



## **JOB DESCRIPTION**

**Title:** Planning Officer

**Reports to:** Head of Planning

---

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

To optimise and maintain the schedule up to 18 months out

To facilitate the planning of Front of House (FOH) events for all departments

To work with Audiences and Commercial (A&C) to prepare the season ahead of season launch, ensuring all necessary information is recorded in DIESE ahead of set up for Tessitura and the RBO website

### **Main Responsibilities**

Working to the priorities set by the Head of Planning:

#### *Season Scheduling*

- To support the Head of Planning in creating a schedule that makes optimum use of resources (time, space, people, etc)
- To participate in resolving outstanding scheduling issues
- To manage the continual scheduling of the current season for both stages, incorporating new information as it arises
- To manage the scheduling of all FOH events across all RBO Venues, delivered by all RBO departments

#### *Support for the Planning Team*

- Chair all meetings focusing on the next 18 months
- Support the Head of Planning in running a programme of meetings
- Support and cover for the Head of Planning as advised
- Support the creation of documents and reports as required in house style
- Maintain sufficient familiarity with RBO repertoire and plans so as to deal with enquiries and trouble shoot, including proof reading of printed materials

### *Systems management*

- Manage the day-to-day requests from all RBO departments for event space bookings, advising on options available, checking and advising on logistics, assessing the impact of potential projects and events on resources/ existing activity
- Key user and stakeholder in development of RBO scheduling system, currently DIESE
- Input scheduling data in the venue management system in all RBO spaces on behalf of the Planning team
- Follow an effective system for processing external requests for the use of RBO resources. Ensure full and proper cross-house consideration of all enquiries, including communication with the client and all relevant internal stakeholders
- Support continuous improvement of the reporting output and processes of the Planning department
- Oversee the department's presence on the RBO Intranet/SharePoint

## **PERSON SPECIFICATION**

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

#### *Scheduling and Administration*

- Experience of planning or scheduling within a multi-disciplinary environment such as performing arts, producing house or large venue
- Sufficient administration experience in a busy office
- Excellent organisation and diary management skills, including use of Outlook
- Respect for compliance issues and confidential information
- High standards of general accuracy with data entry and attention to detail

#### *Organisational Skills*

- Ability to learn about new procedures and become operational in a short period of time
- Exceptional organisational skills with a systematic approach and detail focused
- Strong time management skills with ability to prioritise and meet deadlines
- Ability to assimilate new information and good problem-solving ability
- Ability to take responsibility and make informed decisions under pressured circumstances
- Able to manage a busy workload and commitment to a high standard of work
- Some knowledge of the working practices of a theatre and awareness of the working practices in relation to artists, musicians and artistic staff

#### *People Skills*

- Effective communication and the ability to build and maintain strong working relationships with stakeholders at all levels of the organisation
- Professional and confident manner and ability to consult effectively as required
- Consistent high level of responsiveness and customer care, coupled with tact and diplomacy
- A strong ability to work self-directed across various departments and as part of a team

#### *Continuous Improvement*

- Ability to work to and support a culture of continuous improvement
- The ability to assimilate new information, and develop new skills or hone existing skills, to be able to deliver work to a high standard
- Commitment to managing own learning and continuous development relevant to the role
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.
- Commitment to understanding and upholding the charitable aims of the Royal Ballet and Opera – securing the future of ballet, opera and music, ensuring broad access to the artforms and reaching communities via our learning and participation programmes.

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

