



## **JOB DESCRIPTION**

**Title:** Administration Coordinator, Royal Ballet & Opera Schools

**Reports to:** Business and Operations Manager, National Schools Programme

---

### **Main Purpose of the Job**

Learning and Participation (L&P) is central to RBO's mission to enrich the cultural life of the nation. An extensive programme, based at our Covent Garden and Thurrock homes and across England, aims to inspire creativity and give people of all ages the chance to discover, question and respond to the power of our artforms.

The L&P programme is distinctive in its scale and ambitions, involving more than 100,000 annual participants across three strands:

- An award-winning, multi-disciplinary Schools programme including a dedicated schools' website([www.roh.org.uk/schools](http://www.roh.org.uk/schools)), which encompasses our role in supporting important school and pupil outcomes via our Create & Learn classroom schemes and teacher training, as well as a programme of work in the East of England,
- Talent development work through opera and ballet training networks, and
- Enriching participatory events in our Covent Garden home.

Our work in the East will facilitate local place-based partnerships in Levelling Up for Culture places offering a range of RBO teacher development programmes and creative interventions for children and young people as well as offering support for cultural education partnerships across Essex, Hertfordshire, Bedfordshire and North Kent.

To provide comprehensive and proactive administrative support to the RBO Schools team working in the East in line with Learning and Participation processes, ensuring the effective implementation of systems and providing a first point of contact for schools, cultural organisations, funders and other partners.

To take overall responsibility for the smooth running of the Learning and Participation office in Thurrock with regard to general systems and facilities and act as the key contact for professionals servicing the operational needs of the office and external visitors.

## **Key Accountabilities**

### ***General Administration***

- Work closely with the Business and Operations Manager and L&P Business team to establish and maintain effective systems to ensure the smooth running of the programmes;
- Undertake the routine administrative work involved in the National Schools Programme team, including monitoring general email accounts, capturing data for our programmes, compiling information and delegate packs;
- Administrating, issuing and collecting and securely filing contracts;
- Oversee office management ensuring a safe and efficient environment;
- Record meetings as required;
- Support the diary management and administration of the Head of National Programmes;
- Liaise with relevant internal colleagues, such as Human Resources and IT departments, and external contractors, including the facilities contractor to maintain systems, protocols and facilities;
- Ensure that department databases and monitoring systems are kept up-to-date, and that Programme Manager colleagues add all relevant information regularly;
- Ensure administrative procedures run effectively across the Purfleet office, working closely with the administrative staff based at Covent Garden to ensure a cohesive and consistent approach.

### ***Financial Management***

- Process and file all financial paperwork including but not limited to invoices, purchase/credit card/Trainline reconciliations, staff expenses, and record and submit all project expenditure and income to the Royal Ballet and Opera Finance department;
- Administer and monitor the issuing of relevant payments to specific partners and networks;
- Administer National Schools Programme budget lines in liaison with the L&P Business team and Royal Ballet and Opera Finance department by keeping a daily track of spend and monitoring monthly budget reports;
- Support all necessary processes relating to the end of financial year.

### ***RBO Schools Programme Administration, including activity in the East***

- Support Programme Managers with the administrative demands of the rolling events programme, liaising with external partners as necessary, and attending as required;
- Update trackers on a weekly basis and carry out related actions;
- Contribute to the development of live events and conferences, supporting the day-to-day operational tasks required to ensure their smooth running.

### ***Communications***

- Support the Communications and Digital Manager as required, including assisting in the production and distribution of marketing and promotional materials and helping to maintain contact databases.

### ***Evaluation and Data Monitoring***

- Assist the Business and Operations Manager to manage systems for data collection on all projects, analyse and prepare statistical reports for Arts Council and other funders;
- Work with Business and Operations Manager and L&P Business team to create and manage centralised records of all project evaluations, case studies and participation records.

### **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 RBO values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards
- Proactively demonstrate a commitment and contribution to the Royal Ballet and Opera'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 Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*

## **PERSON SPECIFICATION**

### **Minimum Skills, Knowledge and Experience:**

- Sustained experience of office administration and support work in a busy office.
- Experience of financial and contract administration.
- Excellent written and verbal communication skills, with the ability to communicate effectively with a range of stakeholders in a range of settings, both internal and external.
- The ability to assimilate new information and good problem-solving ability.
- Proven capacity to organize and work under pressure and manage a busy workload with high productivity.
- Very strong Microsoft Office skills (Word, Excel, Outlook, PowerPoint, SharePoint) and experience of data entry.

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

- Strong organisational skills and experience of establishing and managing systems.
- The ability to manage and prioritize own workload and work without supervision when necessary, taking initiative.
- Accuracy and attention to detail.
- Strong time management skills with ability to prioritize and meet deadlines.
- The ability to maintain discretion and confidentiality at all times.
- Commitment to delivering a high standard of work.
- An effective team worker.
- The ability to represent the values of the Royal Ballet and Opera sensitively and appropriately.
- Awareness and understanding of customer care, health and safety, child protection and equal opportunities issues.

### **Desirable Skills, Knowledge and Experience:**

- Knowledge or experience of the education, arts or heritage sector.
- Experience of CRM systems (Salesforce)
- A demonstrable passion for the arts, culture and heritage.

The Royal Ballet and Opera is committed to creating a diverse and inclusive environment in which everyone can thrive.

