

# CONCERT MANAGER



**WILTSHIRE**  
*Live* **MUSIC**  
**CENTRE**  
BRADFORD ON AVON





*“Without West of England Youth Orchestra (WEYO), I would absolutely not be at music college, pursuing music as a career... I started ten years ago and the support in the past ten years has been unforgettable.”*

*Grace White, Clarinet*

# WELCOME FROM THE CO-DIRECTORS

**We're delighted that you're interested in the Concert Manager role here at Wiltshire Music Centre (WMC).**

It is an incredibly exciting time here at WMC. The leadership team has been recently reinvigorated with our appointment as Artistic and Executive Directors.

We are working together with the skilled team to create a new vision for the Centre, where our music, Creative Learning and Community programmes are supercharged: exciting, relevant and reflecting the needs of our communities, artists and audiences.

Our space is unique: we are a 300 seated concert hall in Bradford on Avon in the heart of rural Wiltshire and since we opened in 1997, we've built an enviable reputation as a professional concert hall of exceptional quality, rooted in community participation and involvement.

Our cross-genre music programme runs from classical to jazz, folk and contemporary music, with artists like the Doric String Quartet, Orchestra of the Age of Enlightenment and Sam Sweeney having close relationships with the Centre. Learning and music creation happens in every space - music-making opportunities for exceptional young musicians,

community groups and our group for disabled young adults brings our space to life every week.

WMC will be changing and growing quickly over the next few years - with exciting developments, new music and artistic changes meaning this is an exciting time to join the organisation for someone who is interested in working somewhere fast, dynamic and creative.

We hope that you share our passion for music and music-making. Music, and the arts, are essential - and we want to ensure we're at the heart of our communities for years to come.

We look forward to hearing from you.

**Daniel Clark and Sarah Robertson**

Artistic Director and Executive Director

# THE ROLE OF CONCERT MANAGER

## ROLE SUMMARY

We're looking for dynamic and committed Concert Managers to play a key role in delivering exceptional event experiences at our venue. In this casual, part-time position, you'll lead front and back-of-house operations on event days, creating a welcoming environment and ensuring a high level of hospitality is delivered to all customers and visiting artists.

The Concert Manager manages the planning and delivery of the events programme, festivals, third-party hires and school activities, as well as supporting the delivery of events for the Creative Learning & Community Engagement

and Fundraising and Marketing team. As a Concert Manager, you'll be the face of our venue, managing a team of up to 16 volunteer stewards on event days – upholding our high standards while fostering a vibrant, inclusive, and safe environment. Your input will also be vital in driving ongoing improvements, as we continuously refine our operations and audience experience.

This post requires a proactive, highly organised individual with strong communication skills and the ability to multi-task, prioritise effectively and forward plan and is ideal for someone who brings experience working with the public, ideally in an arts setting.







# ROLE SPECIFICATION

- ✓ Provide an exceptional front-of-house experience to all visitors ensuring a welcoming and professional environment at all times
- ✓ Organise and allocate roles to our volunteer stewards for all front and back of house activities as appropriate. Brief and supervise this team and answer any questions they may have
- ✓ Take responsibility for the efficient operation of front of house for a range of cultural, commercial and educational events
- ✓ Ensure the venue is appropriately prepared for events, supporting with event setup, bar stock management and sometimes deliver technical requirements of the event.
- ✓ Provide exceptional standards of customer service to all visitors including providing artist hospitality and effectively dealing with customer enquiries.
- ✓ Champion a positive, safe, and welcoming environment for all visitors to the building
- ✓ Manage the safety and security of the building, including opening and closing venue and sometimes lone working
- ✓ Provide feedback and insights to support the ongoing development of our venue operations
- ✓ Ensure the venue is always health & safety compliant
- ✓ Familiarisation with the venue's management system (Yesplan) and ticketing software
- ✓ Ensure full understanding and awareness of WMC's policies and procedures on all concerts and events,
- ✓ Carry out any other duty as reasonably requested in assisting artists, customers, participants, service users or delivering events at WMC



# PERSON SPECIFICATION

## EXPERIENCE

- ✓ Excellent administrative and IT skills, including proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint)
- ✓ Experience in delivering excellent customer service, especially in front-facing roles
- ✓ Proven experience working with the public, ideally in a cultural or arts venue setting
- ✓ Experience of managing Health and Safety and emergency procedures

## ESSENTIAL SKILLS

- ✓ Strong organisational and time management skills
- ✓ Excellent communication and interpersonal skills
- ✓ Ability to handle multiple tasks and meet deadlines in a fast-paced environment
- ✓ Sound numeracy skills and confident in handling cash takings
- ✓ Self-motivated and flexible, able to work independently as well as collaboratively within a team

## DESIRABLE EXPERIENCE/SKILLS

- ✓ Some experience of working with young people, schools, community groups and a varied range of stakeholders
- ✓ Experience of working with volunteers
- ✓ Experience of working for an arts venue/charity
- ✓ Familiarity with YesPlan and Spektrix or other Box Office / CRM/ venue management systems (training will be provided as necessary)





# POSITION DETAILS

## **SALARY**

£13.68/hour (includes 12% which is added in lieu of holiday pay)

## **CONTRACT**

Zero hours contract

## **WORKING HOURS**

Shifts vary in length from 5 – 10 hours. The role involves evening and weekend work.

Shift patterns are led by WMC's event schedule and equals around 2-3 shifts per month, this can increase during busy periods.

## **REPORTING TO**

Senior Operations Manager

## **PROBATIONARY PERIOD**

Six months

## **WHAT WE OFFER**

Complimentary tickets for WMC core programme performances

The People's Pension – contributions in line with statutory auto-enrolment



# HOW TO APPLY & TIMELINE

Please send your CV and an accompanying cover letter (max. 2 pages) which outlines why you are interested and suitable for this role to:  
**[recruitment@wiltshiremusic.org.uk](mailto:recruitment@wiltshiremusic.org.uk)**.

Please include details of x 2 referees.

For an informal chat about the role, please contact **Chloe Edgell, Senior Operations Manager**

**[Chloe.edgell@wiltshiremusic.org.uk](mailto:Chloe.edgell@wiltshiremusic.org.uk)**

*As an equal opportunities' employer, WMC is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.*

*We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join WMC.*

## TIMELINE

### CLOSING DATE FOR APPLICATIONS

Friday 13<sup>th</sup> June

### INTERVIEWS

W/C 23<sup>rd</sup> June







“Full house and an attentive audience... we greatly enjoyed our time at Wiltshire Music Centre and would very much like to return.”

Bournemouth Symphony Orchestra

