JOB DESCRIPTION

Title: Concert Manager (Maternity Cover)

Responsible to: Head of Operations and Special Projects

Contract: Full time (35 hours) / Temporary. Fixed Term maternity cover contract (up to 12 months). The role will require ability to work flexibly, across evenings and weekends

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Principal Role

The Concert Manager is a pivotal role in ensuring the smooth planning of the Royal Liverpool Philharmonic Orchestra's performances both in Liverpool and across the UK.

This position is central to the advanced logistical planning and coordination of concerts, requiring excellent organisational skills, attention to detail, and the ability to manage complex logistics and technical requirements.

Working closely with the rest of the Artistic Planning Team and the Orchestra Management team, the Concert Manager will be responsible for overseeing all aspects of concert preparation and delivery, including providing an excellent welcome to the Chief Conductor and for all artists, ensuring that every performance meets the highest standards.

Responsibilities and duties

Managing information

- Advancing external technical specifications and rider requirements from producers and artists to ensure the seamless execution of each event.
- Creating riders and concert specifications for orchestral concerts held at venues outside the primary location.
- Support the Head of Operations and Special Projects to ensure all activities are planned and implemented to the highest standards of delivery, presentation and health and safety
- Generate advance information for the Orchestra main Liverpool series concerts and organise any technical and logistical requirements
- Artifax "Event Sheet" generation for each session in a Liverpool Philharmonic venue.
- Effectively communicate concert related information to internal staff, including information related to concert presentation.
- Manage concert related data and information using the Liverpool Philharmonic's event planning systems Artifax and OPAS; this includes data collection from post-concert reports (Concert Report Sheets).

- Provide and check logistical information for contractual agreements, including the invoicing and payments for the concerts.

Welcoming people

- Support the Chief Conductor and other visiting conductors/artists with any general enquiries, including advancing requirement for events and any other needs during rehearsals or performances.

- Attendance at rehearsals and concert duty which will include some evenings and weekends (on a rota basis) to meet and greet artists; this will include some out of hours on call for which a work mobile phone is provided. This will occasionally include some out of town dates (by rota).

- To support other team members during busy times.

Duties

- Support the Head of Operations and Special Projects to ensure successful delivery of a wide range of orchestral concerts with complex production and logistical requirements.

- Support the delivery of additional concerts or projects when required and this may include the advance administration of UK and international touring alongside the Head of Programme (Orchestra and Ensembles) and the Orchestra management team.

- Attend regular cross-departmental meetings as a representative of the Artistic Planning Team, including the weekly / regular diary meetings (or arrange deputy cover). This includes project debrief meetings and maintaining records of feedback

- Ensure the Artistic Operations and Special Projects team operate within Liverpool Philharmonic's values of excellence, ensemble, welcoming and passion for music.

- In addition, the post-holder may be required to undertake other reasonable duties commensurate with their status and abilities and depending upon the requirements of Liverpool Philharmonic.

Person Specification

Experience:

Essential

- At least 2 years' experience of working with professional orchestra/musicians
- Experience of advancing and delivering orchestral concerts, other live events
- A good knowledge of symphony orchestra world and repertoire.
- Proven experience of supporting the delivery of complex projects
- Knowledge of Health and Safety protocol (when delivering events in a venue)

Knowledge, skills and competencies:

Essential

- Working within a live music venue or organisation
- Working knowledge of Artifax and / or OPAS software (training can be provided)
- Ability to work independently and as part of a team in a logical, organised manner with a high level of attention to detail
- Excellent interpersonal, communications and collaborative working skills.
- Ability to remain calm particularly when working to demanding deadlines
- Ability to act with discretion, diplomacy and tact in complex organisational and political contexts are essential
- Ability to work proactively in a high-pressure environment, manage competing priorities, and achieve results amidst changing circumstances and priorities. Demonstrates strong critical thinking skills to identify and resolve problems and challenges effectively.
- Excellent communication skills; written, verbal
- Familiarity with Outlook, Word, Excel, PowerPoint and network or PC based database and communications software
- Strong level of attention to detail
- Awareness of equal opportunity and diversity principles within the context of the role

Personal style and behaviour:

Essential

- To be guided by our vision of a connected and hopeful world for everyone
- To have enthusiasm and commitment to Liverpool Philharmonic's mission to create powerful music experiences that bring people together.
- To ensure in every aspect of this role, your work aligns with our values:
    - We do our best work together
    - We care for each other
    - We're open & curious
    - We're brave & try new things
    - We have fun
- Commitment to Equity, Diversity, Inclusion and Belonging, and shows respect for the views and actions of others.
- Flexible approach to working
- Team player

We know that we could miss out on incredible talent joining Liverpool Philharmonic because someone might not see themselves in every single one of the person specification criteria. Do not be put off if you feel you do not tick all of the boxes – if you think you could be great for this role, please apply anyway

Please note: *This job description reflects the current position. It does not preclude change or development that may be required in the future.*

Equal Opportunities Statement

We champion fairness and inclusion throughout our organisation, our activities, and in the artists and music genres we present.

Our team is a dynamic group of people from all walks of life, united in our passion for music. We want to ensure that everyone feels welcome and everyone can thrive, regardless of who they are and where they are from.

Everyone should feel they belong and so we're committed to developing a more diverse workforce, welcoming applicants with the skills and experience that help us to widen our perspective and better serve the needs of the Liverpool City Region and our communities.

We particularly encourage applications from disabled people, people from the global majority, and people from working-class communities, as these groups are underrepresented in the creative industries.