

JOB DESCRIPTION

Role / Title: Visitor Experience Scheduling and Payroll Coordinator

Reports to: Visitor Experience Administration Manager

Overall Purpose of the Job:

- To coordinate the efficient, cost-effective, accurate and compliant use of human resources across the Visitor Experience department.
- To do the shift scheduling and preparing payroll for all VE staff, ensuring accuracy, timeliness, best practice and efficiency. To assist the FOH Volunteers Coordinator with volunteer scheduling as required.
- Be the efficient, approachable, positive, solution-focused and knowledgeable point of contact for the department regarding staffing.
- To provide an excellent level of friendly and efficient support to Visitor Experience staff and volunteers, ensuring confidentiality, transparency, fairness, understanding of individual needs and respect at all times.
- To coordinate other tasks related to staff scheduling, such as all-staff meetings, training days, recruitment open days etc.

Key Accountabilities:

- To create and update rotas for all VE teams.
- To issue forms (absence, shift change etc) and ensure their return, maintaining records of leave, sickness, timekeeping and other staff performance-related information for all VE staff.
- To prepare the payroll for all VE staff.
- To carry out all rostering related activities within budget and always looking for efficiencies and / or learning and development opportunities for staff.
- Ensure the efficient administration of starters and leavers processes, in liaison with VE line managers, Human Resources, and Payroll.
- Provide an excellent service to Visitor Experience team members, responding promptly to communications and questions regarding their rotas/shifts, payroll, holiday, and attendance.
- To be open, approachable and a role model in treating staff with fairness, respect and being impartial and confidential in face of issues.
- Ensure accurate, confidential and secure record keeping, in line with Human Resources and Finance policies and GDPR.
- Provide cover for the VE Administration Manager as required.

- Work closely with the VE Administration Manager in delivering recruitment, induction and training to VE teams.
- Proactively demonstrate a commitment and contribution to the Royal Opera House's Diversity and Inclusion strategy in all activities, including rosters and distribution of opportunities.
- Maintain correct working methods and safe working practices, in line with Royal Opera House policies and procedures, and meeting health and safety standards and all relevant current legislation.
- Support the development and implementation of a Time and Attendance / Scheduling software, including a review and possible change of internal processes; working with a positive attitude towards change at all times.
- Work with colleagues across the organisation to ensure that the planned programme of events and performance can be fully staffed, always with a proactive and "can-do" attitude to requests. This includes attending weekly planning and scheduling meetings and contributing to them.
- Ahead of every season, to develop and implement a staffing plan for the season ahead which responds to repertoire, opening hours, events, training days, recruitment needs and other activities. To monitor and review this plan monthly thereafter.
- Working alongside the Administration Manager and the VE senior managers, to contribute to the forecasting and annual budget setting of payroll.
- Establish positive relationships with a range of internal colleagues across ROH departments.
- To assist management and union conversations by producing staffing related reports as required.
- Actively contribute to own professional development, developing and maintaining knowledge and understanding of legislative changes, basic employment law, working time directives and best practice developments.
- The Visitor Experience teams work closely, and the success of the department is dependent on teamwork. We expect you to be flexible and assist your colleagues whenever possible, in specific your immediate colleagues in the Administration team.
- Required to work occasional evenings and weekends, including Sundays, as required, such as to assist in delivering training or during recruitment times.
- Any other duties as required within the scope of the VE Administration team.

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

PERSON SPECIFICATION:

Minimum Skills, Knowledge and Experience Requirements:

- Accuracy and extreme close attention to detail.
- Excellent computer skills and proficiency with Microsoft Office.
- Advanced Excel skills with the ability to work with and manipulate data.
- High level of numeracy.
- Excellent organisational skills; an analytical approach to problem solving.
- Proven experience of delivering excellent customer service.
- Strong communication skills in all forms.
- Ability to convey complicated information in easily digestible formats.
- Ability to work to strict deadlines.

Other Essential Skills, Knowledge and Experience:

- A systematic approach to managing tasks and priorities, and the ability to plan ahead and work to deadlines.
- Ability to work calmly under pressure.
- Ability to learn quickly, take initiative, and work unsupervised.
- Strong team worker.
- Ability to focus in a busy office environment.
- A confident user of technology, with experience of databases, rostering systems etc.
- Knowledge of the provisions of PCI and GDPR compliance in relation to financial transactions and data protection.
- Appreciation of confidentiality and discretion when dealing with sensitive data and situations.

Desirable Skills, Knowledge and Experience:

- Experience of Tessitura or other database / CRM systems.
- Experience of Time and Attendance/ scheduling systems.
- Interest in the Arts.

