



ROYAL  
BALLET  
SCHOOL



# JOIN OUR TEAM

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WORK AT THE ROYAL BALLET SCHOOL

# ABOUT US

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We are a global organisation with an important mission: to nurture, train and educate exceptional classical ballet dancers and to set the standard for dance training worldwide.

As a boarding school, a performing arts organisation and a charity, our team is varied. Our staff have specialist skills in dance, academics, pastoral care, healthcare, outreach, marketing, fundraising, and operations - to name a few.

We look for committed, enthusiastic candidates who demonstrate the skills and experience we need.

People are the key to our success - we attract, retain, develop and motivate the best in their fields to share our commitment to providing excellent care and education for our aspiring dancers and dance teachers.

## OUR VALUES

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**ACTIVELY  
WIDENING  
ACCESS**

**OUR HERITAGE  
NOURISHES  
OUR FUTURE**

**STRIVING FOR  
EXCELLENCE**

**NURTURING  
INDIVIDUALS**

**ALWAYS  
INNOVATING**

# WHAT'S IN IT FOR YOU?

Our full-time students are based at White Lodge in Richmond Park and Upper School in Covent Garden.

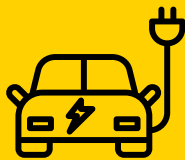
There are two additional boarding houses for Upper School students in Pimlico and Covent Garden. We also have offices on Bedford Street in Covent Garden.

The Royal Ballet School operates in locations worldwide, including different Associate centres and venues for Primary Steps and Intensive Courses.

Across our sites, there are a total of 280 employees. Wherever they work, our team respect each other, knowing everyone has a unique part to play in our organisation's mission. Our workspaces are friendly, welcoming and inclusive. Our employees share a passion for the arts in society and for supporting individuals to reach their full potential.



**GENEROUS  
PENSION  
SCHEME**



**TECH AND  
ELECTRIC  
VEHICLE SCHEME**



**CYCLE TO  
WORK  
SCHEME**



**EMPLOYEE  
ASSISTANCE  
PROGRAMME**



**LEARNING AND  
DEVELOPMENT  
OPPORTUNITIES**



**SEASON  
TICKET  
LOAN**



**GENEROUS  
ANNUAL  
LEAVE**



**DISCOUNTS  
OFF A VARIETY  
OF BRANDS**



**IT  
ASSISTANT**



# APPLICATION DETAILS

## LOCATION:

Upper School, Covent Garden and White Lodge, Richmond Park. There will be regular travel to our other sites.

## SALARY:

£25,956 per annum

## HOURS:

35 hours per week, with evening and weekend work compensated with TOIL

## APPLICATION CLOSING DATE:

Applications will be shortlisted and reviewed on entry.

## OVERALL PURPOSE OF THE ROLE

To deliver ICT assistance, including first and second-line IT support, as well as both reactive and proactive maintenance.

## SUMMARY OF THE ROLE

The IT Assistant will provide fast, efficient, proactive support to staff and students across multiple locations, with frequent travel between sites. Key responsibilities include assisting with hardware and software upgrades, performing preventive maintenance, providing Audio-Visual support, and delivering training and troubleshooting for staff and students, along with ongoing support and guidance.

We are looking for a quick learner with strong organisational skills, a proactive approach, and the flexibility to start early during the weekdays (typically at 8:00am). This dynamic position offers plenty of room for growth and development in a fast-paced environment. If you are passionate about IT, eager to learn, and ready to make a meaningful impact in a forward-thinking organisation, this role could be perfect for you!



## MAIN DUTIES

- Travel between and work across the School's multiple sites
- Deliver timely and effective IT support to both onsite and remote users, responding to issues reported through the IT helpdesk and other channels within the agreed service levels (SLA)
- Proactively maintain and troubleshoot ICT, telephony, AV hardware, and software, ensuring systems are kept in good working order across all sites
- Assist with installing, upgrading, and relocating IT hardware and software, including cabling, office relocation and setting up ICT equipment
- Liaise with third-party suppliers and external IT contractors to diagnose and resolve technical issues
- Manage mobile devices used within the School, and support staff, students, and visitors in connecting their personal devices to the network and School resources
- Learn and carry out tasks related to the School's ICT and Audio-Visual infrastructure
- Provide IT inductions and training for staff and students; develop clear user guides, manuals, and standard operating procedures
- Maintain an accurate asset register of ICT equipment and ensure ICT policies are regularly reviewed and updated
- Support audio-visual needs for teaching, events, presentations, conferences, including equipment setup, filming, editing, and archiving footage
- Communicate effectively with users regarding IT service disruptions and IT - related issues
- Be willing to undertake further training and development opportunities to gain skills in existing and new ICT systems
- Perform any other duties as may reasonably be required, within the scope and range of the job.

## PERSON SPECIFICATION

### ESSENTIAL CRITERIA

- Demonstrate experience in providing IT support, preferably in an educational environment
- Proficient in Windows 10 & 11, Microsoft 365, and Office 365 suite, with a strong understanding of their practical applications
- Hands-on experience with Mobile Device Management (MDM) systems, particularly with Apple products

- Knowledge and understanding of IT networking, cybersecurity principles, and familiarity with classroom technology, telephony, printing, and mobile devices
- Highly organised with a commitment to completing tasks efficiently and meeting deadlines consistently
- Energetic and enthusiastic about providing a helpful and efficient IT support service to all users
- Strong problem-solving abilities with keen attention to detail
- Knowledge of internet security and data privacy principles to ensure the protection of sensitive information
- Excellent customer service skills, with the ability to understand users' needs and collaborate effectively to find practical solutions
- Strong written and verbal communication skills, capable of conveying technical information clearly to non-technical staff and articulating staff needs effectively to external suppliers
- Ability to recognise and manage pressure, seek support when necessary, and respond constructively to feedback
- Willingness to work flexible hours, undertake regular travel across all sites, and complete necessary training
- Empathy and alignment with the aims and values of the school.

## DESIRABLE CRITERIA

- Prior IT experience in educational settings
- Microsoft or other relevant IT certifications



## 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, particularly the most recent Keeping Children Safe in Education, and to communicate concerns to the Designated Safeguarding Lead, other relevant staff of The Royal Ballet School or local children's services as appropriate.

We are committed to creating an environment where all our employees feel part of our team and can flourish, regardless of their background. We're proud to be an inclusive workplace that promotes and values diversity.

The information detailed here about this role should not be considered encompassing. Over time, the emphasis of the job may change without changing the general characterisation of the role or the level of duties and responsibilities. This information will be periodically reviewed and revised in consultation with the postholder.



**CLICK HERE  
TO APPLY**

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ASSISTANCE  
WITH YOUR  
APPLICATION**

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CONTACT US  
IF YOU HAVE  
QUESTIONS**

