



Freelance Participant Support Manager Ensemble Unheard

Position title: Freelance Participant Support Manager, Ensemble Unheard
Reports to: Head of Social Purpose
Location: Central London
Salary/Rate of Pay: £120/session (£30/hour)
Contract Type: Freelance and casual, for an initial 6-month period
Dates/Times: Hours will vary depending on the projects and will be arranged well in advance. Core sessions take place on Wednesday afternoons in 9-week terms throughout the year. Participant Support Managers are typically required from 13:15 – 17:15 project days (sessions run 2:30 – 4:30pm).

Role Overview

The Academy of St Martin in the Fields is one of the world's finest orchestras, renowned for fresh, brilliant interpretations of the world's greatest orchestral music. Since 1999, ASMF has delivered creative music-making projects with people experiencing homelessness, principally at The Connection at St Martins. Over the last few years, the programme has significantly expanded, reaching a further 12 centres across London.

Launching in September 2026, **Ensemble Unheard** is a new musical community of people from all walks of life who come together to create and perform as an orchestra. Participants, including people experiencing homelessness and facing other life challenges, work alongside professional musicians in a space built on trust, curiosity, and creative risk. The group welcomes people picking up instruments for the first time and those reconnecting with music after years away. Through improvisation, shared responsibility, and joyful, vibrant performances, the group builds creative confidence and belonging.

Those involved in Ensemble Unheard, as staff or as participants, have the opportunity to connect with people from a range of backgrounds in a creative setting. Everyone has responsibility for ensuring the environment is safe, welcoming and creative for all those who want to be part of the group. We expect all those involved to take part actively in sessions, holding any responsibilities specific to their role alongside buying in to the overall spirit of the group.

We are seeking two compassionate, proactive, and resilient Participant Support Managers with an interest in music to lead on the pastoral and wellbeing aspects of our music project for people experiencing homelessness. This is a frontline role working directly with participants in our music-making sessions, creating a safe, welcoming, and inclusive environment where individuals can engage creatively, build confidence, and develop supportive relationships. You will play a key role in ensuring sessions run safely and positively, while responding to the complex and varied needs of participants.

Through this role, you will support the musical delivery of the sessions, working alongside our workshop leaders and musicians to support the musical development of participants and the group as a whole. You will support a wider team of volunteers in the session, leading briefings at the start of sessions to ensure good communication and that everyone is able to take part fully and perform their roles effectively.

The role is supported by the central office team at ASMF: the Head of Social Purpose, Social Purpose Producer, and Performance & Projects Assistant. The Head of Social Purpose takes primary responsibility for Safeguarding across the organisation. We will work closely with the Freelance Participant Support Managers to keep track of training needs as the project develops and embeds.

Key Responsibilities

Participant Engagement & Pastoral Support

- Act as a warm, friendly first point of contact at sessions, welcoming participants and building positive, trusting relationships
- Sign participants in and out of sessions, helping them to complete Participant Registration Forms when necessary
- Take time to get to know participants as individuals, understanding their needs, which may be complex
- Maintain a visible and active presence during sessions, monitoring engagement, wellbeing, and group dynamics
- Provide calm, person-centred support during moments of emotional distress, using de-escalation techniques where needed
- Manage and respond appropriately to challenging behaviour, ensuring participants feel safe and respected
- Signposting participants to further support

Session Delivery & Environment

- Actively participate in music sessions, supporting positive engagement from participants in a way that supports the workshop leaders and delivery musicians
- Help create a safe, inclusive and supportive session environment
- Support the set-up and pack-down of sessions, including moving equipment and preparing spaces
- Maintain instrument and equipment inventories, ensuring resources are safe and available
- Support with the movement and set-up of equipment at special event or performance days delivered away from our core location(s)
- Support with the preparation of refreshments for participants

Volunteer Management

- Provide day-to-day support for volunteers during sessions, leading a briefing at the start of each session to communicate key details and what to expect during the session
- Ensure volunteers understand their roles and feel confident supporting participants

- Support volunteers in maintaining the inclusive and supportive culture we strive for, communicating any issues respectfully when they arise
- Foster a positive team culture that reflects the organisation's values and approach

Safeguarding & Behaviour Management

- Be the main point of contact for safeguarding concerns during sessions: recognising and responding appropriately in line with ASMF's safeguarding policy and procedures
- Apply ASMF's behaviour policy consistently and fairly
- Contribute to maintaining clear boundaries and expectations within sessions

Additional Delivery

- Occasionally support music sessions delivered in partnership with centres across London

Person Specification

Essential Experience & Skills

- Experience working in a frontline support role, such as:
 - Homelessness services
 - Mental health or substance use support
 - Youth work or community outreach
- Strong interpersonal skills with the ability to build trust and rapport quickly
- Confidence in managing challenging situations and emotionally complex environments
- Ability to remain calm under pressure and respond sensitively to distress
- Experience supporting small teams or volunteers
- Practical, hands-on attitude with willingness to physically support session setup
- An understanding of homelessness and surrounding issues with an ability to empathise and act non-judgementally
- Interest in music, creativity and its wider benefits

Desirable Experience & Skills

- Understanding of or interest in music and creative practice
- Experience in a pastoral, wellbeing, or safeguarding-focused role
- Previous experience managing teams or volunteers
- Knowledge of trauma-informed or person-centred approaches

Additional Information

- We encourage applications from individuals with lived experience of homelessness
- The successful candidate will be required to hold or undertake an enhanced DBS check
- You will have access to ongoing training and professional development, including safeguarding, first aid and de-escalation training

To apply

Interested applicants should submit a CV with covering letter to Esme Sullivan, Performance & Projects Assistant socialpurpose@asmf.org. Please ensure you use the word **Manager** in the subject line of the email when applying.

For a confidential conversation about the role ahead of applying, please contact socialpurpose@asmf.org and a member of the team will be in touch.

Closing date: 10am, Friday 7 August

Interviews: Monday 17th and Tuesday 18th August, in-person

Please indicate availability for interviews in your application.

About the Academy of St Martin in The Fields

Founded in 1958 by Sir Neville Marriner, the Academy of St Martin in the Fields has evolved into a musical powerhouse, an orchestra renowned across the world for its commitment to the musical freedom of its players and the sharing of joyful, inspiring performances. Our player-led approach empowers every member of the orchestra. This creates a direct line and electrifying connection between the orchestra and our audiences, resulting in ambitious and collaborative performances that transcend a more traditional conductor-led model.

Beyond the concert hall, our commitment to a social purpose manifests in impactful projects that harness the power of music to empower people. We have a longstanding history of work which connects with people experiencing homelessness, and our education projects encourage autonomy and creativity among emerging musicians worldwide. Our collective artistic responsibility fosters enduring collaborations with world-renowned soloists, exemplified by our 15-year partnership with Music Director and virtuoso violinist Joshua Bell. These collaborations showcase the benefits of trust and true artistic collaboration developed over time.

Building on its rich global legacy, the Academy of St Martin in the Fields remains one of the world's most-recorded orchestras, igniting a love for classical music in people around the world through live performance and digital initiatives. Today, we continue a busy international touring programme alongside a significant presence in the UK – making us one of the country's most celebrated cultural exports.

About our company culture

We believe that we get the best results by involving our musicians in the planning and delivery of our work, and by being open and transparent about the opportunities and challenges faced by the orchestra. Our office team is agile, committed and friendly - we believe in ensuring that people have the opportunities to develop their skills and grow in their roles. The culture is non-hierarchical, and we encourage everyone to share ideas and suggestions for the future of the orchestra. We trust the individuals in our team to deliver their work and to shape their working days in the way that best suits them, with a genuinely flexible approach to office vs home working. We believe that working in our industry should be rewarding and enjoyable, and work hard to ensure our working practices empower our team members so that they can do great work in an environment that is genuinely supportive and fulfilling.