH Equality, Diversity and Inclusion Strategy by placing diversity considerations at the heart of apprentice and work placement recruitment and all aspects of both schemes

Work Experience

- Administer the programme in line with objectives as agreed with the Apprenticeships and Work Experience Manager
- Provide the first point of contact for all applicants and enquiries, responding in a prompt and efficient manner
- Advise staff on the policy and procedures for offering work experience placements
- Liaise with departments to identify work experience opportunities, agreeing timings, minimum requirements, selection criteria, etc.
- Monitor the completion of health and safety and safeguarding documentation to ensure that requirements are met
- Coordinate the advertising of work experience opportunities, uploading the details to the ROH website and elsewhere
- Run the work experience recruitment process, to include:
 - receipt of applications
 - forwarding applications to the relevant department offering the placement
 - confirming offers of placements
 - liaison with schools and parents where appropriate and ensuring completion of consent forms
 - issuing regret letters to unsuccessful applicants
 - equal opportunities monitoring
- Issue induction information and provide a general induction to all new starters
- Be the first point of contact for any questions or issues for those on placement
- Issue lunch tokens and provide guidance to participants on the procedure for claiming travel expenses; check expense claims are correct before forwarding for authorisation
- Issue evaluation forms and certificates to participants on completion of placements
- Process evaluation forms and identify any areas for further development of the programme

Apprenticeships

- Manage a designated cohort of apprentices, including regular performance management meetings, pastoral care and college liaison, escalating any issues to the Apprenticeships and Work Experience Manager as necessary
- Support the recruitment of apprentices, including organising interviews, assessment centres and feedback
- Provide the first point of contact for apprentice recruitment enquiries, responding in a prompt and efficient manner
- Represent the HR department on apprentice recruitment selection panels, as required
- Build and maintain relationships with relevant colleges and training providers and contacts across the sector
- Support the apprentice graduation celebrations and contact with apprentice alumni

For both schemes

- Record and monitor all expenditure relating to both schemes, reporting regularly to the Apprenticeships and Work Experience Manager
- Provide effective administrative and practical support to careers events, including TheatreCraft.

Behaviours:

- Proactively demonstrate a commitment and contribution to the Royal Opera House's health and safety culture in all activities
- Actively promote the value of diversity in all work; uphold the ROH values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards
- Ensure confidentiality, in line with organisational policy and data protection requirements
- Actively contribute to own professional development, developing and maintaining knowledge and understanding of legislative changes and best practice developments
- With the other members of the team, share responsibility for housekeeping and the maintenance of standards within the department

PERSON SPECIFICATION:

Essential Skills, Knowledge and Experience:

- Experience of supporting young people in the early stages of their careers
- Strong organisational and administrative skills, ideally with some HR experience
- Ability to work effectively with a wide range of people within and outside the organisation
- Excellent written and verbal communication skills
- Ability to prioritise own workload and to work unsupervised
- Experience of recruitment administration
- A commitment to proactively promoting diversity and inclusion

Other Essential Skills, Knowledge and Experience:

- Commitment to delivering a high standard of customer care and continuous improvement
- Strong time management skills, with the ability to prioritise and meet deadlines
- Good computer skills with strong Microsoft Excel and experience of data analysis

- Strong numeracy with experience of budget management
- Some research skills
- Sensitivity in dealing with confidential information
- Flexibility in dealing with changing priorities
- Accuracy and attention to detail
- Ability to assimilate new information and learn routine procedures
- Ability to deal sensitively with people at all levels with tact and diplomacy
- An effective team player

Desirable Skills, Knowledge and Experience:

- Understanding of the back-stage work of a theatre
- Interest in and enthusiasm for the Arts
- An interest in working towards CIPD membership
- Experience with Microsoft SharePoint

The Royal Opera House is committed to creating a diverse and inclusive environment in which everyone can thrive.



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