



ROYAL OPERA HOUSE

JOB DESCRIPTION

Title: Scheduling System Officer

Reports to: Head of Planning

Main purpose of the job

To facilitate the continual improvement of the scheduling system, broadening scope of the system and its users.

To support projects relating to new developments within the scheduling system.

To coordinate the planning of organisation wide maintenance and capital projects.

Main Responsibilities

Working to the priorities set by the Head of Planning:

Systems management

- Facilitate the continual improvement of the scheduling system, currently DIESE, working with all ROH departments to improve their user experience of the system, develop reports and increase adoption of the system functionality.
- Support projects relating to new developments within the scheduling system, assisting with project planning, configuration, testing and training.
- Ensure the scheduling system integrations and data flows to other key ROH systems is maintained, and continually improved
- Key user and stakeholder in development of ROH scheduling system
- Input scheduling data into the system in all ROH spaces (Covent Garden, Purfleet and Aberdare) on behalf of the Planning team
- Work with our IT team to maintain a clean, healthy system

Space planning for maintenance and capital projects

- Support the day-to-day requests from all ROH departments for space bookings, advising on options available, checking and advising on logistics, assessing the impact of potential projects and events on resources/ existing activity
- Advise our Capital project managers on options for when their works can take place around the building, considering the wider impact across the organisation
- Support the planning of the summer maintenance period

Support for the Planning Team

- Support the Planning Team in running a programme of meetings
- Support and cover for the Planning Team as advised

- Support the creation of documents and reports as required in house style

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Project Management

- Proficiency or familiarity with project management methodologies (e.g. PRINCE2)
- Experience of managing projects that have a wide range of stakeholders
- Excellent written and verbal communication skills to convey project information to stakeholders

Organisational Skills

- Ability to learn new procedures and become operational in a short period of time
- Ability to assimilate new information and good problem-solving ability
- Exceptional organisational skills with a systematic approach and high standards of general accuracy with data entry and attention to detail
- Strong time management skills with ability to prioritise and meet deadlines
- Ability to take responsibility and make informed decisions under pressure
- Able to manage a busy workload and commitment to a high standard of work
- Sufficient administration experience in a busy office
- Respect for compliance issues and confidential information
- Some knowledge of the working practices of a theatre and awareness of the working practices in relation to artists, musicians and artistic staff

People Skills

- Professional and confident manner and ability to consult effectively as required
- Consistent high level of responsiveness and customer care, coupled with tact and diplomacy
- Ability to deal effectively with a wide range of people at all levels in the organisation
- A strong ability to work self-directed across various departments and in a team
- Ability to express the benefits of working within a system and convince new users to adopt systems and working practices

Continuous Improvement

- Ability to work to and support a culture of continuous improvement
- Commitment to delivery of a high-quality service and high standard of work
- Commitment to managing own learning and continuous professional development relevant to the role

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

