



Communications Officer
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.



Communications Officer

SUMMARY

At ENO we create opera without limits to reach the widest possible audience. We present our operas in both London and Greater Manchester, and work with schools and communities across the UK. It's an exciting time for the company, as we move towards our centenary in 2031, and we're looking for a dynamic and dedicated Communications Officer to join our ambitious and friendly in-house Communications team.

In this role, you'll support the delivery of both external and internal communications, offering an excellent opportunity to develop broad communications experience across a wide range of channels and activities. Your day will be varied – you could be supporting on high profile press campaigns for some of the best opera productions in the world, crafting engaging intranet content to help motivate our people to achieve ENO's strategic objectives, or thinking up new ways for us to engage different audiences with our creative health work.

With strong writing skills, excellent attention to detail and a collaborative approach, you'll help ensure our messages are clear, consistent and impactful, strengthening ENO's reputation through engaging storytelling and strategic communications.

Reports to

Head of Communications

Salary

£30,000 per annum

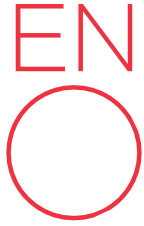
Location

London Coliseum and Greater Manchester, Hybrid

Hours

35 hours per week

We are open to considering job share arrangements for this role.



Communications Officer

Key Accountabilities

External communications

- Deal with media enquiries quickly and accurately, draft and distribute press releases, source and distribute images and support with the preparation of briefing notes ahead of media interviews
- Support the development and delivery of creative and compelling communications plans and campaigns for our opera season in London and Greater Manchester, our year-round schedule of learning and engagement activities across the UK, and our corporate communication priorities
- Manage and supervise media photography and filming at the London Coliseum
- Distribute invites and handle press ticket allocations, working closely with Box Office, Front of House and Events teams to ensure well-run press nights
- Proactively identify media opportunities, risks and situations likely to require reactive media handling, and respond quickly to urgent communications needs
- Support the researching, design and drafting of key organisational publications such as the annual report
- Support colleagues across ENO at all levels on specific communications projects
- Maintain media lists and monitoring tools and prepare daily news bulletins
- Update the forward planner for the Communications team and produce campaign evaluations



Communications Officer

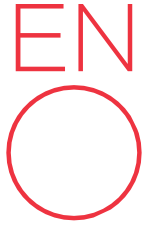
Key Accountabilities

Internal communications

- Support the Internal Communications Manager to develop clear and engaging internal comms materials
- Collaborate with stakeholders to produce content that highlights achievements and opportunities within the ENO community
- Coordinate logistics and content for internal events such as company gatherings
- Deliver regular, engaging internal communications across channels, including SharePoint and e-newsletters
- Maintain and improve our SharePoint intranet, making sure content is accurate, accessible and user-friendly
- Help to develop communications plans that support ENOs strategic objectives and business priorities working closely with colleagues across the organisation
- Review campaign and content performance using analytics and insights

General

- Build and nurture excellent working relationships across the Audiences division and wider organisation
- Maintain a strong understanding of organisational priorities to ensure communication plans align effectively
- Represent the ENO at events including dress rehearsals and press nights, attending out of office hours and/or away from ENO as required
- Champion equality, diversity and inclusion in everything you do



Communications Officer

Person Specification

Required:

- Excellent written and verbal communication skills with the ability to tailor messages for different audiences
- Ability to organise workload effectively and manage multiple tasks simultaneously
- Proactive, motivated and able to work independently when required
- Strong interpersonal skills and a collaborative working style
- Ability to work calmly and effectively under pressure
- Confident using digital tools and platforms for communication and content management
- Proactive, positive approach to problem-solving
- Minimum of two years experience in a communications or press officer role
- Strong writing, editing and proofreading skills
- Proven experience working on high-profile press and communications campaigns
- Familiarity with press office environments and the ability to deal confidently and diplomatically with all levels of the media
- Ability to build rapport and collaborate with colleagues at all levels
- Digitally savvy with proficiency in Microsoft Office and SharePoint
- Strong prioritisation and organisational skills in a fast-paced environment
- Strong judgement and awareness of reputational risk
- Interest in the arts and current affairs

Desirable:

- Experience of internal communications
- Experiences or knowledge of opera or classical music
- Experience of working within the opera sector or at an arts institution

Communications Officer

At the ENO, our people play a vital role in helping us create extraordinary encounters with opera and beyond, so it's just as important that we reward people beyond their salary to recognise their contributions.

Your Wellbeing

- **Annual Leave:** 25 days plus Public Holidays
- **Hybrid and flexible working**
- Eye care vouchers
- Enhanced Company Sick Pay
- Enhanced Family Friendly Leave (including Maternity Leave and Paternity Leave)
- Cycle-to-Work Scheme
- **Employee Assistance Programme (EAP)** through Spectrum.Life:
 - Confidential support available 24/7, 365 days a year for employees
 - Virtual GP & digital physio
 - Wellbeing portal including videos, podcasts, and factsheets on topics such as sleep, diet and exercise



Your Professional Development

- Annual Professional Development Review to support your personal and career ambitions and achievements
- Opportunities for Sabbatical leave to invest in your learning, wellbeing and career goals



Seeing Our Performances

- Complimentary tickets for ENO and selected London Coliseum performances
- Staff rate for ENO performances
- Complimentary tickets to talks, recitals and behind-the-scenes events

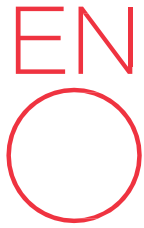


Managing Money

- Salary Sacrifice pension scheme with Natwest Cushon
- Subsidised Staff canteen at the London Coliseum
- Interest-free travel season ticket loans
- Annual pay review
- Discounts across various categories including: Travel, Wellness and Fitness, Electronics, Accessories, Food & Drink and many more through Pebble



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



Communications Officer

To Apply

You can apply for this role on our careers site.

We'll ask you for:

- A copy of your CV
- A cover letter

After reviewing your initial application, we may invite you to answer a few additional questions to help us shortlist candidates for interview.

Application Deadline

Monday 1 June 2026

1st Interviews

w/c 22 June 2026

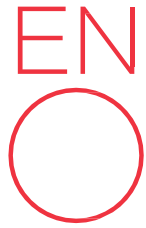
2nd Interviews

w/c 29 June 2026



We're proud to be a Disability Confident Employer. If you'd like to apply through the Disability Confident Guaranteed Interview Scheme or require any reasonable adjustments for the application process, please email workwithus@eno.org

Applications



Backstage Secrets to Success

Read the job description carefully

The job description is your score and every note counts. This will help you understand whether the role is a good fit and what is required, so you can tailor your application effectively.

Read the application requirements carefully

Before your first act make sure you know your cues and stage directions. Check for any word limits, additional tasks, or submission deadlines.

Tailor your cover letter

Your cover letter is your aria- your chance to shine. Use this to tell us things that we can't see on your CV for example: why you want to work with us, how our values align with yours, and any transferable skills that make you a great fit for the role.

Check your application

Before submitting, review spelling and grammar, ensure attachments are included and correctly named, and double-check that your contact details are accurate and up to date. This is not a rehearsal. We repeat, this is not a rehearsal!

Prepare for your interview

Research the organisation, be ready to discuss experience mentioned on your CV, and think about questions you'd like to ask us. See the interview as a duet where each voice is equally as important.

Use AI tools mindfully

AI is a brilliant tool that's transforming how we work however, please ensure your application is honest and a true reflection of your experience. You can use AI to check grammar and spelling, improve structure and formatting, research the organisation or rehearse mock interviews but remember when the curtain rises, we want to see the real you in the spotlight.

Online interviews

If your interview is online, have a technical rehearsal. Check that the link works beforehand and make sure you have a quiet space, a good internet connection with minimal distractions.

In-person interviews

Confirm who you'll be meeting on the day, check your route in advance, and leave plenty of time in case of travel disruptions. This is your 5-minute call, you have 5 minutes.

Accessibility

We are an inclusive employer and want to ensure that our process is as accessible as possible. If you have any access requirements, please let us know as soon as possible by emailing us on workwithus@eno.org so that we can ensure that the stage is ready for your performance.



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.

ENO



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