ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Title: **Assistant to the CTO**

Reports to: **Chief Technology Officer (CTO)**

Main Purpose of the Job

Provide effective and proactive PA support to the CTO, working across multiple departments and teams

Key Responsibilities

Secretarial

- Manage diary and arrange meetings for the CTO
- Answer phone and act as point of contact for all phone and face to face enquiries relating to the work of the CTO
- Arrange and make practical arrangements for certain key meetings, help prepare and distribute documents in advance, including to internal and external committee members, ensuring receipt with adequate time for review.
- Provide typing support for documents, reports and letters as required in house style
- Manage all correspondence, both incoming and outgoing, in a timely manner, drafting correspondence where required
- Coordinate all travel arrangements
- Work collaboratively with other PAs and maintain effective liaison with all departments within the Royal Opera House, and all professional and external contacts
- Provide secondary support in the above areas to senior managers in reporting teams as directed.
- Prepare agendas and minute department and cross house meetings, including;
  - Technology Steering Group
  - Tessitura User Group
  - Information systems Group
  - Change control meetings
  - Online project board
- Provide cover for the assistant to the Chief Operating Officer and Director of Finance when required

- Work to all department procedures and observe protocols on compliance and handling of confidential and sensitive information

Administration and Office Management

- Ensure efficient filing, with rapid retrieval, security and confidentiality of all stored data
- Work collaboratively with other team members and maintain effective liaison with all departments and external contacts
- Order and maintain stationery supplies
- Handle petty cash as required
- Undertake other tasks as may be required from time to time
- Assist with any other administration cover or support as agreed
- Ensure CTO's office is run effectively in the absence of the CTO
- Assist with the documentation and monitoring of the technology change management process and technology governance processes

Insurance and Claims Co-ordinator

- First line of contact for day-to-day insurance queries, insurance administration and assistance with annual renewal process
- Assess and submit all insurance claims to broker and ensure follow-up of any relevant invoices
- Liaise with Business Affairs team to review all non-standard contracts for insurance and indemnity clauses to ensure requirements are met by existing policies, and acquire proof of cover as required from all third parties.
- Liaise with brokers to arrange additional insurance where needed on case-by-case basis
- Ensure insurance considerations are well communicated across organisation to minimise risk of rendering any cover invalid or of not having adequate cover
- Liaise with stakeholders across organisation to ensure cover is in place for any non-standard activity (e.g. loan of jewels, education residentials, animals hire, filming equipment hire, pyrotechnics, changes to building etc)
- Act as key point of contact for any insurance related issues arising from a Major Incident or Emergency.

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Secretarial Experience

- Sufficient secretarial and administration experience in a busy office, ideally within a large organisation
- Able to work at a senior level, and deal effectively with Executive level matters
- Good judgement and able to request information when needed
- Understanding of protocols for liaising with external committee members

Administration Skills

- Very competent Microsoft Office user including Word, Excel, Visio and PowerPoint
- Excellent organisation and diary management skills, including use of Outlook
- Respect for compliance issues and confidential information
- Accurate typing, high standards of general accuracy and attention to detail
- High standard of written/verbal English
- Strong numeracy skills, able to work accurately with data entry and checking figures
- Ability to learn about new procedures and projects and become operational in a short period of time
- Able to manage a busy workload and commitment to a high standard of work

Technology Skills

- A good understanding of technology, use of the internet, social media and internet based tools
- Ability to learn technical terms, meaning and context
- Ability to document technical conversations accurately

People Skills

- Professional and confident manner
- Consistent high level of responsiveness and customer care, coupled with tact and diplomacy
- Ability to deal effectively with a wide range of people and at all levels in the organisation
- Ability to work effectively self-directed with little supervision or as part of a team
- Ability to work with multiple managers

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