

JOB DESCRIPTION

Role / Title: Daytime Events Officer
Reports to: Daytime Events Producer

Role Context :

Ballet and opera capture the deepest emotions and tell universal stories. The Royal Opera House (ROH) wants to share these life-changing artforms and their power to move and excite with as many people as we can. We are home to two of the world's great artistic companies – The Royal Opera and The Royal Ballet - performing world-class opera, ballet, music, and dance live on stage in our iconic theatres in Covent Garden accompanied by the Orchestra of the Royal Opera House. We reach out to audiences across the UK and internationally through ROH Cinema and digital content on other platforms.

Learning and Participation (L&P) is central to ROH's mission, playing a vital role in building and diversifying the future of ballet and opera. The programme aims to inspire creativity and widen access to our art forms, particularly for young people. Against a backdrop of lack of equity in arts education and lack of diversity, we are scaling up our national programmes in schools and strengthening programmes to nurture diverse young talent, whilst offering a suite of programmes to welcome participants to our iconic Covent Garden home. Our talks & events encourage deeper engagement & deeper understanding of the context and creative process of the work on our stages. They also give artists and creatives a direct voice to talk to the public, humanising the ROH brand and enhancing the understanding of their artistry.

Overall purpose of the job:

In 2018 we transformed the ROH's public spaces, animating them with our Daytime Events and Festivals programme of performances, workshops, and exhibitions to engage visitors with the richness of stories from opera and ballet and our past and present.

We are looking for an Events Officer to co-ordinate and event manage the programme, which currently comprises:

- Informal performances: Recitals at Lunch, Live at Lunch,
- Participation for adults: Sing at the Royal Opera, Dance with the Royal Ballet, Tea Dances,
- Participation for children and families: Family Sundays
- Creative Residencies with visiting community groups
- Ad hoc special events with partnered organisations

This role will work closely across the Producing team (Producer and Assistant Producer) on planning, project administration and logistics management of all events. You will be responsible for ensuring that all events are of the highest quality, meet the needs of the target audiences and are delivered efficiently and effectively, in line with ROH systems.

Key Accountabilities:

Planning and Scheduling

- Work closely with the Programming and Producing teams to plan activity from conception to completion, undertaking all logistics planning and administration.
- Manage project plans, communicating deadlines across team and ensuring these are met.
- Manage schedules for each event, including rehearsals.
- Manage all room bookings for rehearsals, dressing rooms and events.
- Working on the Events Planning system, collate all technical and operational needs of each event, compile Event Sheets and Floor plans, and moving plans for Facilities.
- Band manage all casual and volunteer staff.
- Set up and record meetings as required.
- Work closely with Planning, Technical, Visitor Experience, Catering, Production and Facilities and external contractors to ensure all operational requirements are delivered and high-quality service levels met.

Project administration

- Maintain accurate project records.
- Administrate and issue contracts and ensure they are signed, returned, and securely stored.
- Compile contact sheets and store securely.
- Collect required UK Border Agency documentation for all contracted artists and staff following agreed ROH procedures.
- Prepare briefings for ROH and casual staff and artists welcome packs for each event.
- Organise travel and accommodation requirements for practitioners as needed.
- Organise staff passes and security as required.
- Support Producing team in ticketing set up for each event and manage complimentary tickets.
- Order all materials and equipment as needed, organising portorage for instruments, piano tuning, signage and all logistics.
- Set up all artists and staff on payroll and manage timesheets;
- Set up and record meetings as required.

Event management

- Prepare all materials and resources for the events.
- Collate information for Risk Assessments and ensure full consideration is given to H&S.
- Manage Get Ins to ensure all rooms are prepared with the required resources and equipment in advance and Get Outs to ensure spaces cleared, returns managed;
- Support the Producing team to run the day ensuring visitors have a positive experience, all schedules are adhered to, and all logistics work effectively.

Financial management

- Support the Producing team in managing project budgets, processing all transactions, and regularly monitoring and updating budgets and weekly instructions to payroll.

Compliance

- Ensure a safe, inclusive, and welcoming environment on all compliance requirements including Health & Safety; Safeguarding; Insurance; Equality and Diversity; management of data in line with GDPR; UK Border Agency checks.
- Assist the Producing team to ensure all procedures comply with ROH Safeguarding policies in consultation with Safeguarding Manager.

- Assist the Producing team in securing all licenses and rights.
- Ensure that all media and image permissions are secured, and all records of photography and recordings are recorded and safely stored.

Resource management

- Assist in the management of the Taylor Learning Rooms, ensuring stock and equipment is well managed, adheres to our sustainability commitments and spaces well maintained.

Data management and Evaluation

- Undertake evaluation of projects as instructed.
- Document project and book photographers if required, ensuring protocols are followed.
- Record all data in line with L&P systems.
- Write event report at end of each event.

Relationship management

- Support the Producing team to foster effective working relationships with all stakeholders.
- Be the first point of contact for public and participant enquiries regarding Daytime Events and Festival.

Contribute to wider L&P efforts

- Play an active role across the L&P team to ensure an integrated approach to is achieved.
- Collaborate with ROH Bridge and L&P Thurrock.
- Act as an ambassador for ROH L&P, positively promoting the full portfolio of our work internally and externally.
- Participate in cross-ROH initiatives as agreed.
- Assist with delivery of Learning and Participation events and activities 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 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.

This role forms part of a large department and you will be expected to support other projects and programmes as required.

This role works on a 5 out of 7-day rota. This role forms part of a large department and you will be expected to support other projects and programmes as required. This position is based in Covent Garden but may require working in other locations of England as directed.

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 Skill, Knowledge, and Experience Requirements:

- Experience of event and/or festival management in a cultural organisation.
- Evidence of successful resource and budget administration.
- Excellent written and verbal communication skills with a high standard of written English and experience of report writing.
- Strong time management skills with the ability to meet deadlines and identify future workload in a fast-paced environment.
- A commitment to delivering a high standard of work.
- Ability to deal sensitively with the general public and a wide range of external and internal stakeholders in a confident and professional manner.
- Commitment to widening diversity and promoting social mobility.

Other Essential Skills, Knowledge & Experience:

- Experience of using e-procurement or accounting software.
- Experience of compliance and H&S management.
- Experience of working within the arts and cultural sectors with an interest in opera and ballet.

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

