

# ASSOCIATION OF BRITISH ORCHESTRAS COMMUNICATIONS & EVENTS ADMINISTRATOR

## JOB DESCRIPTION

<b>Position:</b>	Communications & Events Administrator
<b>Reports to:</b>	Membership and Operations Manager (for member services, events) Head of Policy and Communications (for Comms and marketing)
<b>Location:</b>	Flexible hybrid working and Association of British Orchestras office West Wing, Somerset House, Strand, London. The job may include some UK travel where overnight stays may be necessary.
<b>Contract</b>	Full time, permanent. We would be happy to consider reduced hours or part time arrangements.

## THE ROLE

The Association of British Orchestras is looking to appoint a Communications & Events Administrator to join its small and busy team. With a recent change in leadership via a new CEO, the ABO is at an exciting point in its development, aiming to develop an enhanced leadership role in supporting and challenging orchestras to respond to today's unique challenges in order to thrive.

The Communications & Events Administrator will provide general administrative support across the organisation with defined areas of responsibility in relation to member services, events and communications functions. The role plays a key part in delivering the ABO's popular national conference and a range of other events throughout the year.

We are looking for a creative self-starter, who is results oriented with the ability to make things happen. The post-holder will need a genuine enthusiasm for the work of the ABO, excellent attention to detail and a positive attitude. This post is a hands-on role and would suit someone who is self-motivated and eager to make new things happen.

With the ABO being a national trade body, this role provides access to a wide network of organisations and industry contacts. The postholder will build a strong understanding of opportunities within the orchestral sector and wider music business.

## KEY RESPONSIBILITIES

### Events

- Provide administrative support for the management and successful delivery of all ABO events including;
  - the ABO annual conference
  - member networking events and
  - learning and development programmes
- Process all bookings for ABO events
- With the Membership and Operations Manager, co-ordinate travel and accommodation arrangements for speakers and contributors
- Secure advertising and related income from industry traders and exhibitors for the annual conference in line with agreed annual income targets
- Co-ordinate feedback surveys and data collection as required
- Maintain accurate up to date information on all events on the ABO's database, website and social media feeds
- Assist with the production and distribution of promotional materials, delegate packs and resources as needed

### Communications and member services

- Be first point of contact for member and general enquiries via phone and the info@ mailbox, fielding to colleagues as appropriate
- Assist with the annual member subscription renewals process
- Working with the Head of Policy & Communications and the Membership & Operations Manager as appropriate,
  - maintain and develop content for identified areas of the ABO website including event and member information, jobs page and careers information
  - co-ordinate and produce the ABO's regular mailings and e-newsletters including
    - monthly ABO Update to members
    - special bulletins to members
    - ABO News – newsletter to stakeholders
- Collate, produce and disseminate findings from surveys of members
- Maintain the ABO's database ensuring that it interacts effectively with the website
- Working with the Head of Policy & Communications, manage the ABO's social media platforms in line with our social media strategy, driving engagement and increasing the visibility of the ABO's work
- Compile and create digital and visual marketing materials to be shared across ABO's social media platforms, website and e-communications.
- Monitor analytics for the ABO website, social media channels and e-newsletter.

### General administration

- Co-ordinate dates and take minutes for the ABO Board meetings, and Annual General Meeting
- Manage the ABO's external archive facility
- Maintain office and stationery supplies and liaise with external IT company
- Assist the Membership & Operations Manager with finance tasks as required
- General administrative support and other duties as they arise

Given the small administrative team, a commitment to flexible working and teamwork is essential. It may be necessary to revise the job description from time to time and particularly in light of the experience and skills of the successful candidate.

### Person Specification

We are looking for a responsible and enthusiastic individual with strong organisational skills and an interest in classical music and the orchestral sector. You will be a good communicator, who is willing to both take direction and take the initiative. You will be a quick learner able to work independently as well as being a team player. You will be confident in your IT skills and keen to learn to use new software as needed, for which training will be provided.

Competency		Attributes	Essential/ Desirable
Experience	1.1	Experience of working in an office environment	Desirable
	1.2	Experience of stakeholder management	Desirable
	1.3	Experience of event management	Desirable

<b>Knowledge</b>	2.1	Website Content Management and CRM databases	Desirable
	2.2	Microsoft Office software including Excel	Essential
	2.3	Social media management and creating social media content	Desirable
	2.4	Interest in classical music and orchestral sector	Desirable
<b>Skills/Abilities</b>	3.1	Strong communication skills, oral and written	Essential
	3.2	Time management	Essential
	3.3	Ability to prioritise work	Essential
	3.4	Ability to work as a team member	Essential
	3.5	Attention to detail	Essential

**Closing Date for applications:** 5pm, Friday 5 May

**Interviews:** Monday 15 May

### To apply

Please email your CV along with a covering letter outlining your suitability for the role, with specific reference to the person specification to Judith Webster on [judith@abo.org.uk](mailto:judith@abo.org.uk)

The ABO strives for an orchestral sector that is fully inclusive, representative and reflective of the communities that we serve. We believe that everyone deserves to have the same opportunities at every level in our industry. The ABO strives to be an equal opportunities employer. We will ensure that no individual receives less favourable treatment on the grounds of gender, race, ethnic or national origin, religious beliefs, marital status, sexual orientation, age or disability.

### Terms and conditions

Salary	c.£26,000 per annum
Pension	The ABO will make a contribution of 5% of salary in accordance with Pensions Auto-Enrolment regulations.
Holidays	20 days per annum plus statutory public holidays and the period between Christmas and New Year when the office is normally closed.
Notice	Six months' probationary period, during which one week's notice will be required on either side; one month's notice thereafter.
Other	A season ticket loan is available, plus benefits as tenants of Somerset House.

### About the ABO

The ABO's mission is to enable and support an innovative, collaborative and sustainable orchestral sector, and to provide advice, support, intelligence and information to the people who make British orchestras a global success. The ABO runs a wide range of events and activities designed to support the orchestral sector, in line with its key objectives of Connecting, Championing, and Developing, ranging from Specialist Managers Meetings, professional development courses and the ABO's popular annual conference. It campaigns on behalf of its members, both in the UK and Europe and

has also mounted a number of research initiatives. The ABO's current priorities include playing a leadership role in creating a diverse and inclusive sector, in partnership with key stakeholders such as Black Lives in Music and the Musicians' Union, and in embedding environmental sustainability in its members' practice.