



JOB DESCRIPTION

Title: Events Administrator

Reports to: Associate Head of Events

Main purpose of the job

To assist and support the Events team in maximising the income from Fundraising Events, Venue Hire and the events within the Development and Advocacy and Audience and Commercial (ie. Partnership Events) programme.

To support the work of the Head of Events, Associated Head of Events and the Events Team in the planning and implementation of events (in person and online events) within the Royal Ballet and Opera's events strategy and programme

To support the works of the Events Team in delivering successful events, working to best practice

To manage own learning and contribute to a culture of continuous improvement

Main Responsibilities

Working to the priorities set by the Associate Head of Events:

Fundraising Events

- Assist the Events team on the planning, marketing and organisation of Fundraising Events and Galas and contributing towards the Fundraising Events budget
- Assist in delivering certain aspects of the above work as directed, such as:
 - Administer mailings, responses and receipt of payments; and any other administration associated with successful events
 - Input management of all information on the RBO database relating to the events
 - Assist in strategic marketing of fundraising events to maximise income
 - Attend Gala meetings and to take minutes
 - Work closely with Board Members, senior volunteers and other Royal Ballet and Opera Departments, to achieved desired outcome

- Assist in the general administration of fundraising events

Venue Hire and Events

- Assist the Events team on the planning, marketing and selling of the Royal Ballet and Opera venue spaces contributing towards the Venue Hire budget
- Assist in delivering certain aspects of the above work as directed by Head of Events, Associate Head of Events and Events Team, such as:
 - Administer a number of Venue Hire event bookings throughout the Season and to be present day or night, as required, to ensure the smooth running and success of the event
 - Administer a number of Studio Hire bookings throughout the Season and to be present at the hire day or night, as required, to ensure the smooth running and success of the event
 - Ensure client records are updated and accurate information is stored on the RBO database
 - Assist with processing contracts and invoices
 - Assist in strategic marketing and administer mailings to maximise income
 - Assist in the general administration of venue hire and events

General Events Support

- Administratively support a number of in person and online events throughout the Season and be present at the event day or night, as required, to ensure the smooth running and success of the event
- Gain a strong grasp of the 'Event Scheduling Guidelines' and use this knowledge to support the Events team and Development and Advocacy department with Event planning
- Lead on a number of events throughout the Season and be present at the event day or night, as required, to ensure the smooth running and success of the event
- Pro-actively assist the Events team in planning and scheduling events throughout the RBO including reserving spaces for the following events i.e. Fundraising, Venue hire, Partnership, Philanthropy, Membership and Trust and Foundations, ensure accurate and up-to-date listings of all spaces held across the season and maintaining the Events schedule, working with the Planning Team and venue management system
- Administer and manage the Events and Communication dates schedules, and ensure the information is up-to-date and regularly distributed to the Development and Advocacy Department and other relevant Departments
- Assist on delivering certain aspects of events with the Development and Advocacy teams and Venue hire events
- Contribute productively to the Events and Development and Advocacy teams brainstorming and creative events planning
- Assist the Events team and undertake daily office management duties, including data input, filing, raising purchase orders, answering the telephone, taking and passing messages promptly
- Assist the Senior Events Managers responsible for liaising with The Royal Ballet, The Royal Opera, Chorus, Orchestra and Jette Parker Young Artists and administer artists invites
- Administer ticket requirements for the Royal and Directors Box for the Development and Advocacy Department, Board, Development Committee Members and Chief Executive's office and ensure delivery in an accurate and timely manner

- Work closely with Visitor Experience, Box Office and catering etc. where appropriate and up-date the scheduling system
- Represent, when necessary, the interests of the Development Events team at “Event Scheduling”, “Nuts and Bolts” and “EA Event Planning” meetings
- Be an ambassador for the Department internally and in particular with the RBO Board, RBO Development Committee and philanthropists
- Maintain utmost discretion and confidentiality with the information and research that you are privy to and to ensure that this information is not shared outside of the organisation and only where appropriate outside of the Department
- Undertake any other duties as may be reasonably required in the above post

Continuous Improvement

- Play an active role in the team, contributing to the efficient running of operations
- Keep in touch with best practice 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
- Support a culture of information sharing, collaborative working, developing each other and team working
- Uphold RBO Values and Behaviours across all aspects of the role and support our goals for diversity and inclusion
- Contribute to a culture of innovation and continuous improvement

Key Deliverables

- Establish a collaborative and consultative relationship with other members of the team for areas of work you support and administer
- Establish good working relationships across the RBO departments and become a respected member of the Development and Advocacy team
- Demonstrate excellent office and organisation skills, effective time management, forward planning and prioritisation of work
- Demonstrate a high level of discretion, respect for confidential information and commitment to delivering a high standard of work

PERSON SPECIFICATION

Knowledge, Skills and Experience

Service Delivery and Administration

- Relevant experience in administration or office experience in a highly professional setting
- Excellent face-to-face and telephone communication skills, including the ability to deal with senior level businesspeople and philanthropists in a professional manner
- Good documentation preparation skills and clear and concise writing style
- Ability to learn new procedures and systems for venue hire and events management and arrangements
- Highly proficient Microsoft Office user, including Word, Excel, PowerPoint and database skills
- Commitment to a high standard of accuracy and attention to detail

- Commitment to delivering a first-rate service to clients, philanthropists and potential supporters

Organisation Skill

- Strong organisational and administrative skills with a systematic approach
- Ability to plan and prioritise effectively and meet deadlines
- Able to respond to changing demands and re-prioritise as required
- Able to use initiative and deliver consistently to a busy workload
- Commitment to delivering a high standard of work

People Skills

- Utmost discretion and confidentiality in dealing with high profile individuals
- Strong team player, able to work autonomously or as a team, as required
- Ability to deal with people at all levels, including Committee and Board Members, clients and philanthropists in a confident and professional manner

Product Knowledge

- Ability to gain a good understanding of the venues and spaces for hire and constraints on availability
- A general understanding of the art forms and awareness of the artistic programme
- Ability to gain a good understanding of the sponsorship and support options to become operational in the role in a relatively short timeframe

Continuous Improvement

- Ability to work to and support a culture of continuous improvement
- Willingness to learn about the team's activities and support a portfolio of projects
- 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
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.

Job Requirements

- Flexibility on working hours, willing to work occasional evenings and weekends

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

