



JOB DESCRIPTION

Role/Title: Senior Commercial Delivery Manager

Reports to: Chief Commercial Officer

OVERALL PURPOSE OF THE JOB

The Royal Ballet and Opera (RBO) continues to lead the way in opera, ballet, music and dance both live on stage and through multiple digital platforms, from streaming to cinema globally. The work of our Audiences & Commercial teams focusses on growing the passion, advocacy and demand for the art presented by the Royal Ballet and Opera, so that we can increase our revenues.

The Senior Commercial Delivery Manager will play a pivotal role in delivering on a range of commercial revenue-generating initiatives. Reporting directly to the CCO, the Senior Commercial Delivery Manager is responsible for underpinning revenue growth through immaculate coordination and delivery of partnership activities and brand activations. Success for the role will include the timely and effective delivery of key initiatives.

Key Accountabilities

The main accountabilities of the role are:

- Coordinating multiple colleagues, across different teams (including any external agencies) to ensure priority projects have effective programme management, including clear deliverables and documentation.
- Helping to build new capabilities across the RBO as brand and partnership activations evolve our delivery mechanisms; including multiple forms of content across a range of formats, both physical and digital.
- Setting milestones and embedding key success criteria into all elements of delivery.
- Managing costs and ensuring that all costs are effectively tracked and are within budget.
- Driving innovation in our ways of working across multiple teams.
- Continually upholding RBO's brand values and quality of execution, ensuring all activations support our narrative.
- Work closely with the Partnerships, Marketing, Comms, Production and Studios teams to deliver critical revenue-generating activities.

- Ensure insight is built into all projects, working with the Audience Insights & Analytics teams.
- Support the CCO in embedding excellence of delivery of large-scale activities as a core capability into A&C.

Person Specification

Successful candidates for this role will demonstrate evidence of the following skills, experience and abilities:

- Good organisational and project management skills, and ability to balance competing pressures, deadlines and demands;
- Knowledge of a variety of techniques to document progress, thereby aligning multiple colleagues for immaculate delivery;
- Clear communication skills to ensure there is no misunderstanding and that all roles and responsibilities / tasks in a project are clear;
- An ability to manage complex budgets, so that projects are delivered to expected costs (or less) and that all stakeholders are aware of what is expected;
- Leadership qualities that bring together multiple teams, working through sometimes challenging briefs;
- Solution-oriented mindset that facilitates the solving of any challenges that come up when delivering on a complex project;
- A flexible, collaborative and persuasive leadership style and approach that will inspire the trust and commitment of others, with strong communication, negotiation and influencing skills;
- Strong understanding of the digital space and the opportunities it creates, with substantial multimedia experience and evidence of delivering innovative digital initiatives;
- Proven achievement in the creation and implementation of successful marketing, communications and engagement strategies that have increased revenue streams and organisational reach;
- Ability to deliver change in a complex organisation;
- Experience of managing and monitoring a wide spectrum of stakeholders, their differing relationships with the organisation and perspectives on it;
- Experience of working in a customer-facing enterprise, as well as client-facing;
- A demonstrable commitment to the principles of diversity and inclusion and their practical application and integration in the work environment;
- A clear passion for the RBO's commitment to enrich people's lives and promote the wider interests of cultural learning, ballet, dance, opera, music and the arts in general, as a resource for the nation.

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