



JOB DESCRIPTION

Title: Executive Assistant to the Director of Learning & Participation

Reports to: Director of Learning and Participation

Ballet and opera capture the deepest emotions and tell universal stories. The Royal Ballet and Opera (RBO) wants to share these life-changing artforms, and their power to move and excite, with as many people as we can. Our Learning and Participation (L&P) programme, based at our Covent Garden and Thurrock homes and across England, aims to inspire creativity, offering people of all ages the chance to discover, question and respond to the power of our artforms.

Main Purpose of the Job

This role will provide effective and proactive administrative support to the Director of Learning and Participation in order to facilitate the smooth running of the Director's office and activities.

This person will also act as office manager, playing a key role in the Business Team to ensure L&P department runs efficiently.

Main Responsibilities

Executive Assistant

- Provide high-level EA and administrative support for the Director of Learning and Participation, including diary management, file and email management and meeting prioritization;
- Ensure a regular information flow to the Director, allowing time for review, turnaround of documents and reallocation of priorities as needed;
- Provide the first point of contact for all internal and external enquiries for the Director and wider departments;
- Carry out research prepare briefings and presentations for the Director including preparation of presentations for the Director's external speaking events;
- Arrange travel, visas and accommodation and plan briefing papers for UK and international travel;

- Meet and greet visitors to the Director's office at all levels of seniority, managing meeting venues and refreshments, ensuring a positive and professional image is maintained;
- Ensure the Director has up-to-date schedules for L&P activities and diary in attendance at events as relevant;
- Research and provide case studies, data, quotes and photographs for funders and external stakeholders based on L&P projects (including ACE statistics);
- Co-ordinate Learning and Participation meetings, formulating draft agendas, minuting where appropriate and maintaining a log of actions with appropriate follow-up on actions.

L&P Committee

- Organise the Learning and Participation Committee, arranging meetings, cultivation events, preparing papers and presentations and circulating meeting minutes and agendas.

Event Manage

- Event manage meetings and workshops by the Director including the Summer and Winter Schools, organising all practical arrangements, preparing agendas and reports, taking and distributing minutes and collating background information required for any presentations or reports.

Team Support

- Devise and maintain office systems, including shared calendars, databases, desk management and filing in collaboration with the General Manager;
- Manage the departmental calendar on SharePoint including all hot-desking and equipment loan procedures;
- Act as IT Liaison for the department, project managing any larger scale IT updates or refreshes;
- Manage HR records including sick leave and holiday records;
- Manage L&P team to access general Royal Opera House information, coordinating dress rehearsal ticket requests and allocation and promote sharing of information between teams;
- Manage expenses and department credit card administration for the Director, liaising with the Learning and Participation Administrators and Finance Department as appropriate;
- Undertake any other duties as required.

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 ROH 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 ROH L&P, positively promoting the full portfolio of our work internally and externally.

Behaviours

- Uphold the ROH 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

- Strong organizational and administrative skills with a systematic approach;
- Proven experience of PA work at a senior level;
- Strong communication skills with a high standard of verbal and written English;
- A consistently high level of customer care and responsiveness;
- Very strong IT skills (Word, Excel, Outlook, Powerpoint);
- Strong time management skills with the ability to prioritise and meet deadlines.

Other Desired Knowledge, Skills and Experience

- Ability to research and prepare reports/briefings;
- Accuracy and attention to detail;
- Capacity to work under pressure and manage a busy workload with high productivity;
- Ability to work without supervision and take initiative as appropriate;
- Ability to assimilate new information and good problem solving ability;
- Ability to maintain discretion and confidentiality at all times;
- Commitment to delivering a high standard of work;
- Ability to deal with people at all levels in a confident and professional manner;

- Ability to maintain good relationships with a variety of staff and artists at all levels in the organisation;
- Ability to work proactively as part of a team;
- Strong minute and note taking skills;
- Enthusiasm and a commitment to learn about and get involved in the department's activities;
- Knowledge of and interest in ballet/opera/theatre and/or experience of working in the arts.

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