



Operations & Planning Manager 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. Working across our creative centres in London and Greater Manchester, we take a fresh, inspiring approach to opera that reflects 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. Across London and Greater Manchester, we develop new artistic ideas, commission and create ambitious new work, nurture talent and help shape the future of opera.

We are a world-class national company recognised internationally for the standard of our work, with creative centres in London and Greater Manchester.

We nurture talent at every stage of the creative journey, supporting artists, creative practitioners, young singers and future creative professionals to develop and build outstanding careers.

We connect people through world-class opera alongside ambitious learning, participation, creative health, artist development and skills programmes that enrich lives and strengthen communities.

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, across Greater Manchester, throughout the UK and internationally.

Across both creative centres, we create productions and creative experiences for the widest possible audiences, introducing new audiences to the magic of opera at the London Coliseum, across Greater Manchester, throughout the UK and internationally..

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

Operations & Planning Manager

Summary

ENO Engage delivers an ambitious programme of creative engagement across London and Greater Manchester, working with communities, artists, schools, health partners and cultural organisations to create meaningful opportunities for participation and wellbeing.

This newly created role will provide operational leadership across ENO Engage, developing the systems, planning frameworks and ways of working that enable the department to deliver ambitious programmes efficiently, consistently and sustainably.

Working closely with the Director of ENO Engage, Heads of Department and Programme Managers, the post-holder will strengthen planning, governance, financial oversight and project management across the department, enabling teams to focus on creative delivery, partnerships and participant impact. The role will be responsible for creating the operational infrastructure required to support a growing department working across multiple programmes, locations and partnerships.

This is a fixed-term role focused on delivering lasting organisational improvements that will support ENO Engage's future growth and enable Programme Managers to focus on creative delivery, partnerships and participant impact. As this is a new role, we're looking for a proactive self-starter with both the ability to work on their own initiative and build relationships within a busy delivery team. You should be comfortable designing and implementing new administrative and operational systems and have a keen eye for detail and consistent ways of working.



Operations & Planning Manager

ENO Engage

ENO's award-winning learning and participation programme and creative health & wellbeing programme, ENO Engage, takes opera out into the community, working with health trusts, schools, community organisations and partners across the country. Each year, around 100,000 people experience our Engage programmes, in person or online. For more information on ENO Engage: www.eno.org/engage/

Contract

12-month Fixed Term Contract

Reports to

Director of ENO Engage

Salary

Up to £45,000 per annum

Location

Greater Manchester or London, with some travel between both locations

Hours

35 hours per week, some evening and weekend work is required



Operations & Planning Manager

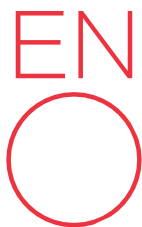
Key Responsibilities

Operational Leadership

- Lead a review of operational systems, digital tools and ways of working across ENO Engage, identifying opportunities to improve efficiency, consistency and collaboration
- Design and embed operational frameworks that support effective programme planning and delivery
- Lead change management activity, supporting colleagues to adopt new systems and ways of working
- Simplify and streamline administrative processes, improving the experience of colleagues across the department
- Develop, document and embed operational guidance, policies and resources to ensure improvements are sustainable beyond the life of the role
- Promote continuous improvement through regular review of systems, processes and team feedback

Planning & Project Management

- Develop department-wide planning frameworks that support effective management of multiple programmes and priorities
- Introduce consistent project management tools, templates and reporting processes across ENO Engage
- Develop dashboards and reporting systems that improve visibility of programme progress, risks, dependencies and resource requirements
- Support Programme Managers to improve planning, forecasting and resource allocation across projects
- Monitor delivery against agreed milestones, highlighting risks and supporting effective decision-making



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Key Responsibilities

Finance, Performance & Reporting

- Develop consistent approaches to budgeting, forecasting and financial monitoring across the department
- Work closely with Finance colleagues to strengthen financial reporting and improve budget oversight
- Develop reporting systems that provide clear information on programme performance, expenditure and organisational priorities
- Support annual business planning and departmental reporting
- CRM (Spektrix) system lead for Engage, supporting team to implement new systems for reporting and programme tracking

Compliance

- Responsible for devising, implementing and monitoring compliance processes across the Engage programme, ensuring that all activities comply with ENO's Health and Safety, GDPR, Safeguarding Policies and consent processes, and leading on advocating for changes to policies where expansion is needed
- Health and Safety and GDPR lead for the Engage department, developing and implementing robust procedures relating to Health and Safety, Risk Assessment and GDPR processes
- Company wide advocacy and communication to ensure Engage's work is represented and considered within policies and procedures, and upholds legislative requirements.

Internal Collaboration

- Develop effective working relationships with Finance, HR, Marketing, Development, Production and Artistic teams
- Develop effective working relationships with the Engage Heads of Department to ensure operational systems support strategic and programme priorities
- Improve coordination between ENO Engage and wider organisational departments
- Support cross-department planning to ensure engagement activity is effectively resourced and delivered

Operations & Planning Manager

Key Responsibilities

Team Development & Support

- Develop practical tools, templates and guidance that improve consistency across programmes
- Deliver training for Programme Managers and Coordinators to build confidence in operational planning and reporting
- Promote a culture of collaboration, learning and continuous improvement across the department
- Provide day-to-day operational support and advice to Programme Managers and Coordinators

Other Duties

The post-holder will play an active role in the wider work of ENO Engage and undertake other duties appropriate to the role, including:

- Line management of Engage Administrator role
- Contributing to the strategic development of ENO Engage
- Supporting organisational planning and reporting
- Representing ENO Engage within cross-organisational working groups
- Maintaining awareness of developments in project management, operational practice and the cultural sector and where appropriate, provide operational support to programme delivery during periods of peak activity

Operations & Planning Manager

Person Specification

Required:

- Experience improving operational systems, processes or organisational ways of working
- Strong analytical skills and confidence working with operational data
- Strong project management experience
- Experience of developing planning frameworks, reporting systems or operational processes
- Experience managing multiple priorities within a complex environment
- Experience managing budgets and financial reporting
- Experience working with CRM databases
- Excellent organisational and analytical skills with strong attention to detail
- Excellent written and verbal communication skills
- Ability to build effective relationships across multidisciplinary teams
- Ability to influence and support colleagues through organisational change
- Commitment to equity, diversity, inclusion and accessibility

Desirable:

- Experience working with Spektrix
- Experience working within the arts, culture, education or charity sectors
- Experience implementing project management or collaboration software
- Knowledge of governance, safeguarding or compliance processes
- Experience supporting organisational transformation or service improvement

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
- 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 Flys - every day is different and exciting!"

Please note that some of these extras vary depending on contract type or duration.

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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

Due to the high volume of applications we receive, we are only able to provide feedback to those applicants who reach the interview stage.

Please note that all applicants must have the right to work in the UK and the successful candidate will require a DBS check.

Application Deadline

5pm, Sunday 16 August 2026

1st Interviews

Thursday 27 August 2026

2nd Interviews

Thursday 3 September 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

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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Supported using public funding by
**ARTS COUNCIL
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