



# RECRUITMENT OF PROGRAMME MANAGER

## **INFORMATION FOR CANDIDATES**

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# What is Liverpool Philharmonic?

## **Liverpool Philharmonic enhances and transforms lives through music.**

At the heart of our work is the critically-acclaimed Royal Liverpool Philharmonic Orchestra (the UK's oldest) and Choir; an extensive programme of participative work with young people and others across our community; and presentation of almost 400 concerts and events each year at our home, Liverpool Philharmonic Hall.

Liverpool Philharmonic reaches more people than any music organisation outside London

Over 350,000 people attend Liverpool Philharmonic concerts each year.

73,000 young people participate in our Youth Company and associated ensembles, attend concerts or take part in our In Harmony programme.

Around 900,000 people in 92 countries listen to our recordings each month on Spotify, more than any UK orchestra outside London.

Over 12,000 people have benefitted from our music and mental health programme over the last 13 years.

## **Liverpool Philharmonic is rooted in our city**

We are central to Liverpool's cultural offering, being the largest music organisation and one of the largest cultural organisations in the city, employing over 250 people. As well as our work in Liverpool our Orchestra represent the city with performances and broadcasts across the UK and around the world.

Through music, we contribute to improving education, skills, health and wellbeing across Liverpool City Region. We run 6,000 workshops and events every year in local communities. Royal Liverpool Philharmonic Orchestra Schools' Concerts welcome 18,000 children and teachers from 250 schools to Liverpool Philharmonic Hall every year. In Harmony Liverpool uses orchestral music education to increase the life chances of 1,500 children every week in Anfield and Everton. Liverpool Philharmonic Youth Company provides training for 500 talented instrumentalists, singers, composers and songwriters through orchestras, ensembles, choirs, projects, courses and events. We train the future workforce through our Emerging Professionals Programme and partnerships with universities. We work long term with NHS Trusts to support the recovery and wellbeing of people of all ages experiencing mental ill health.

## **Liverpool Philharmonic is committed to diversity and inclusion**

We work hard to reach right across our community through our learning work, and concert programme.

We attract world class artists to perform at Liverpool Philharmonic Hall and our small venue, Music Room, with a diverse programme of performances ranging from classical, contemporary, rock, pop, folk, roots, and jazz to comedy, film and spoken word. We work with many organisations and cultural partners in the City to ensure that the artists and performances we put on stage, and the audiences we attract truly represent our community.

And we are working hard to ensure that our workforce is as diverse as possible.

# What is the role?

Title:	<b>Programme Manager</b>
Location:	The normal place of work is Liverpool Philharmonic Hall or any reasonable location dependent upon the requirements of the post.
Responsible to:	Head of Programme (Hall and Events)
Responsible for:	Events Assistant (part time)
Contract:	Full time, permanent

## **Principal Role**

The Programme Manager works with the Head of Programme (Hall & Events) to programme and deliver a diverse and successful series of concerts and events at Liverpool Philharmonic Hall & Music Room. In addition, they are responsible for non-technical event advancing and administration associated with Liverpool Philharmonic's event activities.

## **Key Objectives**

- Build Liverpool Philharmonic's reputation as an exciting concert venue presenting major artists of national and international status, and emerging talent across the musical genres.
- Support the building of a distinct, confident, creative, vibrant, relevant, and rounded musical programme across the musical genres, pro-actively working with promoters to create a programme of high quality for Hall lettings, as well as working with strategic partners to expand our own promotional programme.
- Oversee the Artifax diary system and the efficient advancing of all non-orchestral performances and events at Liverpool Philharmonic.

## **Key Responsibilities**

1. Working with agents, promoters, hirers and partners to programme a diverse, engaging and commercially successful series of events in line with Liverpool Philharmonic's strategic plan. These are held across the Philharmonic Hall and our smaller space, Music Room and any other venues as required.
2. Supporting the Head of Programme by liaising with agents, artists, promoters and hirers on diary availability, ticket prices and marketing plans for new and potential events as required. Build and sustain successful relationships with external/internal hirers and promoters.
3. Shared administration and development of Liverpool Philharmonic's electronic diary system (Artifax) ensuring information is entered accurately and the diary remains up to date. Delivering user inductions and ongoing training to colleagues in use of the Artifax

diary system.

4. To provide effective communication of show information to all departments within Liverpool Philharmonic.
5. To negotiate with promoters on appropriate hire fees and deals according to rate card and as authorised by the Head of Programme. Provide support and co-ordination of our own promoted programme.
6. Writing and issue of hire and performance contracts and creation of event cost projections / budgets.
7. To work with Box Office and Marketing colleagues to ensure all necessary information to allow for events to go on sale and be marketed is provided.
8. Line management of the Events Assistant and take overall responsibility for non-technical event advancing for concerts and events, ensuring that events are advanced in line with company standards and leading the weekly events meeting. This includes ongoing monitoring of advancing targets and preparing quarterly reports for the Head of Programme.
9. Working closely with event management and technical teams creating provisional reconciliations for every performance. Creation of accurate financial reconciliations for events and provisional statements for approval by the Head of Programme.
10. To work with the Head of Programme and wider organisation to implement and review policies and procedures to ensure Liverpool Philharmonic continues to be a safe, welcoming and world class environment for all visiting artists, promoters and hirers.
11. To represent the department at concerts and events as required, provide support to operational staff with any advancing or contractual queries on performance days and represent Liverpool Philharmonic to the wider industry as required.
12. Carry out research and compile information relating to programming in support of special projects being undertaken within the team, and performance analysis and metrics as required, and prepare brief reports as required.
13. Prepare newly confirmed events for public sale, obtaining box office information and publicity material, working closely with the marketing team to provide relevant information in a timely manner and, where possible, direct support.

**Other duties:**

- To ensure that all work is informed by and reflects the Company's core values – Passionate About Music, Excellence, Ensemble and Welcoming.
- In the context of the strategic plan development priorities (Audiences, Music, Musicians and Liverpool), assist in researching and identifying appropriate promoters, artists and events suitable for the Liverpool Philharmonic programme.

- Maximise income by recognising potential opportunities, advising on deals and promoting arrangements, analysing audience behaviour and identifying programme/diary clashes or possible audience cannibalisation etc.
- When appropriate, attend events and assist the Event Managers to deliver the best possible customer experience for hirers, promoters and artists. To ensure that hirers / artists are provided with a consistent quality of service as defined in the Standard Operating Procedure.
- Work closely with the Hall Administrator, to advance diary priority protocols, ensuring content is comprehensive and accurate at all times.
- Provide continuity of service, particularly in the Head of Programme's absence and, in particular, work to ensure that the SOP objective of a same day response to availability requests is met.
- In addition, the post-holder may be required to undertake other reasonable duties commensurate with their status and abilities and depending upon requirements of Liverpool Philharmonic.

## Person Specification

Detailed below are the additional qualifications, knowledge / experience and skills/ abilities required for the post.

The essential column outlines the minimum essential requirements of the post. The desirable column shows additional attributes which would enable the post holder to perform the role more effectively; they are not essential but may be used to distinguish between applicants during the shortlisting process.

**You should ensure that any application clearly demonstrates your ability to meet at least all of the essential criteria listed below**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualifications</b>		
Relevant work experience	*	
Excellent literacy and numeracy and IT skills	*	
<b>Knowledge / Experience</b>		
Some experience of working with concert promoters and agents.	*	
Experience of diary management and administration.	*	

General administration experience.	*	
Demonstrable experience of building and maintaining successful working relationships.	*	
A working knowledge of the entertainment industry, in particular live music.	*	
Experience of event planning / advancing of large scale concerts and events.	*	
Experience of line management of staff.		*
Working knowledge of health and safety in the context of live performances and events.		*
Experience of working with an orchestra or similar ensemble.		*
<b>Skills / Abilities</b>		
Excellent communication/liaison skills	*	
Ability to work effectively as part of a team as well as independently	*	
Knowledge of and passion for music	*	
Ability to work on multiple projects concurrently and to prioritise	*	
Ability to work in a logical, organised manner with a high level of attention to detail	*	
Customer relationship management	*	
Confident outgoing and able to build relationships with a wide variety of people and in particular to be able to work credibly with a wide range of promoters agents and artists	*	
Good interpersonal skills and the ability to work collaboratively with internal and external stakeholders	*	

# Key Information

❖ **Annual Salary**

£25,500

❖ **Employment type**

Full-time, permanent

❖ **Hours**

Contracted hours for this post are 10.00am – 18.00pm, 5 days per week; however, there will be a requirement for some evening and weekend work. You may be required to work over and above these hours but you will receive time off in lieu for this.

❖ **Annual Leave**

26 days plus bank holidays

❖ **Pension**

Access to a Group Pension scheme whereby employees are auto enrolled and can enjoy employer contributions.

❖ **Notice period**

2 months

❖ **Place of Work**

Liverpool Philharmonic Hall. Option to work from home for a proportion of the working week is possible, dependent on business needs.

# What benefits are offered?

## ❖ **Health Cash Plan**

Following two years' service you will have access to a health cash plan with an award winning supplier. This provides cash back towards everyday healthcare bills and a range of other wellbeing benefits.

## ❖ **Training and Development**

We offer a dedicated training and development fund to support the growth and progression of our employees.

## ❖ **Cycle to Work**

Access to a Cycle to Work Scheme enabling you to save 25-39% of the cost of a new bike and spreading the cost over a 12-month period.

## ❖ **Rail and bus services**

Access to the Merseytravel Season Ticket enabling the cost of annual season ticket to be spread over a period of 12 months and discounted monthly travel on Arriva bus services.

## ❖ **Length of service awards**

Employees are provided with additional time off and cash incentives at various long service milestones.

## ❖ **Complimentary staff tickets**

Complimentary staff tickets are available and employees are encouraged to attend events.



# How to apply

Please click [here](#) to submit your application

You will be required to input your personal details and then asked to attach documents.

## **Please submit the following documents:**

- 1) a CV which doesn't include any personal details such as your name, date of birth, gender, address or phone number.
- 2) A maximum of 500 words detailing how you meet the requirements of the job.

To finalise your application you are also required to complete our Equal Opportunities Monitoring Survey. Please click [here](#) to complete this.

If you require any support with this process, please contact [recruitment@liverpoolphil.com](mailto:recruitment@liverpoolphil.com)

Applications are due by **12 noon on 1 October 2021**. No applications will be accepted after this time.

All applicants must have the right to work in the UK.

## **Interviews**

Short-listed candidates will be invited to attend an interview **w/c 11 October 2021** which will be held at Liverpool Philharmonic Hall.

## ***Equal Opportunities Statement***

Liverpool Philharmonic is committed to striving to represent modern Britain in all its diversity. Liverpool Philharmonic is committed to equality of opportunity and welcomes applications from all suitably qualified candidates, irrespective of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex or sexual orientation. In seeking to be representative of the Liverpool city region, applications from members of minority ethnic groups are particularly welcome as they are currently underrepresented within the creative industry. The appointment will be made on merit with independent assessment, openness and transparency of process.