



ROYAL
BALLET
SCHOOL



JOIN OUR TEAM

WORK AT THE ROYAL BALLET SCHOOL

ABOUT US

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

**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.

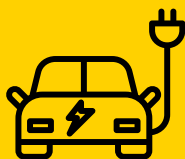
There are two additional boarding houses for Upper School students in Pimlico and Covent Garden.

The Royal Ballet School operates in locations worldwide, including different Associate centres and venues for 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 APPRENTICE

APPLICATION DETAILS



LOCATION:

Upper School, Covent Garden **and** White Lodge, Richmond Park (with travel to other school locations as required)

HOURS:

35 hours per week, Monday - Friday (with evening and weekend work if required compensated via TOIL)

SALARY:

c£22,000 per annum

APPLICATION CLOSING DATE:

9 November 2025

DURATION:

Two years fixed term, dependent on the continuation of the apprenticeship programme

OVERALL PURPOSE OF THE ROLE

To provide first and second-line IT support while actively contributing to the continuous improvement of the School's IT systems and processes both proactively and reactively.

SUMMARY OF THE ROLE

We are seeking two IT Apprentices who are passionate about technology and eager to support staff and students across multiple locations. This is a hands-on role that offers a unique opportunity to gain practical experience in a professional IT environment while working towards a Level 3 IT Support qualification.

The role involves:

- Providing efficient, friendly support to staff and students.
- Maintaining, troubleshooting, and upgrading IT systems and hardware.
- Assisting with Audio-Visual (AV) setup and support.
- Performing preventive maintenance and supporting IT projects.
- Delivering basic IT training and creating user guides.

You'll be travelling regularly between sites, so you'll need to be organised, proactive, and adaptable. Flexibility for early starts (around 8:00am) is essential. This position offers excellent opportunities for career development within IT support.

If you are enthusiastic, hardworking, curious, and ready to learn, we would love to hear from you.

MAIN DUTIES

APPRENTICESHIP FRAMEWORK

- Comply with all requests from the apprenticeship provider including completing all assignments/assessments as required and ensuring availability for all scheduled learning sessions as required
- Create and update a learning record of your journey through the apprenticeship
- Spend 80% of each week performing role responsibilities and 20% on apprenticeship learning assignments.

TECHNICAL SUPPORT

- Provide prompt, professional IT support to staff and students, both onsite and remotely, via the IT helpdesk and other communication channels
- Troubleshoot and resolve technical issues relating to hardware, software, and network connectivity
- Carry out proactive and reactive maintenance to ensure smooth daily operations.

SYSTEMS & HARDWARE MANAGEMENT

- Assist with installation, configuration, and upgrades of IT hardware and software
- Maintain, troubleshoot, and manage IT systems and services across all sites
- Support office moves, cabling, and setup of new workstations and devices
- Manage and support mobile devices (phones, tablets, laptops), ensuring secure connection to school networks.

COLLABORATION & TRAINING

- Collaborate with third-party vendors and external IT contractors when required

- Deliver IT inductions for new staff and students
- Create user guides and deliver basic IT training sessions to improve digital confidence.

ADMINISTRATIVE & MEDIA SUPPORT

- Maintain accurate records of IT assets, licenses, and inventory
- Support online meetings and events using platforms such as Microsoft Teams and Zoom
- Assist with audiovisual setups for teaching, assemblies, and presentations
- Provide media support, including filming, video editing, and archiving.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

- An interest and passion to start a career in IT and Technology
- Highly organised, with strong time management and attention to detail
- Positive attitude and willingness to go the extra mile to support users
- Logical, methodical approach to troubleshooting
- Strong people skills and the ability to communicate technical concepts clearly
- Excellent written and verbal two-way communication skills
- Ability to handle pressure calmly and respond well to feedback
- Willingness to travel between sites and work flexible hours
- Manage confidential information responsibly
- Willingness to stay curious, acquire new skills, reflect and apply learnings to day to day tasks
- Awareness of cyber security principles, networking, or device management is desirable, but not essential
- Empathy with the aims and values of The Royal Ballet School.



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**

**CLICK FOR
ASSISTANCE
WITH YOUR
APPLICATION**

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CONTACT US
IF YOU HAVE
QUESTIONS**

