



# opera north

## Assistant House & Event Manager

## Background

The Howard Assembly Room is a captivating, inspiring performance venue in the heart of Leeds city centre. This beautifully restored venue is loved for its rich and varied programme of music, film, words, and performance and has welcomed world-class musicians and performers.

The Howard Assembly Room is programmed by Opera North. Established in 1978, Opera North is an award-winning national opera company based in Leeds. The company's fresh, vibrant, and inclusive approach to art is reflected in the range of gigs, film screenings, talks, workshops and installations presented within the Howard Assembly Room.

### **Our mission is to:**

- Excite, challenge and entertain our audiences by producing work of the highest artistic standards.
- Deliver our work to the widest possible audience, acting as a resource for the communities in which we perform, and developing new audiences for our work.
- Expand the boundaries of opera and challenge peoples' expectations through, for example, collaborations with other art forms, including film, dance and visual art.



## Our Purpose

Opera North's purpose is to create extraordinary experiences every day, using music and opera to entertain, engage, challenge and inspire.

## Our People

Working at Opera North you will be part of a company and group of people committed to fulfilling this purpose. Whatever role you take we will provide you with an induction plan that introduces you to your job and the team you'll be working in, as well as giving you the opportunity to meet colleagues across the company. Our success in delivering against our purpose will be built on the commitment, skills, diversity and well-being of the people who work at Opera North, and we will invest in training to develop our people both professionally and personally, because we believe this strengthens not only our company, but also the wider creative sector.



# Our Values



## **For Everyone, With Everyone**

Our communities and audiences are part of us, and we are part of them. We are dedicated to ensuring everyone can be included, involved and engaged.



## **Imaginative and Innovative**

We are bold, challenging and inventive. We push boundaries in all our work.



## **Passion for Excellence**

Our work is world-class, and we are dedicated to achieving excellence.



## **Connected and Collaborative**

We act as a team and work in partnership to drive innovation and maximise our impact.



## **Valued and Respected**

Everyone who works and engages with us is truly valued. We are welcoming, supportive and respectful.



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and audiences are  
part of us, and we  
are part of them.**

# Our award-winning work tours to theatre stages and concert halls throughout the North and beyond.



## Who We Are

Based in Leeds, rooted in the North of England and international in outlook, our award-winning work tours to theatre stages and concert halls throughout the North and beyond, including to London and major international festivals. Alongside touring opera, in Leeds we curate an eclectic artistic programme of gigs, concerts, spoken word and film in the newly transformed venue the Howard Assembly Room. We aim to make work that is bold, innovative and ambitious, always looking for new ways to share and create with audiences.

## Music for Everyone

Opera North believes opera and music is for everyone, and champions diversity in artists, repertoire and audiences. Through our Learning & Engagement and team, the Company connects with communities and inspires each generation, aiming to enhance the health and well-being of people in the cities, towns and villages where we work through arts participation and performance. In recognition of our work with refugee groups, Opera North holds the status of Theatre of Sanctuary.

## A New Home

In 2021 we moved into our new home, the Howard Opera Centre. It is a world class rehearsal facility for our orchestra, chorus and all the artists we work with, sharing the same building as our new education studio where everyone is welcome to learn about and make music. We have also created a modern flexible working environment for our staff and given our venue, the Howard Assembly Room, a new lease of life with a dedicated entrance and public spaces, together with restaurant and bar in the heart of Leeds.

## Leeds as a capital of culture

Leeds is the only city in England outside of London to have a resident full time opera company, ballet and repertoire theatre as part of a diverse, collaborative and thriving cultural scene. That rich offer has been complemented by a growing tech sector.

Surrounded by the stunning Yorkshire countryside including the Dales, Moors and North Sea coastline, Leeds is a fantastic place to live and work.

## Main Purpose of the Job

The Assistant House & Event Manager will support the House & Event Manager in delivering exceptional customer experience to patrons attending events in the Howard Assembly Room and Opera North estate.

The role will assist in the delivery of day-to-day administration and operation of house management functions. They will act as a duty manager leading a team of FOH staff to deliver high levels of customer service whilst maximising ancillary sales.



# Roles and Responsibilities

This is not an exhaustive list of the responsibilities associated with the role, but it identifies key responsibilities that will shape the day-to-day execution of the position:

## Event Management

- To act as a duty Manager as required representing the Howard Assembly Room and Opera North in welcoming visitors to events and performances
- To act as an initial contact for emergency services and manage evacuations and emergency procedures as required
- To support in the efficient management of the Customer Experience Team & Volunteer Hosts
- To be a personal licence holder and to ensure the venues requirements under the Licensing Act 2003 are met
- To maintain an awareness of risks and threats throughout the building, and the security and safety of staff and visitors
- To deputise for the Howard Assembly Room House and Events Manager as required
- To undertake training as required specific to the role
- To be aware and always adhere to Opera North's policies and procedures
- To undertake duties as reasonably required by the Howard Assembly Room House Manager

## Administration

- To support the House & Event Manager in efficient administration processes
- Ensure supplies and stock level are meet the demands of events
- To assist in the preparation of management information report and key analytical data as requested
- Assist in the development of new and improved house management initiatives
- To support on the delivery of health and safety and safeguarding training, best practice and compliance for activities undertaken in the HAR
- To undertake any other duties commensurate with the position
- To assist in the booking, advancing and successful delivery of external hire events across the Opera North estate

## Facilities

- To maintain high standards of cleanliness and tidiness throughout all front of house areas at all times
- To provide support on events as required, preparing, and resetting public spaces according to the requirements of events.

## Ancillary and Retail

- To assist in developing the operation of all ancillary sales and to improve service to maximise turnover and profit
- To assist in the management of stock, consumables and equipment as required
- To accurately complete sales reports as required

## Health and Safety

- To act as a First Aider
- To maintain a current knowledge of issues and procedures around fire safety, evacuation procedures and operation of fire safety systems
- To lead in the safe evacuation of front of house areas

## Accessibility

- To ensure that visitors with specific access requirements are met
- Through liaison with Box office, Technical and Stage Management ensure that:
  - The house opens promptly
  - Visitor are seated promptly and safely
  - Latecomers are seated in accordance with the latecomer's policy
  - Visitors leave safely at the end of the event
  - To monitor and support all retail and ancillary sales including ensuring all sales points have adequate stock
  - To complete a front of house report for each event
  - To ensure visitors are guided throughout the venue
  - To deal with or direct visitor feedback and complaints as appropriate



## PERSON SPECIFICATION

<b>Education &amp; Training</b>	<b>Essential/ Desirable</b>	<b>Assessed by (Application/Certificates/Interview/Task)</b>
Strong numeracy & literacy skills	Essential	Application
<b>Experience and Knowledge</b>		
Significant experience in a customer facing role	Essential	Application
Knowledge of health and safety issues	Desirable	Application
FOH & Management Experience	Desirable	Application
Knowledge of fire safety	Desirable	Application
<b>Competencies</b>		
Personal Licence	Desirable	Certificates
First Aid at work Certificate	Desirable	Certificates
Excellent customer service skills	Essential	Interview
IT Skills	Essential	Application
Financial reporting	Essential	Application
Enjoyment of working with the public	Essential	Interview
Excellent interpersonal skills	Essential	Interview
Ability to work on own initiative	Essential	Interview
Positive and flexible approach to problem solving	Essential	Interview
Attention to detail	Essential	Interview

**All employees are expected to provide proof of their right to work in the UK before or on their first day of employment.**

# Additional Responsibilities

- Any other duties as may reasonably be required within the level and scope of the post.
- Ensuring the highest standards of professional performance are maintained.
- Supporting and wherever possible contributing to equality, diversity, and inclusion within the organisation.
- Taking reasonable care of your own health and safety and that of any person who may be affected by your acts or omissions, including following Opera North health and safety procedures and co-operating with the organisation on health and safety issues.
- Participating in arrangements for performance review and appraisal.
- Ensuring that professional skills are regularly updated through participation in learning and development activities.



# Terms and Conditions

## Contract Type

Permanent

## Salary

£26,000 per annum

## Hours of Work

35 hours per week average  
Flexible dependant on events

## Normal place of work:

Howard Assembly Room & Howard Opera Centre,  
Leeds

## Holiday Entitlement

33 days inclusive of 8 statutory holidays, per annum (pro rata)

## Company Pension

Company pension with a 5.5% employer contribution and 2.5% employee contribution.

## Notice period:

2 months

## Other Benefits

- Ticket discounts or complimentary tickets to Opera North productions, concerts and events
- Salary sacrifice schemes, high street discounts and travel card schemes
- Access to an Employee Assistance Programme

**WE ARE NOT USING AGENCIES TO FILL THIS POSITION - NO AGENCIES PLEASE.**

## Equity, Diversity and Inclusion

We promote equity, diversity and inclusion in our workplace and make recruitment decisions by matching our needs with the skills and experience of the candidate. As we work to address underrepresentation in our workforce, we are particularly keen to hear from applicants from minority ethnic backgrounds or those with other protected characteristics.

The successful candidate must have the right to work in the UK or be ready to obtain it.

## General responsibilities of everyone who works for us:

- Represent the company values and purpose to create extraordinary experiences everyday
- Work collaboratively and co-operatively with all team members and take an active part in team meetings and discussions
- Be an ambassador for Opera North and follow our policies and procedures
- Play your part in ensuring that everyone who comes through our door is welcomed and treated with respect

## How to Apply

To apply for this role, please send a CV and covering letter via the Hireful website.

If you need any help completing your application, including any adjustments to the application process, and if you are applying under the Disability Confident Committed scheme please contact [appointments@operanorth.co.uk](mailto:appointments@operanorth.co.uk) to make us aware.

**Good luck with your application and we look forward to hearing from you.**





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