

JOB DESCRIPTION

JOB TITLE	Concert Manager
LOCATION	Office based Walton-on-Thames, Surrey
HOURS	Full – time (37.5 hours)
SALARY	£24k-£26k (DOE)
REPORTING TO	Music Development Manager Southern England and Channel Islands
RESPONSIBLE FOR	Concert administrative teams

Job Purpose

- As the lead member of the concerts team, the Concerts Manager will support the delivery of live music sessions across the South of England and the Channel Islands, delivering meaningful and participatory live music provision across our partner venues supporting a wide range of beneficiaries through their live music choices.
- The Concerts Manager is responsible to the Music Development Manager.
- The Concerts Manager is responsible for the concert administrative teams within their designated geographic area of responsibility. They will ensure delivery of our annual programme of live music sessions, in care homes, hospitals, hospices, day centres and special schools. Supporting programmes with partner organisations, in line with our strategy and operational plan.

Main Duties and Responsibilities

- Provide line management to direct reports, defining operational objectives, supporting professional development and effective delivery
- Prepare reports and appropriate feedback to the Music Development Manager and to the Fundraising and Communications team and the Finance and Resources teams as per the reporting timeframes required
- Provide regular reports to the Music Development Manager on key performance indicators
- Keep the Music Development Manager informed of progress and developments in the geographic area of responsibility

- Support the Music Development Manager to 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
- Contribute to UK-wide activities and events as required
- Monitoring of all programmes to ensure delivery within timeframe, and funder requirements, as agreed or outlined per the funder or partner agreement
- Ensure effective administration in accordance with the UK-wide system for booking and contracting of individual venues and musicians and payment arrangements, with particular attention to details such as addresses, invoicing details, venue description and venue contacts, ensuring they are correctly entered in the Charity's systems
- Provide copy for publications such as MiHC newsletter and Impact Report
- Ensure Safeguarding and Health and Safety compliance within geographic area of responsibility.

Quality Assurance and working with Musicians

- Assessing musician(s) standards and monitoring quality of delivery
- Working with the team to ensure in depth knowledge of musician base
- Supporting the Music Development Manager to facilitate Musicians' Days as required
- Support the Music Development Manager with musician recruitment and audition process

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 Music Development Manager and Fundraising and Communications team to develop and grow relationships with key funders and donors in the geographic area

General

- Maintain a confidential, sensitive and discrete approach to personal, sensitive and organisational information
- Contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and service provider.

- Represent the organisation in a positive manner.
- Maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this
- Adhere to and uphold MiHC's mission, vision, social purpose, strategic aims and policies
- Act with integrity and maintain the highest professional standards at all times
- A flexible approach is required for the role, as additional, reasonable duties commensurate with the role and as agreed in advance with the Head of Music Delivery and/or Chief Executive may occur from time to time
- 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	-Educated in a relevant discipline, or have applicable experience	
Experience	<ul style="list-style-type: none"> -Proven arts administration experience ideally delivering a similar provision within health and social care or arts setting -Music background or creative person with an active interest in live music and performance -Experience of supporting and managing a small team 	<ul style="list-style-type: none"> -Engaging musicians in similar delivery, workshops or activity with an insight into the needs of our musicians - Experience of managing within a safeguarding environment -Experience of creative evaluation approaches
Knowledge and skills	<ul style="list-style-type: none"> -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 -Effective communication skills, working with partners to showcase the impact of our work across different audiences including our venues, beneficiaries and funders. - Financial and resource management -Proven administrative skills, recording and attention to detail -Able to multi task and manage a large workload and to expand our delivery within available resources -Well organised to deliver quality service and ensure a high standard of live music provision - Ability to deal with information in a confidential manner and respond with sensitivity - Ability to interpret, share and deliver work plans -Good knowledge and understanding of data protection 	<ul style="list-style-type: none"> -Knowledge and interest in supporting individuals with support needs and awareness of the issues experienced people within healthcare settings -Awareness of the impact that live music can offer across a wide range of beneficiaries -Ability to represent MiHC through our partners and venues

	<ul style="list-style-type: none"> -Articulate with strong verbal communication skills -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 -Proven ability to form good working relationships both internally and externally with people on all levels - Ability to work under pressure to agreed deadlines and adapt to change 	
Other	<ul style="list-style-type: none"> -Willingness to work variable hours and flexibility to travel as required 	