



JOB DESCRIPTION

Title: **RBO Schools Programme Officer**

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

About RBO Learning and Participation (L&P)

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.rbo.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.

Main Purpose of the Job

To assist the RBO Schools Programme team in the delivery of the programmes providing administrative, logistical, financial and practical support. You will be required to work alongside various team members.

Main Responsibilities:

Planning and Scheduling

- Work closely with the Business and Operations, and Programme Managers, to plan activity from conception to completion, undertaking all logistics planning and administration.
- Assist the scheduling of events, booking rooms and venues.
- Work closely with all internal departments and external contractors to ensure all operational requirements are delivered and high-quality service levels met.
- Set up and record meetings as required.

Project Administration

- Administrate, issue and collect and securely file contracts.
- Collect required UK Border Agency documentation for all contracted artists and staff following agreed RBO procedures.
- Prepare briefings for all project stakeholders including creative teams, staff, chaperones and volunteers.
- Organise travel and accommodation requirements for practitioners as needed.
- Manage ticketing set up with box office and front of house.
- Liaise with artists/creative teams to gather all technical and production requirements and collate relevant information.
- Event management on the day, including rooms/venues set up and get out, sourcing materials, equipment, managing catering needs, securing chaperones and preparing signage.

Project Resources

- Create written and digital programme resources and support their distribution.
- Support the ordering of print and visual materials.

Audiences and Media

- Assist RBO Schools Partnership Manager and RBO colleagues with production of any marketing and promotion for Schools programmes.
- Support delivery of RBO Schools Live Lessons digital events, using Zoom and OBS Studio software.

Relationship Management

- Be the main point of contact for the RBO Schools Programme and foster effective working relationships with all stakeholders.

Financial Management

- Assist in managing project finances, processing all transactions, regularly monitoring and updating budgets and administering weekly instructions to payroll.

Data Management and Evaluation

- Collect and update required data on participants and store appropriately in accordance with RBO Data Management and GDPR policies.
- Support RBO Schools Programme colleagues in the design and administration of evaluations, collecting and analysing feedback and assisting in the preparation of reports for funders and senior management.
- Work with external evaluators to gather data and provide access to records as needed.

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 RBO 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 RBO 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 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 some 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:

- Demonstrable knowledge and experience working in an arts education context.
- Evidence of strong administration, organisational and digital literacy skills with the ability to prioritise and identify future workload.
- Experience of event management, able to demonstrate the ability to plan and run events from concept to delivery.
- Good interpersonal skills with the ability to work with a range of people across the organization and externally, including teachers, artists, technicians, box office, administrative staff and members of the public.
- Excellent communication and writing skills with high standard of English.
- Ability to undertake a varied workload in a fast-paced environment, working on several projects simultaneously.
- An effective team worker with a proactive approach to work.

Other Desired Knowledge, Skills and Experience:

- Experience in opera and/or ballet and/or theatre design in educational context.
- Understanding of schools and the needs of teachers.
- Ability to work in close collaboration as part of a team and independently under direction.
- Attention to detail, particularly in event planning and record keeping.
- Experience of basic financial administration and budgeting.
- Experience of using a CRM system and CMS functionality.
- A commonsense approach to problem solving.
- Awareness of customer care, health and safety, and diversity and inclusion activities.
- The flexibility to work some evenings and some weekends at L&P events as required, for which time off in lieu will be given.
- Commitment to widening diversity and promoting social mobility.

