

JOB DESCRIPTION

Role / Title:	Orchestra Operations Manager
Reports to:	Orchestra Production Manager
Supervises:	Orchestra Operations Assistant Managers Orchestra Operations Assistant Managers Casual staff as appropriate.
Liaises with:	Orchestral Management, OROH Musicians, Extra and Deputies Music Directors, Guest Conductors Production and Creative teams Technical, Production & Costume, Stage Management, Music Library Health and Safety Manager, Visiting Orchestras / ensembles, Broadcast and recording engineers, Facilities department

Overall Purpose of the Job:

To ensure the safe and timely physical setup of the rehearsal and performance spaces for the Orchestra of the Royal Opera House as well as visiting orchestras and ensembles. To work with the Orchestra Production Manager on forward planning of orchestral layouts, facilities maintenance and management of the day to day working of the Orchestra Operations office. To supervise and train casual members of the Operations team. To deputise for the Orchestra Production Manager in their absence.

Key Accountabilities:

Pit Technical Management

- Set up all pit / stage facilities, including instruments, chairs, music stands, technical equipment and scores, and ensure they are available, set, clean, safe and ready for use at the appropriate times for all rehearsals and performances.
- Supervise and undertake maintenance and general cleanliness in and around the orchestra pit, orchestra work and rest areas and storage spaces. During performances, check that all instrument cases are stored away from the performing area (i.e., out of view from the public) with due regard for health and safety.
- Undertake emergency alterations, repairs and cleaning, and ensure these are effected with maximum speed and minimum fuss.
- Assist the Orchestra Production Manager with budgeting for future repairs, maintenance, and additions to OROH property, and maintain an accurate inventory of items both on the premises and on loan.

- As advised by the Orchestra Production Manager, arrange the hire/purchase of necessary instruments and equipment.
- Undertake the safe transportation and storage of all instruments and equipment between venues or whilst on tour. Advise the Orchestra Production Manager of any damage caused to any instrument whilst in ROH care or on ROH property.
- Support the Orchestra Production Manager in maintaining detailed and accurate records of all venue and repertoire lay outs ensuring that such records are readily available.
- As advised by the Orchestra Production Manager, liaise with the relevant companies with regard to keyboard requirements for rehearsals, performances and concerts and oversee positioning, maintenance and tuning as required.
- As advised by the Orchestra Production Manager, liaise with visiting companies with regard to their technical and artistic needs, access requirements and risk assessments.
- Update and maintain a detailed inventory of all OROH property, to include musical instruments, music stands, chairs and all other tools and equipment that have been purchased by the ROH to enable the work of the Orchestra.
- Arrange the hire of any OROH instruments or equipment to external organisations.

Scheduling and Planning

- In the absence of the Orchestra production Manager attend House wide planning meetings and closely monitor all forward schedules for the RBO, advising the Orchestra Director/Orchestra Manager of the impact of all scheduling decisions on the operations of the OROH and all visiting ensembles, particularly in terms of venue management, contractual obligations and health and safety.
- Ensure that any H&S and practical considerations for the OROH/ visiting ensembles are reported back at the House wide post production meetings.
- Represent the Orchestra Production Manager in their absence in all matters pertaining to the operations of the Orchestra taking decisions as necessary ensuring that the Manager is fully apprised of all pertinent information on their return.

Staff Management

- As appropriate, supervise the Assistant Orchestra Operations Managers and any casual staff on a day to day basis, managing all personnel requirements, training and health and safety needs.

Health and Safety

All Orchestra Operations staff are responsible for the general Health and Safety of employees and visitors while they are in the Orchestra work areas.

- Ensure that the performance sound database is updated on a regular basis
- Carry out and maintain risk assessments for all productions, orchestra working areas, touring/concert venues and specific noise risk assessments for individual productions.
- Ensure that accurate records are maintained of any incidents that occur and that they are online for further investigation by the H&S Manager if appropriate.
- Undertake training to act as a Fire warden and First-aider in the event of an

accident or emergency.

Rehearsal/Performance Duties

All Orchestra Operations staff undertake rehearsal/performance duties which are in addition to the responsibilities outlined above.

- For performance, be well presented either in OROH issue blacks or Dinner Suit / smart blacks (when required) from the time the Stage Manager calls the half until the end of the call.
- Put all necessary scores on the correct music stand. At the end of a call, return the conductor's score, and collect and store the orchestral music. Reorganise the Pit as necessary for the next event in the pit.
- Ensure all musicians have sufficient space to perform and make changes to the pit layout as necessary to achieve this. Advise orchestral management of any potential problems of any changes or difficulties that were experienced during a call by musicians or other production staff.
- In performance, liaise with stage management standing by at the pit/stage entrance until the conductor is in place and the house lights are down. Ensure the timely preparation, setting and clearing of stage bands and related facilities when required.
- While on duty, be available and contactable at all times, either in the operations office or via your mobile phone, to deal with problems as they arise. During a call (from the half), during orchestral breaks and at the conclusion, standby at the pit/stage being clearly visible to musicians, taking note of problems they may have encountered and make every effort to resolve any issues.
- Attend to conductors' requirements, and where possible, liaise with them at the start and conclusion of a call to check that they are comfortable with stand, stool, lighting or other matters as required.
- In the absence of orchestra management staff, fulfil the role of Duty Orchestra Manager for occasional Royal Ballet and Opera performances.

Person Specification

Knowledge, Technical Skills and Experience

- Proven track record in an orchestral stage management, technical or events project management role.
- Considerable knowledge and experience of the working practises of a professional orchestra and the theatre
- The ability to read music (basic level) and engage with orchestra players.
- Experience in the safe handling, storage and transportation of musical instruments.
- A working knowledge of relevant H&S regulations including the current Noise at work regulations
- Proficient Microsoft Office user as well as experience with software such as OPAS, DIESE, AutoCAD, Presto or other event management system software.
- Strong project management skills.
- Ability to react quickly to situations, to be reliable and resilient, to perform consistently under pressure and to respond positively to changing circumstances.
- Flexible and adaptable in thinking and approach, able to plan and manage change.
- Experience of taking and accepting responsibility for projects and the ability to use initiative and take decisions.
- Ability to understand the physical problems encountered by players in the pit and on stage, and to work together with those players, individually and in sections, to resolve the problems where possible
- Communicate both in writing and orally in a fluent and persuasive manner, in good clear English, and to listen, negotiate and be assertive as appropriate.

Job Requirements

- Awareness of Health and Safety legislation and Equal Opportunities principles.
- Flexibility to work varied hours including regular evenings and weekends for scheduled performances and to work on tour as required.
- Physically capable of performing the role – standing, walking long distances over uneven surfaces, climbing, lifting, sitting for long periods.
- Able to travel within the UK or abroad as required.

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

