



ROYAL
BALLET
SCHOOL

ON DEMAND COORDINATOR

OVERALL PURPOSE OF THE POST

To co-ordinate and administer the Primary Steps on Demand programme and to respond to the On-Demand platform customer service queries.

SUMMARY OF THE ROLE

This role would suit a confident, experienced and highly organised administrator seeking to work within the field of dance training.

This person will be involved in the day to day administration of the On-Demand programmes, and providing customer service in a timely manner to external customers. A strong experience of administration and project delivery and being adept at building relationships with all stakeholders are essential to the success of the role. A flexible and supportive attitude is key to ensuring that every area of the programme is delivered to the same consistent high standard. The job requires someone who is committed to the development of classical ballet training in the recreational sector, with a can-do attitude and who enjoys being part of a team.

CONTRACT TERMS

Salary	£26,250 per annum
Hours	35 hours (5 days) per week (with any additional work compensated by TOIL). Option for flexible working arrangements in agreement with line manager
Holiday	30 days per annum
Location	Upper School, Covent Garden
Duration	Permanent
Line managed by	Digital Marketing Manager
Key contacts	Head of Training and Access, Digital Marketing Manager, Associate Programme and Primary Steps Artistic Manager, Comms, Marketing and Content teams plus Teacher Training staff, HR, and Finance teams

SAFEGUARDING DUTIES AND RESPONSIBILITIES

The School is committed to safeguarding and promoting the welfare of children and young people and recognises that safeguarding and promoting the welfare of children is **everyone's** responsibility. The School expects all staff and volunteers to share this commitment to children's safeguarding and to share this child-centred approach. This approach means that staff must consider, at all times, what is in the best interests of the child. Additionally, the following is expected of all staff:

- To uphold the School's policies relating to safeguarding and child protection, behaviour, health and safety and all other relevant policies
- To promote and safeguard the welfare of children and young persons for whom you are responsible, and come into contact with
- To report any safeguarding concerns using the relevant channels, such as informing the Designated Safeguarding Lead, in a timely and appropriate manner
- To ensure full compliance with all statutory regulations, in particular the most recent Keeping Children Safe in Education, and communicating concerns to the Designated Safeguarding Lead, other relevant staff of The Royal Ballet School or local children's services as appropriate.

MAIN DUTIES

This list should be seen as illustrative rather than prescriptive

On Demand Programme

- Manage all administration for programme activities including planning and scheduling, organising staff, marketing, payments, communications, ensuring consistency in delivery and completing post-activity administration
- Work with the Marketing and Communications Department to produce in all aspects of programme delivery
- Support the Associate Programme and Primary Steps Artistic Manager in all aspects of the On-Demand programme
- Manage any enquiries and customer service issues from customers using the On-Demand platform across PSOD, ICOD and ATAP programmes.

Other

- Support other departments with internal events and performances where time permits
- Attend school meetings and INSETs as required
- Any other duties as may reasonably be required and that fall within the scope and range of the job.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

- Excellent, proven administration experience ideally gained in an environment with multiple programmes in a busy and varied office
- Experience in a customer service environment and ability to respond in a timely manner
- Experience in working in an online/digital organisation
- Excellent organisational skills with experience of prioritizing work and managing conflicting deadlines
- Demonstrates technical ability and experience including database systems, website back end and experience of learning new online/digital systems
- Clear knowledge of or interest of ballet and/or dance in education
- Capable of supporting others in a variety of areas as well as working independently and autonomously when the job requires
- Excellent interpersonal and communication skills, able to build supportive relationships with internal and external stakeholders
- Able to represent the school and confidently promote the work of the department
- Strong working knowledge of Windows PC systems and Microsoft Office programs
- Willing to work collaboratively across the department and externally
- Flexible attitude towards duties and working patterns in order to fulfill the requirements of the role
- Willing to travel and work unsociable hours
- Empathy with and a commitment to the aims and ethos of the School.

DESIRABLE CRITERIA

- Clear knowledge of or interest of ballet and/or dance in education
- Experience of working in an arts or educational organization.

We're passionate about creating an inclusive workplace that promotes and values diversity. At the Royal Ballet School, we are committed to creating an environment where every one of our employees feels part of our team and can flourish, regardless of their background.