

JOB DESCRIPTION

Role / Title: Production Co-ordinator

Reports to: Senior Producer (Main Stage)

Overall purpose of the job

To provide effective support to the Senior Producer, Opera Company & Staff Directors' office, across a range of work, including administrative support for production planning, rehearsals and performances.

Key Accountabilities

- Assist with the administrative aspects of the day-to-day management of The Royal Opera.
- Be fully conversant with the performance and rehearsal schedule and assist in the production of the weekly and daily schedules.
- In collaboration with the JPA team, administer and facilitate the running of the Directing Observership programme.
- Work as part of a team to provide high-level support to all artists working with the Royal Opera.
- Process and communicate details of artists' non-availabilities.
- As part of a team compile and distribute contact lists, photo overviews, and other rehearsal documents.
- Administer and prepare welcome packs, security passes and greet guests, including artists, creatives, auditionees and visitors. Conduct inductions for freelance staff as needed.
- Respond reliably to all day-to-day queries.
- Maintain and manage the DIESE scheduling and production database, act as primary contact for related queries.
- Provide administrative support for scene breakdowns, schedules, and production records.
- Organise and maintain accessible production files, including revival notes and team documentation.
- As part of a team, assign and distribute tickets for Generals and Performances, including staff duty seats.

- Proofread cast sheets, programmes, and online content.
- Support archiving of scores and recordings; update directors' scores database.
- Maintain a database of freelance production staff.
- Assist with departmental projects, tours, and other duties as required.

PERSON SPECIFICATION:

Knowledge, Skills and Experience

Experience and Knowledge

- Experience of supporting the constantly changing work of a busy office environment, ideally in a production company
- Knowledge and interest in administration and production for the performing arts
- Timetabling and scheduling experience in a complex organisation

Essential People Skills

- Consistent high level of professionalism and responsiveness
- Ability to deal with people at all levels in a confident and professional manner
- A strong team player
- Proven pastoral care skills
- Pro-active attitude with an ability and aptitude for pre-empting challenges and problems for guest artists
- Natural ability to maintain a patient attitude and good humour in all circumstances

Essential Administration Skills

- Communicate both in writing and orally in a fluent and persuasive manner, in good clear English
- Strong organisational and administrative skills with a systematic approach, ideally in a professional arts organisation
- Accuracy and a high level of attention to detail
- Solid proofreading skills
- Strong time management skills with ability to prioritise and meet deadlines and use own initiative as appropriate
- Capacity to manage a busy workload with high productivity
- Ability to assimilate new information and learn standard procedures
- Commitment to delivering a high standard of work
- Proficient Microsoft Office user (Word, Excel, Outlook, SharePoint)

Job Requirements

- The flexibility to work evenings and weekends, on occasion at short notice, as the rehearsal and performance schedule and other projects require.

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

