



## **JOB DESCRIPTION**

<b>Title:</b>	<b>Office Manager, Audiences &amp; Commercial</b>
<b>Reports to:</b>	<b>Chief Commercial Officer</b>
<b>Works closely with:</b>	<b>Commercial Director, Director of Customer and Innovation, Heads of division</b>

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The Audiences and Commercial division will deliver £80M+ income in 24/25, through commercial activities including Box Office, Brand Partnerships, Catering, Retail, Streaming our Global Cinema Programme and exploitation of IP.

### **Main purpose of the job**

To provide effective and proactive PA and administrative service to the Executive Leadership of Audiences and Commercial, working across multiple teams and other departments, liaising with related stakeholders and suppliers.

To provide a range of administration and office management services to the Audiences and Commercial division.

To maintain a flexible approach and respond to any urgent matters as required.

To contribute to a culture of innovation and continuous improvement

### **Main Responsibilities**

#### *PA*

- Manage the Directors' diary, inbox, expense claims, and all other ad-hoc needs
- Serve as first point of contact for all internal and external enquiries
- Plan for meetings, workshops and events
- Provide secretarial support for documents, reports and letters as required, in house style.; prepare agendas, presentations and reports; take and distribute minutes; notify follow up actions and commitments between meetings
- Keep holiday records for the Director's direct reports and ensure they are informed and reminded of organisation-wide information and actions
- Support the advancement of the department's EDI agenda, organising and attending meetings and engaging with initiatives as appropriate
- Work to all department procedures and observe protocols on compliance and the

handling of confidential and sensitive information

#### *Office Administration*

- Provide secondary support to senior managers in the team according to priorities and time available – in particular, where a subdivision does not have an administrator to support their function
- Provide administrative support for the wider department, organising and facilitating department-wide activities and projects; provide administrative support to the digital transformation project
- Manage Teams spaces to facilitate collaborative work and update the department's intranet page
- Organise induction for new senior managers and support other inductions as required; ensure HR receive the necessary paperwork for any leavers and assist with arrangements for return of RBO property
- Raise purchase orders for the department using Presto Purchasing (training provided)
- Manage the office spaces, liaising with Facilities and Operations as appropriate to maintain and improve the three A&C office spaces

#### *Relationship Management*

- Become familiar with names and requirements of any external contacts and stakeholders who are in regular contact or key to the work of the Department
- Maintain a highly professional and consistent level of service in dealing with all key relationships, stakeholders, contacts and colleagues.
- Promote communication between subdivisions of the department, and between the department and wider organisation
- Maintain good working knowledge of all the key projects and activities within the Department and which teams or individuals are involved

#### *Continuous Improvement*

- Play an active role in the team, contributing to the efficient running of operations
- Keep in touch with best practice, new technology and any updates as relevant to the role
- Manage own learning and continuous professional development relevant to the role; undertake any learning or study as required
- Proactively demonstrate a commitment and contribution to the Royal Ballet and Opera's health and safety culture in all activities
- Uphold organisation Values and Behaviours across all aspects of the role and support our goals for diversity and inclusion
- Support a culture of information sharing, collaborative working and team working
- Contribute to a culture of innovation and continuous improvement

## **PERSON SPECIFICATION**

### **Essential Knowledge, Skills and Experience**

#### *Personal Assistant Experience*

- PA experience working at Director level, ideally within a large organisation and experience of complex diary management
- Able to deliver a highly professional and efficient service, with a proactive approach, with the ability to work without supervision and to take initiative as appropriate

- Able to work at a senior level, and deal effectively with confidential and urgent matters
- Ability to understand the needs and priorities of the Director, to anticipate and plan effectively
- Good judgement and able to request information when needed; able to take responsibility and make informed decisions under pressure
- Strong numeracy skills, with the ability to work accurately with a variety of data

#### *Workload Management Skills*

- Very competent Microsoft Office user and self-sufficient office skills; ability to learn new systems and procedures and become operational in a short space of time
- Excellent organisation and diary management skills, including use of Outlook
- Good project coordination skills, able to maintain a project plan and see through small projects to completion
- Ability to manage information flow and progress chase effectively
- Research skills and the ability to work with new subject matter material and summarise complex information
- Capacity to work under pressure and manage a busy workload with high productivity
- Respect for confidential information and compliance issues
- High standards of general accuracy and attention to detail
- High standard of written/verbal English
- Able to manage a busy workload within deadlines and commitment to a high standard of work

#### *People Skills*

- Professional and confident manner, with a flexible and positive approach
- Consistent high level of responsiveness and customer care, coupled with tact and diplomacy
- Ability to deal effectively with a wide range of people and at all levels in the organisation
- Ability to work effectively self-directed with little supervision or as part of a team
- A team player with a positive outlook and strong work ethic

#### *Continuous Improvement*

- Ability to work to and support a culture of continuous improvement
- Commitment to delivering 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.*

