Your journey starts here...
An introduction from our Chief Executive

I'm Stuart Murphy and welcome to English National Opera.

At ENO there are a few values we live by– we strive to be world class in everything we do– in what we perform on stage and in the pit, in how we treat our customers and how we treat one another inside the company.

The thing that connects us all is that we are here to make world-class opera for anyone.

We sing in English, and take seriously our commitment to offer accessible pricing, with free tickets on Fridays, Saturdays and Opening nights if you are under 18, and lots of tickets at £10 for the rest of us.

We have an extensive learning and participation programme at the heart of our company, called ENO Baylis and we offer training, coaching, mentoring and professional development not only to our performers and to the next generation of musical talent, but to all of our staff.

Our home is the stunning London Coliseum – the largest theatre in the West End of London, designed as a people’s palace of entertainment. But we are increasingly staging work outside the theatre walls.

We are fair, honest, transparent and put a premium on excellence – so if you love creating, imagining, supporting brilliant musical and theatrical endeavour, there are few places in the world that offer the scope of what we offer here.

I hope that once you have read this candidate information pack, you will consider applying for this position. We look forward to receiving your application.

Very best wishes,

Stuart Murphy, Chief Executive
English National Opera exists for everyone, creating new experiences with opera that inspires, nurtures creativity and makes a difference. Our vision is for lives changed through opera.

We take a fresh inspiring approach to opera to reflect the diversity of our culture.

We believe that opera is a living art form able to connect to people from all parts of our society. We collaborate with a range of artists and art forms as part of our commitment to the future of the art form. We sing in English, as we believe it enhances the emotional connection between performers and audiences.

We encourage creativity throughout the company and our commitment to the future of opera provides a platform to develop outstanding careers.

We are a world-class national company recognised internationally for the standard of our work. We nurture talent across the entire company including a platform for young singers to start and then develop global careers.

We connect to audiences through inspiring, accessible, world-class opera and stimulating, creative participation programmes.

We create our productions for the widest possible audiences and aim to introduce completely new audiences to the magic of opera whether at the London Coliseum, outside of our theatrical home or internationally.

We make our productions accessible by offering a large proportion of tickets at affordable prices, and through our attendance schemes.

We work with a wide range of visiting companies to generate essential revenue and welcome new audiences to share the experience of our theatre.

English National Opera is founded on the belief that opera of the highest quality should be accessible to anyone.
Relevance throughout the country

We believe a national opera company has a duty to stage work that people outside the capital can enjoy. We partly do this by producing a range of digital content from our productions that can be accessed from across the globe; and we are now stepping up our ambition to perform work outside Central London with announcements planned in the future.

Staging Distinctive world class work

ENO has always staged opera that is different. We are known as a place that embraces and encourages artistic daring and creative risk. We do this in tandem with employing British-based, British-trained talent (80% of performers last season). We develop British singers to learn opera in English, who work closely with our chorus and orchestra.

We work closely with other opera houses around the world, co-producing work. Our biggest Box Office success ever, last season’s Porgy and Bess, was co-produced with the New York Met.

ENO’s Annual Revenue

We have a mixed business model with £12.3m a year invested by Arts Council England (we are an ‘NPO’ – a National Portfolio Organisation). Almost 60% of our revenue comes from fundraising, our endowment fund, ticket sales, merchandising and renting out the Coliseum to ballet and musicals.

The ACE investment goes to support a range of initiatives that we wouldn’t be able to support without government money such as:

• Reduced priced tickets for those with disabilities, for schools and other audience development schemes aimed at increasing and retaining the opera audience in the UK
• Annual upkeep and insurance of the London Coliseum
• Maintain a chorus of 44 singers for nine months a year and have an orchestra all year round
• Free tickets to under 18’s and community groups
• Stage opera that isn’t commercially viable but important for the industry and genre
• New talent development training and learning and participation programmes
• Employ full time in house craft departments such as sets, props, costume, wardrobe, hair and make up

ENO’s philosophy, to be the national opera for everyone, means we encourage people to be forward thinking and inventive throughout this exceptional organisation.
**Music Staff and Assistant Chorus Manager**

English National Opera is founded on the belief that opera of the highest quality should be accessible to everyone and was set up to be for everyone.

It is for this reason that we stage opera of the highest quality always sung in English. It is why we have ticket prices which are affordable, or free, if you’re under 18. It is why we work with local communities to bring opera to people who might otherwise not experience it.

We are looking for a Music Staff and Assistant Chorus Manager who will be responsible for the effective management and operation of the music staff in collaboration with the Head of Music and DOMD and to assist the CM with the effective management and operation of the Chorus. This will involve deputising for the Chorus Manager on a regular basis and regular evenings and weekends.

This appointment will be made on merit, but we believe that diversity strengthens and enriches us, and that it is the responsibility of everyone at ENO to make the arts and cultural sector a more diverse and equal place. As Black, Asian and minority ethnic (BAME) and disabled people are currently under-represented at ENO, we particularly encourage and welcome applications from BAME and disabled applicants.

If it sounds like you, please complete all sections of the application form and send to the People team at workwithus@eno.org.

**Reporting to:**
Director, Orchestra and Music Department and Chorus Manager

**Location**
London Coliseum, Lilian Baylis House and other locations as required

**Salary**
Up to £32,500 dependant on experience

**To Apply**
Send the following documents to workwithus@eno.org
* Please ensure they are sent as separate attachments
  • Part 1 (Sections A-C) of Application Form
  • Part 2 (Sections D-G) of Application Form
  • Diversity and Equality Monitoring Form

**Application Deadline**
Thursday 26th September 2019; 17.00
Music Staff and Assistant Chorus Manager

SUMMARY

MUSIC DEPARTMENT

The Music Department comprises of the Chorus (44 choristers), Orchestra (69 orchestral players), Music Staff (5 repetiteurs and 1 trainee repetiteur), Chorus Masters, Library and Surtitles. The Music Department is led by the Music Director (MD) who is responsible for the development of the Company’s artistic policy in collaboration with the Artistic Director. The Director, Orchestra and Music Department (DOMD) is responsible for the operational management of the department and the Head of Music (HOM) is responsible for the musical management of the department.

PURPOSE OF JOB

Reporting to the DOMD, and Chorus Manager (CM), the Music Staff and Assistant Chorus Manager is responsible for the effective management and operation of the Music Staff in collaboration with the Head of Music and DOMD and to assist the CM with the effective management and operation of the Chorus. This will involve deputising for the Chorus Manager on a regular basis and regular evenings and weekends.

KEY RESPONSIBILITIES

MUSIC STAFF MANAGER

Management:

- Administratively line manage all of the members of the ENO Music Staff in collaboration with the Head of Music, ensuring that all members are managed fairly and reasonably in line with the ENO/MU Agreements, policies, procedures and best practice.
- Attend important rehearsals which include first and last rehearsals.
- Create and maintain all personnel records including sickness and absence records, player records and freelance lists.
- Issue contracts for any guest members of music staff.
- In collaboration with the HOM select and engage any freelance music staff required and manage all recruitment for Music Staff and the annual trainee repetiteur position.
- Manage all keyboard requirements for the Music Department in collaboration with the HOM.
- With the DOMD and HOM negotiate and review the relevant ENO/MU Music Staff agreement.
- Manage all aspects of the ENO Community Choir.

Scheduling:

- Liaise with the Company Office, CM and HOM to assist compiling the weekly call sheet, scheduling the Music Staff in collaboration with the HOM.
- Long-term Music Staff schedule – liaise with the HOM to ensure this is effectively planned.
- Liaise with the HOM to create a detailed Music Staff Allocation each season.
- Arranging coaching sessions in collaboration with the HOM for singers as necessary.
Music Staff and Assistant Chorus Manager

KEY RESPONSIBILITIES CONTINUED

Communication:
• Keep the HOM and DOMD informed of any issues, potential or actual relating to the Music Staff.
• Develop a good working relationship with all production teams and conductors throughout the production period.

Budgeting and Finance:
• Manage and administer all payments and payment records for the Music Staff and any freelance staff.
• Assist the DOMD in administering all of the Music Staff related budgets.
• Help implement a new personnel and payroll system using OPAS software (already in use by the Orchestra dept).

ASSISTANT CHORUS MANAGER

Management:
• Maintain strong presence at ENO Chorus music calls, production and stage rehearsals and performance.
• Monitor and track attendance at Chorus calls including NAs, sickness absence, late arrivals etc in line with the Company’s policies and procedures.
• Assist in the organisation and management of all auditions relating to Chorus recruitment in line with ENO/Equity agreements.
• Assist the CM in allocation of parts, chorus parts and cover roles to Choristers as appropriate.

Scheduling:
• Assist the CM to ensure that the long-term Chorus schedule is effectively planned.
• Plan and issue the short-term Chorus schedule and weekly call sheet in collaboration with the CM and Company Office.
• Assist the CM and Chorus Master with the production and distribution of Chorus allocations as required.
• Assist the Wardrobe Dept in the scheduling of costume fittings and notify them (and other relevant departments) of any changes to the Chorus schedule.
Music Staff and Assistant Chorus Manager

KEY RESPONSIBILITIES CONTINUED

Communication:
• Keep the CM and Chorus Master / Assistant Chorus Master informed of any issues relating to Chorus.
• Develop a good working relationship with all production teams and conductors throughout the production period in order to ensure their needs are met regarding ENO Chorus, as far as reasonably possible, and/or manage their expectations.
• Ensure directors, conductors and their assistants, as well as Company Office are aware of any absent Choristers and ensure that all essential parts and business and rehearsals and/or performances are covered.
• Liaise with colleagues in Orchestra Management over Chorus requirements at Sitzprobes etc.
• Maintain good working relationships with Equity officials and deputies.

Budgeting and Finance:
• Assist in the administration and management of Chorus budgets including Chorus overtime, ensuring that the available budgets are deployed effectively across the department, in collaboration with the CM
• Assist in the maintaining of accurate records of each Chorister’s work and enter into the payroll database and ensure the payroll record for each Chorister is sent to the payroll department in good time for correct payments to be made.
• Help implement a new personnel and payroll system using OPAS software (already in use by the Orchestra dept).

5: GENERAL (Music Staff and Chorus)

Health and Safety:
• Reporting to the DOMD and CM respectively, manage all issues regarding health and safety for the Chorus and Music Staff.
• Ensure that the Company’s Health and Safety Policies and procedures are fully implemented.
• Manage the Music Staff and assist the Chorus noise awareness programmes.
• Ensuring relevant safety equipment is implemented for Music Staff where required.
• Schedule and carry out area inspections and individual risk assessments as necessary.
• Investigate individual accidents at work involving members of the Music Staff and Chorus, ensuring accident report forms are completed and sent to the H&S dept.

General:
• Assist in the relationship of the Music Staff and Chorus with the work of ENO Baylis.
• Establish effective working relationships with conductors, liaising with them as necessary and providing advice and assistance with regard to their Music Staff and choral requirements.
• Deputise for the Chorus Manager as necessary, regularly to include evenings and weekends.
• Any other duties relevant to the post.
Music Staff and Assistant Chorus Manager

PERSON SPECIFICATION

Essential:

• Educated to degree level or equivalent.
• Excellent interpersonal skills with people across the Company.
• Diplomacy, discretion and confidence in speaking to a large group of people.
• Ability to work well under pressure.
• Ability to prioritise.
• Excellent organisational and administrative skills, and attention to detail.
• Outstanding written and verbal communication skills
• Problem solving skills and the ability to use initiative.
• Flexible approach to working.
• Full competence in Microsoft Office.
• A desire to maximise the administrative potential for the Music Department.
• A calm, professional manner with a good sense of humour

Desirable:

• Relevant experience of working in an arts organisation.
• Passion for music.
• Knowledge of OPAS.
Why work at ENO?

When you join us at ENO, we’ll provide you with an in-depth induction that will introduce you to your role, your department and give you the opportunity to explore all areas of the company.

“My most enjoyable thing about working at ENO is working with a supportive, fun and energetic team”

“The variety of what we do is amazing, from drinks receptions and garden parties, to opportunities to see performances from Stage Prompt or the Flys - every day is different and exciting!”

“The most enjoyable thing about working in the Development team at ENO is being able to collaborate with everyone in the organisation - Marketing & Comms and Baylis, as well as the teams at the Coliseum so there is a great sense of community within the company”

From our second annual staff survey in May 2019, we found that:

89% of people at ENO feel pride in the work they do and the results achieved

75% of people plan to be working at ENO in three years from now

84% of people in the company feel they are trusted to do their job well

Whole Company Staff Benefits
At ENO, we believe our staff are our strongest asset, and we offer support beyond your salary. We will also invest not only in your professional development, but also in your wellbeing.

Our current staff benefits include:

Professional Development
• Annual Professional Development Review to support your personal and career ambitions and achievements

ENO and London Coliseum Performances
• Access to complimentary tickets for ENO and selected London Coliseum performances
• Access to a staff rate for ENO performances
• Complimentary tickets to talks, recitals and behind-the-scenes events

Staff Well-Being Activities
• Generous annual leave entitlement
• Access to subsidised activities such as massage and yoga
• Access to an employee assistance programme

Financial Support
• Employer pension contribution of 3%, with employee contribution of 5%
• Digital payslips accessible through mobile apps
• Staff canteen at the London Coliseum
• Star of The Month Scheme
• Employee discount programme through Perks at Work
• Interest-free travel season ticket loans
• Cycle-to-work scheme
• Eye care vouchers
Confidentiality
Confidentiality is so important in this role and our policy is strict. All information concerning staff, patrons and other ENO business, the disclosure of which could be detrimental to the company, must be held in the strictest confidence and may not be divulged to any unauthorised person at any time.

Data Protection
Data Protection and adherence to GDPR is equally important. We therefore require that computer information should only be accessed if this has been authorised and is necessary as part of the postholder’s work. You will need to be aware of the GDPR & key principals, and the Computer Misuse Act 1990.

Health and Safety
Health and Safety is so important at ENO and we would expect that the postholder will be happy to undertake personal responsibility for safety as will be outlined in the ENO safety policy and the Health and Safety at Work Act 1974.

Equal Opportunities
Equal Opportunities is a given. We will expect the postholder to abide by ENO’s policies on Equal Opportunities and Dignity at Work.

Code of Conduct
Code of Conduct is sometimes assumed, but at ENO we will require the postholder to act in accordance with ENO’s Code of Conduct whereby everyone shall be treated in a professional and courteous manner with full regard to the avoidance of discrimination, consistent with current equal opportunities employment legislation.
English National Opera is a charitable company limited by guarantee incorporated in England and Wales (Company number 00426792). Charity Registered Number 257210.