



JOB DESCRIPTION

Title: Youth Opera Programme Manager

Reports to: Head of Opera, Learning and Participation

Role Context

The mission of the Royal Ballet and Opera (RBO) is to enrich the cultural life of the nation by growing the public enjoyment and appreciation of exceptional ballet and opera.

About RBO Learning and Participation (L&P)

Learning and Participation (L&P) is central to RBO's mission to enrich the cultural life of the nation. An extensive programme, based at our Covent Garden and Thurrock homes and across England, aims to inspire creativity and give people of all ages the chance to discover, question and respond to the power of our artforms.

The L&P programme is distinctive in its scale and ambitions, involving more than 50,000 annual participants across three strands:

- an award-winning, multi-disciplinary National Schools Programme, which encompasses our role in supporting important school and pupil outcomes via our Create & Learn classroom schemes and teacher training, as well as our role as a 'Bridge' organisation with specific focus in the East of England,
- talent development work through opera and ballet training networks, and
- enriching participatory events in our Covent Garden home.

Main Purpose of the Job

To support the Head of Opera, Learning and Participation in the planning and delivery of the programmes providing project management administrative, logistical, financial and practical support.

You will be responsible for ensuring the ongoing Youth Opera programmes and special projects out of London are planned and delivered efficiently, safely, to budget and meet ambitious engagement targets in line with the L&P strategy.

Key Accountabilities

Planning and scheduling

- Work closely with the Head of Opera, L&P to plan activity from conception to completion, undertaking all medium-term planning, logistics and administration
- Work closely with the Head of Opera, L&P and partner organisations on the planning and delivery of special projects including but not limited to showcase performances, a pilot project for 14–17-year-olds and a special creative project for Bradford City of Culture 2024/25
- Work closely with programme associate artists ensuring they have clear briefs and are supported in their delivery of these
- Work closely with all internal departments and external contractors to ensure all operational requirements are delivered and high-quality service levels met
- Update the Learning and Participation calendar liaising with the Head of Opera, L&P and the Royal Opera as required
- Manage a schedule of regular catch-up meetings with key stakeholders relevant to L&P opera projects
- Set up and record other meetings as required.

Project management and administration

- To oversee the running of youth opera programmes from planning to delivery.
- Maintain accurate project records
- Be the first point of contact for public and participant enquiries regarding the opera projects
- Manage the pastoral care of participants, particularly in the Youth Opera Companies, liaising with parents, chaperones and creative teams
- Liaise with participating schools, providing events information and advice as required
- Prepare briefings for all project stakeholders, including creative teams, staff, chaperones and volunteers
- Administrate and issue contracts and ensure they are signed, returned and securely stored
- Lead on collecting evaluation data for all youth opera programmes, and to support on writing impact reports
- Compile contact sheets and store securely
- Collect required UK Border Agency documentation for all contracted artists and staff following agreed RBO procedures and manage timesheets
- Organise staff passes and security as required
- Organise travel and accommodation requirements for practitioners as needed
- Process payments for all artists, support staff and chaperones working on youth opera programmes.

Event management

- Oversee the event management for Saturday Youth Opera rehearsals, including managing staff, artists and chaperones, scheduling and risk assessments

- Support Daytime Events team to contribute to event management, including rooms/venues set up, sourcing materials, equipment, managing catering needs, securing chaperones and preparing signage
- Manage logistics of events, acting as key point of contact for audiences and participant groups ensuring visitors have a positive experience, all schedules are adhered to and all logistics work effectively
- Work with relevant managers on Risk Assessments and ensure full consideration is given to H&S.

Resource management

- Commission and create music resources as required, liaising with the Music Librarian and Music staff
- Oversee the production and distribution of digital resources.

Financial management

- Support the Head of Opera, L&P 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 by adhering to all compliance requirements including Health & Safety; Safeguarding; Insurance; Equality and Diversity; management of data in line with GDPR; UK Border Agency checks
- Ensure fiscal responsibility and adherence to RBO financial policies
- Ensure all copyright and licenses are secured, working with Business Affairs as necessary
- Ensure all media and image permissions are secured and all records of photography and recordings are saved and securely stored.

Contribute to wider L&P efforts

- Play an active role across the L&P team to ensure an integrated approach is achieved
- Act as an ambassador for RBO L&P, positively promoting the full portfolio of our work internally and externally.

Behaviours

- Uphold the RBO values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards
- 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 diverse perspectives in all work
- 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 position is based in Covent Garden but requires regular work in other locations of England as directed.

This position works 5 out of 7 days and requires regular weekend and evening work.

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

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

- Demonstrable experience of project management within the performing arts or creative education sectors
- Experience of producing/delivering high quality performances and events
- Significant experience of managing performing arts or arts education projects
- Excellent project management skills with strong organisational, administrative and time management skills and proven ability to work on several projects simultaneously to meet deadlines
- An effective team worker with a proactive approach to work
- Experience of financial administration and monitoring budgets.

Other Desired Knowledge, Skills and Experience

- Strong leadership skills with proven ability to influence, act decisively and problem solve
- Knowledge of the arts health & wellbeing sector and of the importance of Arts Engagement
- An understanding of evaluation frameworks and experience in assessing the impact of creative programmes
- An understanding and demonstrable commitment to equality, diversity and inclusion
- A track record of dealing efficiently and sensitively with community groups, artists, the general public and a wide range of external and internal stakeholders
- The ability to self-motivate and work effectively in a high-paced environment.
- Attention to detail, particularly in proof-reading
- Excellent communication & writing skills with a high standard of English
- A common-sense approach to problem solving
- Experience of producing high quality performances and events
- Demonstrable knowledge of safeguarding within a performance arts context
- Awareness and understanding of customer care, Health and Safety and diversity and inclusion initiatives
- Knowledge of digital media and preparation of material for digital platforms
- Excellent level of IT skills including Microsoft Office and proven experience of database management and operation
- Training in music, with performance and/ or singing experience
- Commitment to widening diversity and promoting social mobility

- Previous experience of working with schools, music education hubs and other education departments
- Some knowledge of producing performances
- Some knowledge of applications such as Soundcloud, Sibelius, YouTube, Doodle Poll & SurveyMonkey.

