

JOB DESCRIPTION

JOB TITLE	Music Development Manager – Northern England, Wales and Northern Ireland
LOCATION	Working from a home base or a MiHC office within the geographic area of responsibility
HOURS	Full-time
SALARY	£31,000 – £36,000 DOE
REPORTING TO	Head of Music Delivery
RESPONSIBLE FOR	Concert management and concert administration teams and volunteer co-ordination

Job Purpose

- To implement the organisation's strategic plan within the geographic area of responsibility, ensuring consistency with the UK-wide strategy
- To develop and ensure the delivery of a high-quality programme of live music for adults and children in health and care settings and communities across the geographical area of responsibility, to agreed standards of performance, achieving all operational targets.

Main Duties and Responsibilities

Performance in geographic area of responsibility

- Under the leadership of the Head of Music Delivery and in collaboration with the other Music Development Managers, ensure consistent implementation within the geographic area of responsibility of UK-wide strategies, policies and initiatives, managing change where required
- With the Head of Music Delivery, develop the operational plan and the programme of live music for the geographic area of responsibility and deliver the goals, targets and impact agreed
- Ensure effective administration in accordance with the UK-wide system for service delivery, including booking and contracting of individual venues and musicians and payment arrangements
- Develop, manage and deliver services within the available service delivery budget, including the negotiation and delivery of financial contributions from partners and venues.
- Encourage and monitor feedback reports from healthcare centres and musicians

- Attend a selection of live music concerts/sessions to monitor performance
- Contribute to post-event evaluations to ensure continual improvement
- Provide regular reports to the Head of Music Delivery on key performance indicators
- Provide line management to direct reports, defining operational objectives, supporting professional development and effective delivery
- Maintain a senior presence in the MiHC office(s) in the geographical area
- With the support of the Head of Finance and Resources, ensure the effective management of any MiHC premises in the geographic area of responsibility
- Prepare reports and appropriate feedback to the Head of Music Delivery and to the Fundraising and Communications team and the Finance and Resources teams as per the reporting timeframes required
- Keep the Head of Music Delivery informed of progress and developments in the geographic area of responsibility
- Contribute to UK-wide activities and events as required
- Ensure the provision of literature and marketing material to venues and musicians as required
- Provide copy for publications such as MiHC newsletter and Impact Report
- Ensure Safeguarding and Health and Safety compliance within geographic area of responsibility.

Developing musicians

- Under the leadership of the Head of Music Delivery, ensure the development of our musicians performing within the geographic area of responsibility, promoting skills and standards both in relation to music delivery and requirements of health and care settings
- Source and audition musicians
- Arrange and host Musicians' Days as required.

Stakeholder relationships

- Represent the charity to develop and grow stakeholder relationships in the geographic area of responsibility, building strong local connections and effective networks in line with strategic objectives, including venues, health and social care providers, academics and patient groups
- Collaborate with and support the Fundraising and Communications team to develop and grow relationships with key funders and donors in the geographic area
- Attend and speak at events in geographic area to promote the work of MiHC where it is deemed of benefit to do so
- In conjunction with the Fundraising and Communications team, recruit, develop and manage local network of supporters and volunteers
- Contribute to Committees and Sub-Committees of the Board as required.

General

- Develop positive relationships with stakeholders
- Compliance with MiHC policies
- Carrying out other duties as necessary to meet the needs of the organisation
- Commitment to the organisation's aims and values.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to degree level in a relevant discipline, or have equivalent experience 	<ul style="list-style-type: none"> • Management qualification
Experience	<ul style="list-style-type: none"> • Proven track record of service delivery within the health or care sectors • Experience in people management and an ability to inspire and lead others • Demonstrable experience of managing relationships and account management across a varied workload • Experience of working within a safeguarding environment 	<ul style="list-style-type: none"> • Experience of working in the voluntary sector and/or with the professional music sector • Experience of co-ordinating a volunteer workforce • Experience of implementing strategic projects and initiatives • Track record of managing change • Experience of managing a budget • Experience of managing within a safeguarding environment
Knowledge and skills (For Northern England, Wales and Northern Ireland role only)	<ul style="list-style-type: none"> • Demonstrates a strong commitment to, and appreciates the significance of working and delivering live music in, the Welsh language • Knowledge of political, economic, social and legal context and factors that influence funding and service delivery in Wales and Northern Ireland 	<ul style="list-style-type: none"> • Able to write and speak fluently in Welsh •
Knowledge and skills	<ul style="list-style-type: none"> • A broad knowledge of and interest in music and an appreciation of the therapeutic benefits that the performance of live music can bring to people in care • Able to develop, share and deliver work plans • A high-level understanding of charity finance 	<ul style="list-style-type: none"> • An understanding of health and social care budgets

	<ul style="list-style-type: none"> • Ability to deal with information in a confidential manner and respond with sensitivity • Good knowledge and understanding of data protection • Understanding and knowledge of health and safety in the workplace • Proven relationship management: demonstrable ability to work effectively and develop relationships with a wide range of stakeholders • Excellent verbal communication skills, with ability to adapt style to suit different audiences • Proficient in using MS Office and database systems. 	
Personal attributes	<ul style="list-style-type: none"> • High personal integrity and commitment to providing high quality service delivery • Ability to work across teams and with a variety of projects and stakeholders • Working flexibly and able to adapt according to business requirements • Ability to work under pressure to agreed deadlines and adapt to change • Proven ability to form good working relations, both internally and externally with people at all levels. 	
Other	<ul style="list-style-type: none"> • Willingness to work variable hours and flexibility to travel as required. 	