

WILTSHIRE MUSIC CENTRE TRUST LIMITED

Concert Manager Role Description and Person Specification

Status & hours:	Casual part time, shifts agreed on an ad hoc basis
Accountability:	Programme and Events Coordinator
Location:	Based at the Wiltshire Music Centre, Ashley Road, Bradford on Avon
Rate:	£8.2 per hour + holidays (full time annual entitlement: 28 days)

Wiltshire Music Centre

Wiltshire Music Centre (WMC) is an award-winning, 300-seat concert hall in Bradford on Avon, Wiltshire. The Centre attracts world-renowned performers from across the classical, world, jazz and folk genres to present over 160 events a year, involving more than 1,000 professional, community and young musicians, alongside an extensive Creative Learning programme for thousands of children, schools, young people, families and older people in the region.

WMC's vision is to maximise the opportunities for live music to inspire, enrich and transform people's lives. WMC's mission is to be a beacon of excellence and innovation enabling a wide range of people to enjoy and participate in live music across different genres.

WMC's values govern all objectives and activities of the Centre:

- **Excellence:** the highest quality music and musicianship, performance, presentation and participatory experiences are encouraged, nurtured and offered by WMC. Artists, visitors and staff are provided with an inspiring, ambitious and supportive environment.
- **Diversity & inclusion:** WMC's artistic and creative learning programmes embed a rich mix of musical and cultural offerings reflecting and recognising the variety within society, local communities and world traditions. WMC fosters dialogue with the largest possible range of people and is committed to contributing to the social cohesion of the diverse communities it serves.
- **Innovation:** imagination, initiative and inventive thinking are at the heart of WMC's approach to develop original ideas. It encourages cross art collaborations and creates or enhances artistic and participatory value for audience members and the community.

- Access & engagement: WMC provides everyone with an opportunity to actively engage in its activities. It continuously seeks to identify and remove any barrier to access its performances and participation work.
- Partnerships: WMC openly shares, cooperates and collaborates with organisations at all levels to bridge gaps, maximise the use of resources, leverage impact, increase reach and resilience. WMC builds relationships, working practices and communication channels in order to think differently and more ambitiously.

The Centre is a registered charity (no. 1026160) and Arts Council England National Portfolio Organisation. Its Board brings together 11 highly qualified Trustees from various backgrounds; its operational team is composed of 14 staff members, completed with a number of freelance partners and c. 80 volunteers.

In 2018 the Centre celebrates its 20th Anniversary with a number of prestigious concerts and special events, as well as an exciting £100,000 fundraising Appeal to take the Centre into its next decade.

Overall Purpose of the Role

The Concert Manager manages the front of concert operations at Wiltshire Music Centre and creates a welcoming environment for all patrons, whilst maximizing sales and profits as well as customer satisfaction. The Concert Manager has responsibility for the safe and effective operation of the Wiltshire Music Centre. The Concert Manager is also fully trained as Box Office & Team Assistant.

The Concert Manager reports to the Programme & Events Coordinator.

Key responsibilities

1. To provide a safe and welcoming environment for all visitors to the Wiltshire Music Centre.
2. To be the senior responsible member of staff for performances and other events at the Wiltshire Music Centre including education activities and commercial hires.
3. To organise and allocate roles to front of concert volunteer stewards for all activities as appropriate, to brief them and answer any question they may have.
4. To brief and supervise front of house volunteer stewards, and answer any question they may have.
5. To be responsible for the security of the building whilst on duty.
6. To ensure the Health and Safety of staff and visitors to the Wiltshire Music Centre.
7. To ensure an exceptional standard of service to all visitors and report any improvement suggestion to the Programme and Events Coordinator.

8. To deal effectively with customer enquiries.
9. To act as Box Office & Team Assistant if needed following appropriate training.
10. To abide by and enforce all appropriate regulations.
11. To lock the building and set the alarm at the end of the event.
12. To attend the regular Concert Manager meetings to receive updates from the WMC staff team and provide feedback.

Policies and standards

The Concert Manager ensures full understanding, awareness and application of the various WMC's policies and procedures, in particular with regards to safeguarding of children and vulnerable adults as well as health & safety.

The Concert Manager ensures that WMC's standards are consistently met within the Centre and contributes to the continuous improvement of organisation and processes by providing feedback to the Programme & Events Coordinator.

Person specification

Essential (not in priority order)

- Understanding and appreciation of music as a means of delivering educational benefit in many ways
- Commitment to the work and the values of WMC
- A proven track record of working with the public, preferably in an arts venue
- Excellent customer care skills and commitment to providing excellent standards
- Experience of working with artists
- Experience of managing volunteers
- Excellent communication and interpersonal skills, in person, in writing and on the phone
- Experience of managing Health and Safety and emergency procedures
- Strong organisational skills and ability to coordinate the delivery of a range of tasks
- Experience of reconciling cash takings
- Ability to move furniture and equipment as necessary
- Availability and willingness to work flexible hours
- Enthusiasm, commitment, tact, and a good humoured approach
- Robust problem-solving skills and 'can do' attitude
- Open to feedback and new ways of doing things
- Right to work and live in the UK
- Agreement to an enhanced DBS check

Desirable (not in priority order)

- Computer experience using Microsoft Office – Word, Excel, Access, and Outlook Express
- Previous box office experience and use of PatronBase or other box office systems (training will be provided as necessary)
- A driving licence and use of a car on occasion

WMC is an equal opportunities employer committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.