

philharmonia orchestra

EVENT MANAGER

JOB DESCRIPTION

(FIXED-TERM CONTRACT)

(approximately 12 weeks work total: June-August & October-November 2018)

Reports to: Audience Development Manager / Director, Residencies & Regional Programme

Background:

The Virtual Orchestra is the successor to *iOrchestra*, the Philharmonia Orchestra's award-winning digital and outreach-led audience development project that attracted over 121,000 visitors in 2014-15 in South-West England. We have won the Royal Philharmonic Society Award for 'Audiences and Engagement' three times over six years, most recently for *iOrchestra*. Our 2016 pilot for *The Virtual Orchestra*, at London's Southbank Centre, reached 10,000 people, 62% of whom were aged 16-44 compared to 36% for London arts audiences.

Role summary:

The Virtual Orchestra combines digital and virtual reality installations; schools, community and family workshops; a fringe programme and live performances; all outside traditional concert hall venues. The Project is being delivered across the Philharmonia's four year-round residencies. In year 1 delivery is in Bedford (July & August, 2018) and Leicester (October & November, 2018). Whilst we are specifically recruiting for year one of the project, we would be particularly interested in candidates who would also be open to filling this role in year 2 locations (Canterbury: March & April 2019 / Basingstoke: June & July 2019). This role involves acting as the first point of contact for people entering *The Virtual Orchestra*, ensuring that it is adequately resourced and supervised, and is safe and technically operational. A professional, welcoming and informative approach is vital to ensuring high quality engagement for audiences and participants. The principal aim of the project is to attract a new and more diverse audience for our programme in these locations. This role is central to shaping audiences' first orchestral experiences.

The role requires someone with strong organisational and communication skills and the ability to foster excellent customer relations.

Key objectives:

- With the support of the Marketing & Education Directors, Audience Development Manager, Director, Residencies & Regional Programme, to manage the front of house experience for *The Virtual Orchestra* installation
- Working alongside the Technical Manager to ensure the installation and virtual reality experience are kept clean, safe and functional and to oversee the health & safety of volunteers, staff and public
- To present a welcoming, courteous, helpful and efficient service for *The Virtual Orchestra* to all members of the general public
- To deliver school/group briefings
- Working closely with the whole Education team, the Audience Development Manager and the Director, Residencies & Regional Programme, to event manage fringe activities in the installation
- To work with the Marketing team to deliver public-facing interactions for live concerts connected to the project.

Key information:

- *The Philharmonia Orchestra is committed to equal opportunities. We are working to achieve diversity and welcome applications from all sections of the community.*
- *This role is being offered on a freelance basis. Exact schedule will be agreed with the successful candidate, though likely to be eight-hours per day and six-days per week during the running of the installation (c. 6 weeks in each venue). Public opening of the Virtual Orchestra installation dates are:*
 - *2 July – 10 August (Bedford)*
 - *8 October – 17 November (Leicester)*

ROLE & RESPONSIBILITIES**Delivery – front of house visitor experience**

- Provide a welcoming first point of contact for all visitors to *The Virtual Orchestra*
- Leading the front of house team, ensure that the Philharmonia's key project messages are front and centre and that visitors are signposted on to further opportunities to engage with the Philharmonia's activity, in particular to buy tickets for the live concert.
- Leading the front of house team, ensure that visitors to *The Virtual Orchestra* are encouraged to complete the project's evaluation and feedback surveys
- Working with the Education team, the Audience Development Manager and the Director, Residencies & Regional Programme, event manage the Fringe project performances taking place in and around the installation.
- Anticipate and ensure the comfort, safety and information needs of visitors at all times
- Manage the flow of foot-fall through the installation
- Provide informative, clear, accurate and enthusiastic briefings for school groups and community groups
- To be aware of the needs of patrons with disabilities of all kinds and to ensure those needs are dealt with appropriately.
- To maintain good standard of tidiness at all times in the installation.
- To maintain a high standard of personal presentation.

Delivery – volunteers

- To work with the Audience Development Manager, to manage and implement the installation's daily volunteer schedule, ensuring that all volunteers are present, briefed, fully understand their duties and are carrying them out adequately and safely
- Oversee the welfare and pastoral care of volunteers

Health and Safety

- Working with the Technical Manager, ensure health and safety procedures and practises are adhered to, carrying out daily checks and reporting back to the Philharmonia with any concerns.
- To be familiar with the installation's fire and evacuation procedures and to attend all emergency and evacuation drills and training in order to be able to carry out emergency procedures correctly.
- To be first aid trained and administer as required.
- To be responsive to any [other] emergency that may occur, such as sudden accident or illness, and to react with calmness, speed and efficiency.
- To have a current DBS check, ideally signed up to the DBS update service, and work alongside the Philharmonia Education team to ensure the Orchestra's Safeguarding Policy and Code of Conduct are adhered to.

PERSON SPECIFICATION

You are a practical, positive, solution focused individual. With experience of working in a busy, high volume venue or events team, you will cope well under pressure, be a skilled communicator and be confident keeping your team's spirits and standards high on hectic days.

- At least two years' experience in a public-facing role, preferably within the arts – music, festivals, dance, theatre etc. – to include time spent working on large-scale events.
- Exceptional communications and customer service skills with proven ability to provide a high level of customer service.
- Passion for arts and culture; an interest in orchestral/classical music desirable but not essential.
- Flexible approach, and willingness to work unsociable hours during evenings and weekends.
- Proven experience of working in a customer-facing role with the general public
- Experience of working with community volunteers and managing teams from varied backgrounds
- An enthusiastic and approachable manner
- Excellent time keeping and organisational skills
- Possess a strong knowledge of health and safety procedures
- Good spoken English
- To work well as part of a team and as a team co-ordinator

ADDITIONAL INFORMATION

- Weekly fee: £550 (6 days /week)
- Contract: approximately 6 weeks per project location: exact dates to be finalised but likely to be 30 June – 10 August 2018 (Bedford) and 5 October – 17 November, 2018 (Leicester)
- Hours: flexible, though working days likely to be 10am-7pm with one hour lunch break.

APPLICATION PROCEDURE

To apply, please email your CV, covering letter outlining why you wish to be considered for the role and completed equality monitoring form to: tom.spurgin@philharmonia.co.uk

Please include details of two referees in your application, stating at what point in the recruitment process each of them may be contacted (we will not contact your referees without your permission).

Deadline for applications: Thursday 24th May 2018, 5pm.

Interviews will be held on Tuesday 29th May 2018 in central London (location tbc)