



JOB DESCRIPTION

Role / Title: Opera Officer, Learning & Participation
Reports to: Head of Opera Learning & Participation

Main Purpose of the Job

To assist the Head of Opera Learning & Participation in the delivery of the Opera Learning and Participation programmes providing administrative, logistical, financial and practical support. The role supports the delivery of a wide range of high quality opera learning programmes including Family Sundays (monthly family festivals providing audiences short-form operas, recitals and workshops tailed to creatively introducing families to opera), Live at Lunches (a programme of free of charge recitals engaging the public with opera and classical music), Sing at the Royal Opera House (come and sing events open to the public), Youth Opera Programmes (talent development programmes for children aged 7-13) and other special projects.

You will be responsible for supporting the team to ensure the quality and innovation of the programme, ensuring that all activities are delivered efficiently, safely, to budget and meet ambitious engagement targets in line with the L&P strategy.

Main Responsibilities

Planning and Scheduling

- Work closely with the Head of Opera L&P, Youth Opera Programmes Manager and wider L&P team to plan and schedule activity.
- Collaborate closely with all internal departments and external contractors to ensure all programme planning is systematically developed and communicated.
- Scheduling project meetings with internal staff and external artists.
- Scheduling project rehearsals and liaising internally to book rehearsal space as needed.
- Ensuring all planning documents are regularly updated and communicating any changes are communicated to all relevant stakeholders.

Project administration

- Be the first point of contact for public and participant enquiries regarding the opera projects;
- Manage the pastoral care of participants, liaising with any companies and creative teams;
- Liaise with schools, participants, parents and other stakeholders, providing event information and advice as required;
- Assist the Head of Opera L&P in preparing briefings for all project stakeholders, including creative teams, staff, chaperones and volunteers;
- Administrate and issue contracts and ensure they are signed, returned and securely stored;

- Compile contact sheets and store securely;
- Collect required UK Border Agency documentation for all contracted artists and staff following agreed RBO procedures and manage timesheets;
- Organise staff passes and security as required;
- Organise travel and accommodation requirements for artists and practitioners as needed.

Event management

- Support the Events team to contribute to event management, including rooms/venues set up, sourcing materials, scores and sheet music equipment, managing catering needs, securing chaperones and preparing signage;
- Manage logistics of events, acting as key point of contact for audiences and participant groups ensuring visitors have a positive experience, all schedules are adhered to and all logistics work effectively;
- Work with relevant managers on Risk Assessments and ensure full consideration is given to H&S.

Resource management

- Create music resources as required, liaising with the Music Librarian and Music staff;
- Assist the Head of Opera L&P and Digital team on the production and distribution of digital resources.

Financial management

- Support the Head of Opera L&P and Youth Opera Programmes Manager in managing project budgets, processing all transactions and regularly monitoring and updating budgets and weekly instructions to payroll.

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 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 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

- First-hand experience of working in arts education via a professional organization or in a school environment;
- Experience of event management, preferably within performance settings (opera, theatre, dance, concerts etc)
- An understanding of opera and classical music and some familiarity with reading music.
- An understanding and demonstrable commitment to equality, diversity and inclusion.
- Strong administration and organisational skills, with the ability to prioritize and identify future workload;
- A track record of dealing efficiently and sensitively with community groups, artists, the general public and a wide range of external and internal stakeholders;
- The ability to self-motivate and work effectively in a high-paced environment.

Other Desired Knowledge, Skills and Experience

- Knowledge of the arts health & wellbeing sector and of the importance of Arts Engagement;
- Attention to detail, particularly in proof-reading;
- Excellent communication & writing skills with a high standard of English.
- Experience of basic financial administration and budgeting;
- An effective team worker with a proactive approach to work;
- A common-sense approach to problem solving;
- Demonstrable knowledge of safeguarding within a performance arts context;
- Awareness and understanding of customer care, Health and Safety and diversity and inclusion initiatives;
- Knowledge of digital media and preparation of material for digital platforms;
- Excellent level of IT skills including Microsoft Office and proven experience of database management and operation;
- Training in music, with performance and/ or singing experience;
- Commitment to widening diversity and promoting social mobility;
- Previous experience of working with schools and other education departments;
- Some knowledge of producing performances;
- Some knowledge of applications such as Soundcloud, Sibelius, YouTube, Doodle Poll etc.

