

JOB DESCRIPTION

Role/Title: Administrator, Chief Executive's Office

Reports to: Head of Chief Executive's Office

Overall Purpose of the Job:

- To provide full administrative support for the Chief Executive's Office
- To project manage and administer the Chief Executive's entertaining and advocacy events
- To draft reports and presentations and undertake research as required for the Chief Executive

Background:

- The Chief Executive's Office provides support for the Chief Executive, Alex Beard, including the management of key Board and Executive meetings, and maintaining positive relationships with key stakeholders and funders
- The Office develops and monitors the Royal Opera House business plan and supports specific areas of strategy and policy

Key Accountabilities:

In liaison with the Head of the Chief Executive's Office:

- Provide comprehensive administrative support to the Chief Executive's Office
- Project manage and administer entertaining and advocacy events, such as extending hospitality at performances in the Director's Box; making all arrangements; tracking engagement and keeping records; liaising and communicating with the wider organisation to maximise benefit
- Assist with administration related to the Board of Trustees, Executive Team and other formal meetings as required, and making arrangements for away days
- Draft the Chief Executive's report for the Board of Trustees, including drafting sections of the report, and gathering, collating and editing content from other departments

- Undertaking research for the Chief Executive's speeches and presentations.
- Assist the Head of the CEO Office to convene a network of assistants and administrators across the organisation
- Any other duties as required

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 and inclusion in all work
- Uphold the ROH values and behaviours: Treat each other with **R**espect - be **O**pen - value the **H**ighest 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

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:

- A proven track record in administration in a busy office environment, with experience of diary management.
- Strong organisational and administrative skills, with a high level of accuracy and attention to detail.
- Flexibility and adaptability, with the capacity to work under pressure and manage a busy and varied workload with high productivity.
- Confidence in the use of IT systems to improve efficiency.
- Strong communication skills with a high standard of written and verbal English.
- Excellent people and relationship building skills, with the ability to operate successfully with people at all levels.

Other Essential Skills, Knowledge and Experience:

- Very competent Microsoft Office user, with self-sufficient office skills.
- Strong time management skills with ability to prioritise and meet deadlines.
- Ability to take responsibility and make informed decisions under pressure.
- Good judgement and able to request information when needed.
- Good project coordination skills, able to maintain a project plan and see through small projects to completion.
- Good research skills, able to absorb new subject matter material in a short space of time and summarizing complex information.
- A proactive approach, with the ability to work without supervision and to take initiative as appropriate.
- Ability to maintain discretion and confidentiality at all times.
- Commitment to delivering a high standard of work.
- A highly professional approach.
- Well-developed diplomacy skills.
- A team player with a positive outlook and strong work ethic.

Desirable Skills, Knowledge and Experience:

- Experience of Microsoft SharePoint.
- Interest in the arts, culture or creative industries.
- Experience of event planning

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

