



England, Wales, Northern Ireland & Channel Islands  
Registered Charity No. 105165

## **JOB PROFILE**

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### **CONCERTS COORDINATOR**

**Salary: £23K**

**Full time - 37.5 hours per week, Monday – Friday**

**Office based – Walton-on-Thames, Surrey**

**Reporting to Director England (South)**

#### **General**

The Concerts Coordinator is responsible to Director England (South) for the delivery of concerts in care homes, hospitals, hospices, day centres and special schools across the regions of South and Central England, East Anglia, Northern Ireland and the Channel Islands in line with the Operational Plan.

#### **Managerial Tasks**

The Concerts Coordinator should be prepared to provide notes and assistance to the Director England (South) on all concerts activity within Music in Hospitals & Care.

The Concerts Coordinator has day to day responsibility for the activities of the Concerts Administrators located in Walton on Thames, providing guidance, direction and priorities where and when necessary.

#### **Day to day leadership of the Concerts Team**

- Setting priorities for the Concerts Team.
- Ensuring projects are kept to the laid down time constraints, project scope and funder's requirements.
- Ensuring available funding is allocated in line with the Charity's regional distribution key.
- Overseeing booking of concerts incl. tours throughout England (excl. North-West region), Northern Ireland and Channel Islands.
- Developing new venues and implementing development projects.
- Overseeing responses are made to venues and musicians in a timely and appropriate manner.
- Ensuring musicians are allocated to concerts in line with finding the best suitable artist(s) for the venue whilst keeping artist fees and expenses at the necessary minimum.

#### **Relationship Management with Venues**

- Responding to enquiries and feedback from healthcare centres.
- Contacting venues to offer concerts in line with available funding.
- Assessing the venues' requirements, preferences and constraints for providing the best suitable concerts for their service users.
- Ensuring venues are aware of the Charity's scope, standards and commitment to funders.
- Providing venues with confirmation letters, posters and feedback forms in advance of each concert.



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- Providing venues with the Charity's publicity material where required.
- Preparing mailing campaigns to venues with special or seasonal concert offers.
- Ensuring venues are aware of the importance of completing and returning feedback forms.

### **Relationship Management with Musicians**

- Overseeing the issuing of contracts to artists in advance of each concert.
- Assessing the artists' suitability and availability for providing the best suitable concerts for the Charity's venues.
- Line management of musicians whilst under contract with the Charity.
- Assessing applications from new musicians.
- Overseeing auditions being organised in line with the Charity's requirements for specific types of musicians or specific regions.
- Organising and attending auditions. Locating repertoire for development and recruiting artists accordingly.
- Preparing new musicians for their work for the Charity through appropriate mentoring and monitoring.
- Ensuring musicians are equipped with the Charity's promotional material and business cards/name badges when visiting venues.
- Ensuring musicians' expense claims are returned complete and correct.
- Responding to musicians' enquiries and feedback.

### **Relationship Management with Finance Officer**

- Monitor /support concerts administrators in the daily checking of incoming artist expense claims and handing over to Office Manager for further processing.
- Supporting finance with checking of BACS artist payment forms.
- Assisting the Account Manager with following up on outstanding artist expense claims where necessary.
- Checking PO numbers are allocated correctly to venues.
- Ensuring the Concerts Team complies with instructions and constraints regarding the use of shortfall funding, artist fees and expenses and venue fees.

### **Quality assurance duties**

- Attending concerts periodically to monitor musicians' performance and to be familiarised with their repertoire and conduct. At the same time monitoring of venues' conduct and healthcare staff support of the concert.
- Ensuring Musicians' Guidelines, artist contract templates, venue letter templates and Venue Guidelines are kept up to date in line with the Charity's and statutory requirements.
- Ensuring artist and venue records are kept up to date and systems or procedures are reviewed on a regular basis and refined when necessary.



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## **Administrative tasks**

- Ensuring concert details and workflow status are correctly entered in the Charity's database.
- Ensuring venue details such as addresses, invoicing details, venue description and venue contacts are correctly entered in the Charity's database.
- Ensuring artist details such as contact details, artist description/biographies, availability are correctly entered in the Charity's database.
- Managing the stock of the Charity's keyboards and distribution to musicians for best use and ensuring their maintenance.
- Provide notes and/or advice through Line Manager to Chief Executive for Concerts Team appraisals.
- Be prepared to attend Trustee and Committee meetings when required.
- Assisting Concerts Administrators with answering incoming calls where necessary.

## **Relationship with Fundraising Team**

- Liaising with Fundraising Team to assess feasibility of projects as part of the application process;
- Assisting the Fundraising Team with periodic reporting where necessary;
- Providing Fundraising Team with venue and musician information required for fundraising events and relationship management with funders;
- Assisting the Fundraising Team in following-up venues which have not completed and returned the feedback form;
- Maintain close relationship with the Fundraising Team on the delivery of funded projects.
- Ensure all details of funded projects are made available, with particular regard to the following:
  - Amount of concerts to be delivered available;
  - Audience groups and/or geographic locations;
  - Time frame in which the concerts must be provided;
  - Any specific logos or information to be used on project material;
  - Any specific information required on the feedback forms in order to meet project specific objectives.

## **Other duties**

- Assisting the Director England South when required.
- Any other tasks allocated.