

Royal Ballet and Opera Apprenticeships

What part could you play?

INFORMATION PACK FOR CANDIDATES

RETAIL ASSISTANT APPRENTICESHIP

Provisional Schedule

Applications Close:	Mon 28 th July 9am
Assessment Day (<i>in-person</i>):	Mon 11 th Aug 2025
Start Date:	1 st September 2025



Welcome,

Message from Alex Beard, Chief Executive

Thank you for taking the time to apply for a role at the Royal Ballet and Opera.

Extraordinary, world-class performances of opera and ballet are at the absolute heart of our vision here at the Royal Ballet and Opera.

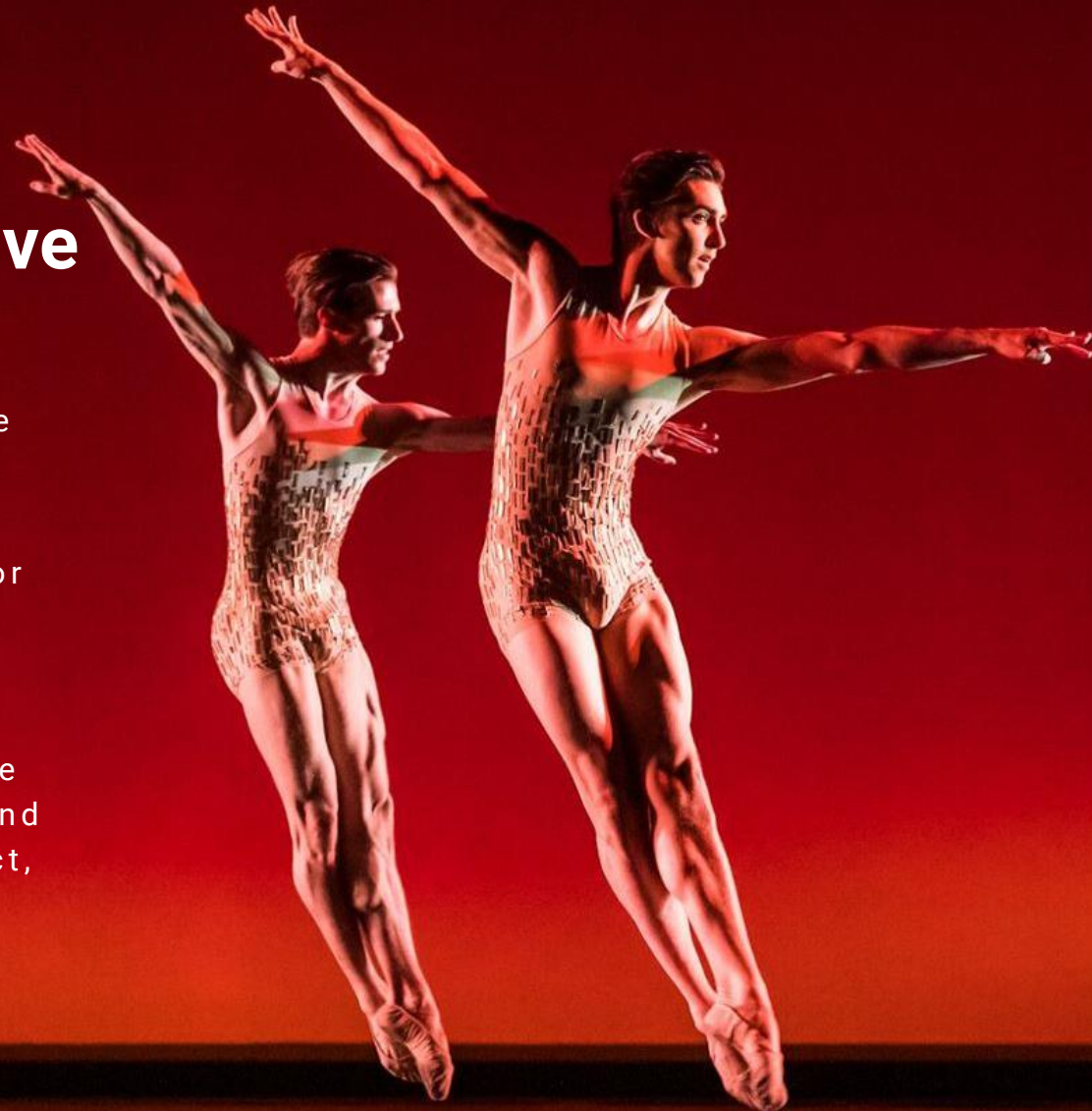
So, whether the audience is in one of our beautiful theatres in Covent Garden, watching around the globe in cinemas and online streaming, or taking part in learning and participation programmes up and down the country, we want as many people as possible to enjoy and appreciate these astonishing artforms.

None of this would be possible without the exceptional team of people who work here. People are centre stage of everything we do at RBO, and we built our culture on our core values: treating everyone with Respect, being Open in our mindset and approach, and striving for the Highest Standards in everything we do.

Everyone is welcome at the Royal Ballet and Opera, whatever your background or experience, and we look forward to your application.

Best of luck!

Alex



The Royal Ballet and Opera

- The UK home of world class opera and ballet
- Cultural powerhouse bringing together two world-class performing companies, in one of the UK's leading arts institutions
- Supported by a cast of more than 3000 employees, including technical staff, creatives, and freelancers
- Based primarily at the Royal Opera House in the heart of Covent Garden
- Further production and logistics sites are located in Thurrock and Aberdare
- Our work is enjoyed by audiences in our two theatres and globally through our streaming platform, cinema season and company tours
- Our work in schools and communities is driven by our curriculum linked programmes designed to inspire creativity, widen access to arts and diversify the future of opera and ballet
- Committed to reducing our impact on the environment and aim to achieve net zero emissions by 2035



Our Social Media Team



Every set, costume and prop that appears on the stage to create the spectacular worlds that help tell the stories of the Opera and Ballet is made by our highly skilled teams, these include:

- Scenic Carpenters
- Scenic Metalworkers
- Scenic Artists
- Props Makers
- Armourers
- Wig Makers
- Costume Makers

Behind the Scenes...



There are also teams of highly skilled people making the live shows happen; lighting experts, sound experts, stage build crews and flies and automation crews, on stage props, costume and make up teams.

These teams get the show up and running from rehearsal through to performance nights.

There are up to four different productions showing on our main stage in a week and a whole production can be stripped from the stage to make way for another in a matter of minutes.

As well as the teams who work directly on our performances, there is an army of people that support the day-to-day workings of the organisation.

These include:

- Visitor Experience
- Audiences & Commercial
- Learning & Participation
- Development, Advocacy & Public Policy
- Operations, Estates & Facilities
- Finance, Legal & Business Affairs
- Human Resources
- Information Technology

And we have Apprenticeships in these departments too!



Whatever the team, everyone who works at RBO has a passion for what they do and a shared interest in keeping this unique and brilliant theatre doing what it does best.

For that to continue into the future, we want to encourage fresh, passionate new talent into the building and our apprenticeship scheme plays a big part in that.

All departments across the organisation support the apprentices through their journey with us.

Apprentices at RBO get an authentic workplace experience in their specialist field and are fully integrated into the professional teams who are working on producing our live shows.



Where Do You Fit In?



We are interested in recruiting apprentices that first and foremost are curious, driven by working in a creative environment and are keen to learn new skills.

We don't expect our apprentices to be experts, but we do want people who foremost bring enthusiasm and willingness to learn from some of the best in the industry and who might teach us a thing or two!

We believe diversity is about making sure we can attract and develop talented people who bring more because of their different backgrounds, experiences, cultures and outlooks.

Recruiting and working with these talented people is just part of the work. We are committed to creating an environment where everyone believes they belong and can do their best work.

How Our Apprenticeships Work



RBO Apprentices are placed in a department relevant to their apprenticeship where they work as part of those teams across a working week that is regulated by the line manager in the department.

Apprentices are also supported by the Apprenticeships team to ensure each apprentice is happy in their placement and keep them on track throughout. The apprentices also support one another as a peer group; there are several opportunities to meet throughout the placements.

Apprenticeships are between one and four years in duration and have a mix of work and study. Each position is assigned a college that will support the qualification learning and a percentage of the working week of an apprentice is assigned for college work and study. This is either on day release, block release or via remote online learning.

As part of the Apprentice cohort you will join with other apprentices from the Royal Ballet and Opera taking part in events, training opportunities and activities to bring you together as a community.

You will be assigned a mentor who can help you make the most of your apprenticeship.

You will have regular pastoral sessions with the apprenticeship team who also manage any practical needs of your qualification or employment.

The Apprenticeships Team also connect with your college to ensure you are on track.

Your college course may be online, day or block release but we allow you time in your working week to fit this in.

You will earn National Living Wage.



What Are The Perks?

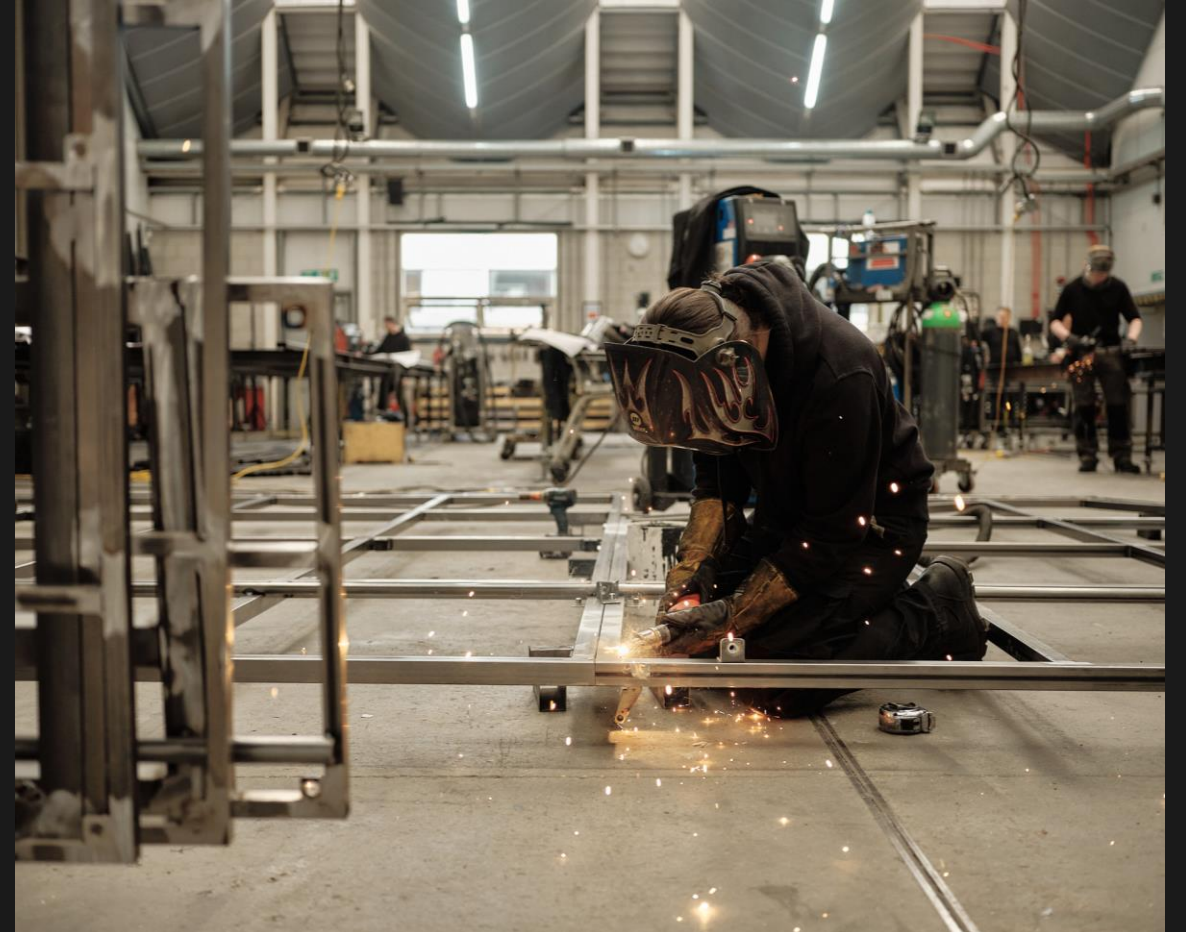
As an RBO Apprentice you will earn the National Living Wage while you qualify.

You will have the opportunity to take part in other training on offer to staff to add to your wider skills.

You will also benefit from all the Royal Ballet and Opera Staff discounts and offers.

These include:

- Staff offers on performance tickets and access to general rehearsals
- Subsidised canteen and coffee bar (at Covent Garden)
- Access to our Employee Assistance Programme providing 24-hour advice and counselling services
- Discounts on alternative and physical therapies provided in-house
- Discounted staff ballet, Pilates and yoga classes
- Discounts at the Royal Ballet and Opera Shop
- Concessions at a wide range of local Covent Garden shops, restaurants and gyms



Working with us, what to expect



Starting a new job can be daunting. At the Royal Opera House, we want to make that transition as smooth and easy for you as possible. We'll provide you with all the information you need before you start and will be on hand to answer any questions you may have about the role.

We are a big organisation, with more than 1000 staff and sites at Covent Garden, Thurrock and Aberdare. There will be plenty of people to meet and you'll have a structured induction, including tours of both our Covent Garden and Thurrock sites. This is a great way to orient yourself and understand how all the work comes together.

"The Royal Opera House has been an exceptional place to work and thoroughly supported everyone all levels during very difficult times"

"Working at the Royal Opera House has provided me so much joy in my life. I really do love working for such a great organisation and with lovely people."

"I absolutely love working here."

Retail Assistant Apprentice

What is the Royal Ballet and Opera Retail Department?

Part of the Audiences and Commercial Department, RBO Retail is a small but dedicated team of professionals who provide exceptional service for both in person and online shop customers.

As a registered charity, the Royal Ballet and Opera relies on the shop as a vital source of income to support our work both delivering productions on stage and performing community outreach.

RBO Retail is committed to sustainability, discontinuing plastic items from our ranges and supporting products from UK based artists and suppliers. These products reflect the work we deliver both on and off stage.

By the end of this Apprenticeship, the apprentice will have an understanding of the role a Retail offering plays in an arts organisation, of being a Retail Assistant and delivering excellent customer service.



What will the apprentice do?



- You will gain experience of sales and all aspects of customer service; face to face, on the phone and online.
- You will learn to complete online orders to ensure they are processed efficiently and correctly.
- You will develop skills for accurate and efficient handling of in-person transactions in our shop and learn to work to the Royal Opera House Shop service standards.
- You will learn how to advise customers and process orders received by phone, mail and our website.
- Learn how to work in line with our Customer Relationship Management strategy.
- You will learn about the Royal Opera House's opera and ballet repertoire in order to provide positive and accurate information, advice and assistance in response to all enquiries.
- You will learn how to undertake comprehensive and accurate manual counting in stock-takes as directed.
- You will learn the procedure of opening and closure of shop ensuring security awareness and general vigilance.
- You will learn how to maintain high standard of house-keeping in all shop and storage areas in accordance with safety and security procedures.
- You will learn how to correctly comply with PCI and GDPR requirements in relation to dealing with card payments and personal data.

Purpose of the Apprenticeship

This Apprenticeship is a non-degree level, vocational training route. The role is a full-time position, and you cannot enroll in another course or get another job for the duration of the apprenticeship.

The Royal Ballet and Opera Apprenticeship scheme aims to create opportunities for, and support those who may not have had access to the arts and/or as an alternative route to a career for those who would face significant barriers to, have not embarked upon, or completed a degree course at university.

Applications are encouraged from candidates who are underrepresented in the Performing Arts and at the Royal Ballet and Opera including those from black, Asian and minority ethnic backgrounds, low socio-economic backgrounds and disabled people.

This apprenticeship would be suitable for someone interested in a career in retail.

This apprenticeship is NOT suitable for those who wish to pursue a career in arts admin, dance, opera or design of any kind. The Royal Ballet and Opera do not offer performance or design-based apprenticeships.



What is involved?



- The apprenticeship will be based in the Retail department in Covent Garden. The apprentice will work to support a range of activities; online, on the shop floor and back of house.
- The apprentice will study for a [Level 2 Retailer Apprenticeship Standard](#) with Hit Training as the provider college. The majority of the learning required to achieve the qualification will be done within the workplace and in online .
- The apprenticeship is one year in duration.
- The apprentice will be allocated one day per week to attend college or to undertake individual study, scheduled flexibly with the department and college.
- The qualification will be achieved through the compilation of a portfolio of evidence demonstrating how the relevant skills have been used in the workplace as well as a final practical project.
- The working week is 40 hours, scheduled in shifts and will include weekends.

All Apprentices will...



Work with the world's best

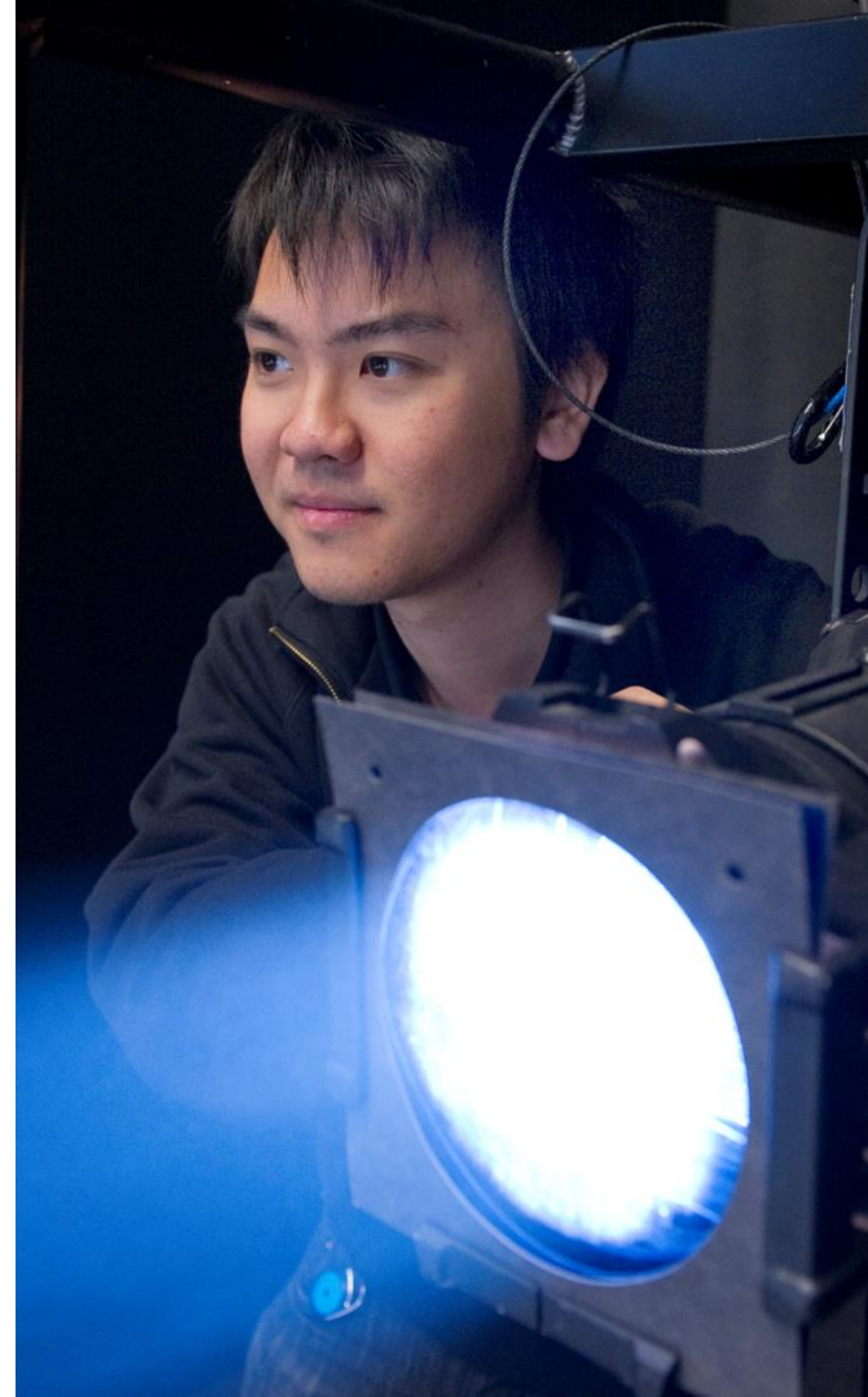
- Technicians
- Technical and Production Managers
- Stage Managers
- Performers
- Health & Safety Team

All Apprentices are expected to:

- Have a positive and responsible attitude to health and safety.
- Take responsibility for your own attendance, safe working, motivation, discipline and welfare.
- Submit learning logs and diaries to the Apprenticeships Team as required.
- Attend regular meetings with line managers and the Apprenticeships Team to review progress.
- Participate in additional training as necessary.
- Carry out any other reasonable duties as requested by the relevant HOD or Apprenticeships Manager.

What we are looking for in a Retail Assistant Apprentice

- Previous customer service or retail experience would be an advantage but not essential.
- Good communication skills – ability to speak clearly with customers and colleagues.
- Good adaptability and problem-solving skills.
- Good at working in a team.
- Punctual and have a high standard of presentation.
- Have good computer skills and proficiency with Microsoft Office.
- Self-motivated to acquire new skills and knowledge.
- A helpful, positive and proactive approach.
- Have an interest and enthusiasm for the arts.



Minimum Essential Requirements

- You must be **17 years old or over** on Monday 1st September 2025.
- You must **not** have completed a degree or equivalent in the UK or elsewhere.
- You **must** have been ordinarily resident in the United Kingdom for at least the past three consecutive years prior to the start of the programme. This is a mandatory requirement in line with apprenticeship funding regulations.
- You **must** have work authorisation for the UK.
- Ability and willingness to work long hours, including evenings and weekends on a schedule that changes week to week.
- You must be able to commute to the Royal Opera House in Covent Garden, Central London.



Our Process

We operate a fair and open recruitment and selection process. Every role is open to all sections of society, and we welcome your application, regardless of your sex, race, religion or belief, ethnic origin, different physical ability, age, gender identity or sexual orientation.

As a Disability Confident employer, we guarantee to interview all disabled applicants who meet the essential minimum criteria for our vacancies.

Take a look at [these case studies](#) to hear some past apprentice stories.

Look at the criteria carefully, please do not apply if you don't meet the basic criteria for example if you are studying/studied at degree level you are overqualified.

See our frequently asked questions if you would like to know more or email your questions to apprentices@roh.org.uk



How to Apply

Scroll to the bottom of the advert on the RBO website and click on 'Apply Now'.

Complete our simple application form - we promise it is not too scary.

If you have any access needs and would like to complete the form in a different format - please contact us on hr.recruitment@roh.org.uk.



Top Tips for Applications

- First and foremost, read through the relevant Job Description and Job Pack carefully. Answers to your most common questions are contained in the pack, as well as information about the Royal Ballet and Opera and our work.
- Apprenticeships are a form of vocational training. The standard we award for this apprenticeship is Level 2 which equates to a pre-degree qualification. **If you have completed a degree (even in a non-related subject) you are overqualified, and we will not be able to consider your application.** Therefore, please do not invest time and energy in your application as it will be sifted out and you will be disappointed.
- Check the location of the apprenticeship you are applying for and the college provider we partner with for specific course delivery. Not all roles are based at ROH Covent Garden, and you may be required to attend college in another location. You must live within a commutable distance to your place of work **and** study before embarking on (and during) the apprenticeship so please consider the travel commitments/relocating implications before applying. You must budget for living and travel expenses from your salary.
- Take time to prepare your answers to **demonstrate** how you fit the criteria – we receive hundreds of applications to our apprentice programme so if you want to make yours stand out, take the time to prepare and think about how your experience fits the criteria. Make sure you have watched our Apprenticeships video on our website to understand what we offer.



- Tell us about you in your own words. Speak truthfully about your experience and interests. We can tell when applications have been written by third parties, keen parents or AI technology. We want to hear from you, about you, in your own voice.
- Try to use real life examples in your answers. Whether from school, college, your studies, work experience, volunteering, or personal life, show us how you have transferable skills and a passion relevant to the role you are applying for. We understand many applicants will not have practical work experience and that is ok! Think outside the box when applying examples to the questions and helping us understand why an apprenticeship is the right route for you.
- If you have any access requirements when submitting your application, please contact hr.recruitment@roh.org.uk. We currently only accept written applications but if this format is not suitable, let's have a conversation about how we can support you. We are also happy to talk directly to support workers and job coaches.



Top Tips for Applications cont'd

- Show us your personality! Apprenticeships are vocational training positions, and we are not looking for the final product. What we are looking for is passion, enthusiasm, and dedication. We want to hire apprentices who will bring fresh energy to the organisation and will be the future of their chosen fields.
- There is no upper age limit on ROH apprenticeships, and they can also be a route to retrain and get into a new industry. However, you must be at least 18 years old at the start of the apprenticeship.
- You are applying to an Apprenticeship position, this means you will be required to undertake a college course throughout the two-years you are employed and are expected to work hard to complete the course including attending seminars/teaching, to submit course work/assignments and to pass the assessment at the end of the course.
- Prepare your answers to our application form in Word/Pages and save somewhere locally before copying and pasting into the form to make sure you don't lose your work and have a record of your application answers.
- All applications are reviewed by a shortlisting panel which includes the Apprenticeships Team and Hiring Departments. Applications are anonymised so the panel will only see your answers to the shortlisting questions against a candidate number. They are not given any information about your name, age, location, or any other personal details. The only exception is if you declare a disability in your application.
- Therefore, it is vital that you provide us with the information you wish to represent you in the shortlisting questions!

Good Luck!