

Concerts Manager

Pay Scale: 25 - 27
[Full time position]

Annualised hours: This is a full-time post, based upon 35 hours per week (equivalent to 1624hrs annualised).

Normal hours of work:

The designation of working hours on a week to week basis can be varied to meet the demands of the role (although not exceeding total of 1624hrs annually).

During term time working hours should, in the majority, fall within a standard school working day (8.30am – 4.30pm). However, flexibility to work outside of these hours is required (including weekends, evenings and some unsociable hours – particularly during 'Music Course' weeks and other student performances). Staffing of some overnight/overseas trips may also be required during term-time and non-term time.

During non-term time hours can be scheduled as required, and with the flexibility to suit individual and business needs.

NB: All working hours to be agreed in advance with line manager.

Holiday Allowance: 20 days per year rising to 25 days after 5 years' service. Holiday allocations will necessarily need to be taken in non-term time.

Responsible to: Director of Music
Music Department Manager (Line Manager)

Responsible for: Future line management of a part-time "Concerts Administrator" and/or other related support role(s) (*all roles pending*).

Notice Period: 8 weeks.

CONTEXT:

The Music Department is at the very heart of the School and is the centre of all students' musical activities. The Department has a lively, busy atmosphere, and delivers the best possible musical opportunities for all its students.

The Concerts Manager takes the lead role in the management, planning, administration and delivery of all student performances and other related rehearsals/performances/special projects, including overseas musical excursions.

KEY RESPONSIBILITIES:

To provide sensitive management and a holistic overview of the students' performance programme (internal and external performances, including those in *The Stoller Hall*).

Working in close connection with the Director of Music and the Instrumental Heads of Departments, you will ensure that complete administrative and logistical support frameworks are in place for all student performances, from the planning stages to the delivery of the event. You will take a lead responsibility in ensuring all aspects of the performances are provided for and communicated to all involved parties in a timely fashion; you will oversee all aspects from the safety and welfare of the students, to the provision of staffing.

You will maintain and monitor performance related budgets – offering insight into how resources can be most effectively used. You will also act as the main contact and representative for the School when dealing with external venues and organisations. As a part of this role you will be expected to develop and input into the strategies for future performance opportunities for the students, helping to build relationships and promoting the outward-facing work of our students.

This role is an enhancement to a previous role, and hence will be subject to a period of adjustment of roles/responsibilities – particularly post the implementation of the new support role(s). However, the post-holder will take a lead responsibility in the recruitment and implementation of any new support role(s), and will also investigate the viability of potential future internships and/or suitable apprenticeship roles which may appropriately support the concerts roles (all roles pending).

GENERAL DUTIES:

- Co-Chair (in conjunction with the Director of Music) the weekly 'Concerts Meeting': creating action points/agendas, distributing and finalising performance requests and details relating to the students' performance programme. Also to Co-Chair the weekly 'Orchestral Meeting': structuring orchestral course schedules, and managing all associated logistics and practicalities.
- Implement and ensure the administration of all aspects of organisation required for student performances is completed, including, but not limited to: arranging transport, completing risk assessments, liaison with parents for permissions, sourcing staffing, confirming accommodation, meals and all other logistical details. *NB: in the interim period before a "Concerts Administrator" role is recruited, the Concert Manager will need to cover all administrative duties (within reason) to support the performance programme.*
- Maintain excellent lines of communication between all parties involved in performances, including acting as the central point of contact for all external contractors booking student ensembles. Including off-site pre-visits and meetings with external venues/promoters.
- Support and advise the Director of Music (and the Instrumental Heads of Departments) on the practicalities of individual and overall musical performances. Assist in taking an overview of the performance programme and providing guidance which could avoid overburdening of either staff, student or financial resources.
- Liaison with the School's Marketing Team, Box Office and *The Stoller Hall* Events Team as required, including for the production of *Events Guide* materials and other related publicity material.

- Staff external concert performances, including overseas trips as a lead/responsible member of pastoral/organisational staff, as required.
- As required, staff internal concert performances as a member of pastoral, organisational or front of house staff, as required.
- Budget setting; fee negotiations for performances, as required; monitoring and projections of performance budgets, including for the 'Music Course' projects.
- Ensure students' welfare and their safety is always maintained and provided for in any planned excursion off site.
- Take a lead responsibility for Safeguarding considerations for all student performances both on and off site.
- Manage whole-school staffing/pastoral rotas for student performances and ensure that staff briefings for major performances are satisfactorily in place.
- Line management of future "Concerts Administrator" role and any internship/apprenticeships which are ultimately decided upon (*all roles pending*).

Music Courses

The School currently runs three week-long 'Music Courses' over a School year. These weeks are dedicated to providing the students with an uninterrupted period of rehearsals culminating in performances at national venues, often involving invited professional guest conductors and soloists.

The role of the Concerts Manager is to comprehensively project manage each Music Course and take the lead responsibility in ensuring all aspects of logistical, pastoral and administrative duties are completed to the highest level. This includes:

- Comprehensive administration and co-ordination of all logistical details, including liaising all details to parents, students, staff and invited guest players.
- Providing all ensemble performances and rehearsals with stage and orchestral management.
- Ensuring the timely and safe transport of all instruments and performance resources to and from any external venue – including venue get-in and get-out.
- Proactively recruiting and managing the team of pastoral and stage staff and ensuring all recruitment procedures and safeguarding considerations are appropriately considered.
- Ensuring the safety and welfare of all students during any Music Course performance.

Other Duties

Include:

- Attend and participate in the weekly 'Operations/production' meeting and the termly 'Noise at Work' committee meetings, plus any other meetings as directed by the Head, Director of Music, Music Department Manager or Bursar.
- Undertake any specific training suitable to the role, including first aid, manual handling and vehicle driver training as required.
- Any other duties as required by the Head, Director of Music, Music Department Manager or Bursar.

Notes/Additions

This Job Description is not exhaustive and will be reviewed within c.6 months of the new post-holder's position commencing, and thereafter as required.

CHILD PROTECTION AND SAFEGUARDING CHILDREN

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy Statements (available at www.chethams.com) at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in Chetham's, s/he must report any concerns to Chetham's Child Protection Officer or to the Head (as appropriate).

This Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognises the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's name

Employee's signature

Person Specification: Concerts Manager

Essential

- At least 2 years of arts administration experience (preferably from a music background), working in a busy and demanding environment.
- Highly organised, motivated and entirely dependable: demonstrates initiative and positivity in abundance.
- Evident and thorough understanding of and enthusiasm for classical music performance.
- An impeccable eye for detail and a natural problem solver.
- Suitability and enthusiasm for working with children – understanding and empathy for their pastoral needs within a musical context.
- Ability to work to multiple deadlines and the ability to prioritise workloads calmly and effectively when under pressure.
- Flexible, approachable and diplomatic in nature.
- An exceptionally conscientious communicator; articulate and able to communicate professionally and appropriately with students, parents, external stakeholders and internal colleagues alike.
- A real team player – knowing when to seek help from the team around you, and when to offer help to others in return.
- All the fundamental traits of being an extremely efficient administrator (and with a proven track record), but with the confidence and experience to manage effectively, and be the responsible decision maker.
- Committed to the ethos of Chetham's School of Music.
- An 'improver' – you will constantly strive to improve situations, working practices and the working environment for all around you.
- Articulate, good natured, professional and calm.
- Fluency with most common P.C. packages (e.g. word/excel etc).
- Full UK driving licence and the confidence to drive as requested, plus undertake further training for driving large vehicles/minibuses if required.
- Willingness to work unsocial/weekend hours as required.
- Willingness to undertake manual handling activities where safe to do so and with suitable training as required.

Preferred

- High level musical training and a formal understanding of classical music and the classical music industry through qualification, e.g. diploma/degree etc.
- Experience working in a demanding arts administration environment, with experience of orchestral or festival scheduling and logistical planning.
- Experience of working in the education sector or related work with young people (aged 8-18).
- Experience of stage/orchestral management.
- Experience of ARTIFAX software.
- Experience of line management.
- Clean driving licence.
- Qualified minibus driver with vehicle status D1 and/or vehicle status B1 qualified.

The role of Concerts Manager covers an undeniably broad range of duties that necessarily requires a hardworking nature and a flexible outlook. You will be perceptive and a clear thinker, with the ability to spot problems arising and resolve them quickly. Your ability to think through and safeguard against scenarios and potential problems in advance may go unnoticed by most: but it is a skill which you will not be able to do without.

You will need to have an approachable and genial manner and the ability to work with children as young as 8 and all years upwards to 18 years of age. You will be able to communicate articulately and work successfully alongside professional musicians (including leading musical figures from the international circuit), all levels of the School's workforce and your own team alike.

Intelligent, thorough and tenacious, you will combine a positive and sunny attitude with a healthy sense of humour and a willingness to help out and support colleagues and students alike.

In return, you will be pushed and stretched professionally, but you will find yourself working a very warm, caring and fun environment – and you'll be proud to call us home.