



# Company and Events Assistant Candidate Pack



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Your journey starts here...



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.**



## Company and Events Assistant

Reporting to the Head of Executive Office, the Company & Events Assistant will provide proactive, day-to-day logistical and administrative support across areas of the Executive Office and Development teams. This includes supporting the administration and delivery of Opening Night parties, and running a personal, concierge style ticketing service to ENO supporters, prospects and stakeholders.

The Company & Events Assistant sits between the Executive Office and the Development Department, providing the opportunity to experience multiple workstreams and to develop skills in a variety of areas of arts administration, events management and stakeholder engagement.

### Reports to:

Head of Executive Office and Head of Philanthropy

### Salary

£25,500-£27,500 per annum

### Holiday Entitlement

25 days per annum pro rata plus Bank Holidays

### Location

Hybrid, London Coliseum & travel to other locations as necessary  
Must be available to work in the office 3 days per week including Wednesdays

### Hours

35 hours per week, flexibility to work evenings to support events

### To Apply

Please send a CV and cover letter/short video detailing your interest and suitability for the role as well as details of your availability on interview dates to [workwithus@eno.org](mailto:workwithus@eno.org). Please also submit our anonymous [Equality and Diversity Monitoring Form](#).

**Application Deadline**  
12pm. Thursday 3<sup>rd</sup> April 2025

**Interviews**  
10<sup>th</sup> & 11<sup>th</sup> April 2025



## Company and Events Assistant

### Key Accountabilities

- Provide general administrative support and assistance for the Executive Office, including proactively monitoring refreshments and stationery / technical needs, distributing post, and greeting guests from Stage Door.
- Assist the Executive Assistants on maintenance of schedules, contact details, and filing systems.
- Assist with the delivery of internal and external events, including booking venues and meetings spaces, arranging refreshments, managing guest lists, monitoring RSVPs, and preparing event communications.
- Support with office technical and practical needs, such as liaising with IT and Facilities, and printing requests
- Assist with travel arrangements for the Executive Team as required
- Donor and Stakeholder servicing
- Deliver a personalised ticket booking service for ENO Supporters and Board Members.
- Process complimentary tickets for prospective supporters and other public affairs stakeholders.
- Working with the Events Team to book and manage Supporter requirements such as hospitality add-ons
- Managing and monitoring the Executive Office shared inbox – including assisting with the responses and logging of First Night RSVPs.
- On Opening Nights and hospitality events to be the first point of welcome for ENO Supporters
- Support the Philanthropy Team with the monthly renewal of ENO Supporters, including managing data and arranging renewal letters
- Supporting the Philanthropy Team with thank you letters to ensure all donors are thanked in a timely and personal manner.
- Using both the ticketing software (SRO, soon to be Spektrix) and fundraising CRM to maintain accurate records for current and prospective supporters
- Provide research support to the Philanthropy, Grants and Partnerships and Public Affairs teams as needed on potential and current supporters.
- Ensure all donations and high-value memberships are promptly and accurately processed in our CRM system, resolve any rejections or errors, and to send the appropriate thank you letter/receipt.
- Ensure Gift Aid Declarations are recorded and up to date
- Oversight of the Development Department's banking procedure, ensuring that cheques are deposited in a timely manner
- Provide weekly team reports on contactless donation activity.
- Occasional administration of the finance systems for the Executive Office, including expense claims and purchase orders.



## Company and Events Assistant

### Person Specification

#### Essential

- Good administrative and IT skills, with the ability to deliver work accurately and with attention to detail in a timely manner.
- Strong interpersonal skills, with a welcoming attitude and the ability to build effective relationships with both internal and external stakeholders.
- Good organisational and time-management skills, with experience of handling multiple workflows.
- An able and engaged team player who enjoys working both collaboratively and independently with initiative.
- The ability to always uphold confidentiality and discretion.

#### Desirable

- An interest in pursuing a career in events management, development and fundraising, or arts administration.
- Experience of using software and information management systems, such as Spektrix, Monday.com, and Microsoft 365.



### 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 8 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.



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ENGLAND**

