



Marketing 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. 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.

Marketing Assistant

Summary

The Marketing Assistant will play a key role in supporting the planning, coordination and delivery of marketing activity across productions, projects and events. Working closely with the wider marketing team, the postholder will help deliver audience communications, maintain digital content, coordinate campaign materials and provide essential administrative support, including budget tracking, reporting and supplier management. This is a varied and fast-paced role that requires excellent organisational skills, strong attention to detail and the ability to build positive working relationships with a range of internal and external stakeholders. It offers an excellent opportunity for someone looking to develop a career in marketing within the arts, culture and live events sector.

Contract

Fixed term contract ending in March 2027

Reports to

Senior Marketing Manager

Salary

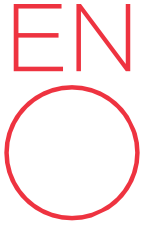
£28, 206.02 per annum pro rata

Location

London Coliseum

Hours

35 hours per week



Marketing Assistant

Key Responsibilities

- Build email campaigns
- Update and maintain website content and campaign copy
- Support delivery of marketing campaigns across productions and projects
- Coordinate campaign assets and marketing materials
- Raise purchase orders and process invoices and maintain budget trackers
- Support on the compilation of reports
- Manage the marketing department credit card and supplier administration
- Coordinate meetings and diary bookings on behalf of the Head of Marketing
- Support team planning, project administration and action tracking
- Liaise with agencies, freelancers and internal stakeholders
- Support events, press nights and audience activity as required
- Support London Coliseum onsales (emails builds and coordination)
- Deliver and support on Front of House poster schedule
- Support on audience surveys by building/ adapting surveys in tools and sharing links



Marketing Assistant

Person Specification:

Required:

- Good organisational and administrative skills
- Strong attention to detail
- Clear written and verbal communication
- Comfortable using digital tools and systems
- Ability to manage multiple tasks and deadlines
- Confident working with different teams and stakeholders
- Basic understanding of marketing and customer communications
- Numerate and comfortable working with budgets and spreadsheets
- Proactive and willing to learn
- Interest in the arts, culture or live events

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 Pebble:
 - 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 Flies - every day is different and exciting!"

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

Marketing Assistant

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 individual feedback to those candidates that reach interview stage.

Application Deadline

5pm, Monday 24 August 2026

Interviews

w/c 24 August 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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