



Concert Manager

Position Description

Position Purpose

To manage and oversee presentation of CMNZ concerts and events in their location including:

- promote and market concerts using local networks
- contribute to and implement audience development plans as required
- manage on-going relationships with concert-goers (single ticket buyers and subscribers) and local arts organisations
- prepare reports and returns on concerts
- liaise with local venues and accommodation providers
- host artists and meet their needs as required
- assist with concert-related post-concert functions

The Concert Manager is the person on the ground in each centre where CMNZ concerts are presented. It is a vital role in which local knowledge and a network of local contacts can assist CMNZ with sales, audience development, sponsor servicing and care of artists.

Key Relationships

Reports to: Artistic Manager and the Operations Coordinator (on Operational Matters)

Manages: Volunteer management

Internal: Artistic Manager, Marketing & Development Manager, Operations Coordinator, Publicity & Communications Executive, CMNZ staff and local branch committee members and volunteers. (The Concert Manager is ex officio a member of their local branch committee)

External: CMNZ Artists, CMNZ audience members, Venue Event Managers, Hotel Management, Local stakeholders, Community Trusts, CMNZ benefactors and sponsors

Authorities

Financial: nil

Staffing: nil

Location

This part-time fixed term contract position is based in the region specified in the Concert Manager's contract.

Key Responsibilities

Key Result Area	Key Activities/Expectations
<ul style="list-style-type: none"> Promote and market concerts using local networks 	<ul style="list-style-type: none"> Champion CMNZ in all activities Actively engage with local networks regularly Be proactive in the promotion of CMNZ events both pre-tour and during concert periods: Ensure promotional material is displayed prominently in box offices and other key areas, augment Phantom distribution, where possible engage local tourism, business and community group support, extend CMNZ reach to the wider region Identify new opportunities for local promotion of concerts
<ul style="list-style-type: none"> Contribute to and implement audience development plans as required 	<ul style="list-style-type: none"> Implement ideas for audience development and growing the CMNZ database Seek out potential brand ambassadors/advocates in target segments
<ul style="list-style-type: none"> Manage on-going relationships with concert-goers (subscribers and single ticket buyers) and local arts organisations 	<ul style="list-style-type: none"> Represent CMNZ at concerts, providing a welcoming introduction to the organisation for first time audience members and, where possible, securing email addresses and/or other contact details Manage complimentary tickets for sponsors, reviewers and special guests Maintain effective relationships with key external stakeholders and contacts Represent CMNZ interests in dealings with key external stakeholders and contacts
<ul style="list-style-type: none"> Prepare reports and returns on concerts 	<ul style="list-style-type: none"> Ensure all banking and financial returns are completed following concerts. Prepare a brief report following the concert together with the tour return and statistical report
<ul style="list-style-type: none"> Liaise with local venues and accommodation providers 	<ul style="list-style-type: none"> Liaise with venue event managers to ensure stage setup and other performance related details are in order, including piano arrangements. Set up the front of house for concerts, including arranging programme sellers and help desk staff Make sure accommodation providers have the artists' bookings
<ul style="list-style-type: none"> Host artists and meet their needs as required 	<ul style="list-style-type: none"> Arrange for the artist/s to be met at the airport on arrival and accompanied on their departure. Manage artist transport requirements between accommodation and concert venues for rehearsals and performances.
<ul style="list-style-type: none"> Assist with concert-related functions 	<ul style="list-style-type: none"> Ensure catering and wine requirements are arranged with venues prior to the event Help oversee arrangements at the event
<ul style="list-style-type: none"> Ex-officio member of the branch committee (If in existence in the centre) 	<ul style="list-style-type: none"> Attend meetings as required Work with committee members and volunteers on branch related activities
<ul style="list-style-type: none"> Innovation and change 	<ul style="list-style-type: none"> Challenge the status quo and constantly look for better ways of doing things

	<ul style="list-style-type: none"> • Create environment where ideas are generated and considered • Manage change processes, including systems and people
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Competency Requirements and Person Specification

Skills

- Well-developed relationship management and interpersonal skills, with the ability to communicate effectively
- Good planning, event and project management skills, including managing risks
- Well-developed analytical skills with the ability to identify and address key issues
- Some commercial acumen and ability to identify business drivers
- Sound problem solving skills and judgement
- Excellent organisational skills with the ability to multitask

Knowledge/Experience

- Knowledge or appreciation of the arts and in particular chamber/classical music
- Established networks and contacts within the local classical music scene

Attributes

- Focused on providing high quality customer service
- Achievement and result oriented
- Willingness to be proactive and take the initiative
- Quality focused, takes pride in own work and contributing to success of business
- Willingly takes accountability for own decisions and actions and their results
- Flexibility, versatility and adaptability to handle a number of issues at the same time
- High levels of personal integrity and trust
- Self-managing and motivated to succeed
- Persistence and resilience to see the job through
- Challenges the status quo, accepts debate and alternative perspectives

Other

- In order to meet the changing needs of CMNZ, this position description may require change from time to time. Any changes will be negotiated and initiated by the Chief Executive.

Monday, 7 January 2019