



# ROYAL OPERA HOUSE

## **JOB DESCRIPTION**

**Title:** Development Events Administrator

**Reports to:** Head of Development Events

---

### **Main purpose of the job**

To assist and support the Development Events team in maximising the income from Fundraising Events and the events within the Royal Opera House Development's Events Programme and support the work of the Head of Development Events and Development Events Managers in the planning and implementation of the overall programme.

### **Main Responsibilities**

#### *Fundraising Events*

- Assist the Development Events team on the planning, marketing and organisation of Fundraising Events and Galas.
- Assist in contributing towards the Fundraising Events budget of £892,000 net (£1,513,000 gross) for 2013/14.
- Assist in delivering certain aspects of the above work as directed by the Head of Development Events and Development Events Managers, such as:
  - Administer mailings, responses and receipt of payments; and any other administration associated with successful events;
  - Input management of all information on the ROH database relating to the events;
  - Assist in strategic marketing of fundraising events to maximise income;
  - Attend Gala meetings and to take minutes;
  - Work closely with Board Members, senior volunteers and other Royal Opera House Departments, to achieved desired outcome;
  - Assist in the general administration of fundraising events

### *General Events Support*

- Assist on delivering certain aspects of events with the Sponsorship, Individual Philanthropy, Strategic Funding and Patrons teams.
- Contribute productively to the Events and Individual Philanthropy team brainstorming and creative events planning.
- Administer and manage the Development Events and the Communication dates schedules, and ensure the information is up-to-date and regularly distributed to the Development Department and other relevant Departments.
- Assist the Development Events team in reserving spaces required for events i.e. Fundraising, Sponsorship, Individual Philanthropy and ensure accurate and up-to-date listings of all spaces held across the season and maintaining the Development Events schedule (see above), working with the Planning Coordinator and EBMS.
- Assist the Head of Development Events and Development Events Managers and undertake daily office management duties, including data input, filing and answering the telephone, taking and passing messages promptly.
- Assist the Development Events Manager responsible for liaising with The Royal Ballet, The Royal Opera, Chorus, Orchestra and Jette Parker Young Artists and administer artists' invites.
- Administer all ticket requirements for the Royal and Directors Box for the Development Department, Board, Development Committee Members and Chief Executive's office and ensure delivery in an accurate and timely manner. Work closely with Box Office and catering etc. where appropriate and up-date EBMS.
- Represent, when necessary, the interests of the Development Events team at scheduling and "Nuts and Bolts" meetings.
- Administer a number of events throughout the Season and to be present at the event day or night, as required, to ensure the smooth running and success of the event.
- Be an ambassador for the Department internally and in particular with the ROH Board, ROH Development Committee and philanthropists.
- Maintain utmost discretion and confidentiality with the information and research that you are privy to and to ensure that this information is not shared outside of the organisation and only where appropriate outside of the Department.
- Undertake any other duties as may be reasonably required in the above post.

### **After 6 months in post, the successful candidate will have:**

- Established a collaborative and consultative relationship with other members of the team on areas of work you have been asked to support and administer.

- Established good relationships across the ROH departments and become a respected member of the Development team.
- Demonstrated competency to the required high standards in all key areas of administration work
- Demonstrated excellent organisational and effective time management, and forward planning and prioritisation of work.

## **PERSON SPECIFICATION**

### **Knowledge, Skills and Experience**

#### ***Development Administration***

- Relevant work experience in events administration or PA experience
- Excellent face-to-face and telephone communication skills, including the ability to deal with senior level business people and philanthropists in a professional manner
- Ability to gain good understanding of the sponsorship and support options in order to become operational in the role in a relatively short timeframe
- Reliability and commitment to delivering a first rate service to philanthropists and potential supporters

#### ***Organisation Skills***

- Strong organisational and administrative skills with a systematic approach
- Ability to plan and prioritise effectively and meet deadlines
- Highly proficient Microsoft Office user, including Word, Excel, PowerPoint and database skills
- Good documentation preparation skills and clear and concise writing style
- Accuracy and attention to detail
- Able to prioritize and re-prioritize around changing demands
- Able to use initiative and deliver consistently to a busy workload
- Commitment to delivering a high standard of work and continuous improvement

#### ***People Skills***

- Utmost discretion and confidentiality in dealing with high profile individuals
- Strong team player, able to work autonomously or as a team, as required
- Ability to deal with people at all levels, including Committee and Board Members and philanthropists in a confident and professional manner

#### ***Desirable***

- A general understanding and appreciation of the art forms

#### ***Job Requirements***

- Flexibility on working hours, willing to work occasional evenings and weekends
- Well presented, business like appearance

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