

LSO St Luke's Event Coordinator

Job Description – September 2021

Reporting to: LSO St Luke's Event & Diary Manager

The London Symphony Orchestra

As the resident orchestra of the Barbican Centre, the LSO presents some 70 concerts there each year, performing the highest quality music from the core symphonic repertoire, as well as music by living or lesser known composers. Other concert engagements in the UK provide additional opportunities for the Orchestra to be heard nationally whilst the Orchestra's major international touring programme brings the LSO to a global audience, particularly through annual residencies in New York and Paris and regular visits to Japan, China, the USA and Europe.

The LSO's activities also include an inspirational and pioneering education and community programme, LSO Discovery, and an award winning record label, LSO Live which enables the Orchestra's music to be heard by a global audience through digital recordings.

LSO St Luke's, the UBS and LSO music education centre, adds a unique dimension to the work of the Orchestra, being the home of LSO Discovery, LSO rehearsals, and a substantial public concert programme, with many performances broadcast by the BBC. A beautiful and flexible space with excellent technical facilities, the venue generates income by attracting a range of artistic hires which contributes to the cost of running and maintaining the Grade 1 Listed building to a high standard.

Role Overview

The LSO St Luke's Event Coordinator is a part of the team responsible for delivering the busy programme of events at the London Symphony Orchestra's music education centre. The Event Coordinator manages their own events, and ensures the smooth running of LSO Discovery projects held at LSO St Luke's, the artistic programme of events, including internally- and externally-promoted concerts and performances, as well as some commercial events.

The role involves acting as the Duty Manager of the venue during events, and having overall responsibility for the safety of any and all persons in the building.

The role includes responsibility for all internal enquiries from the Discovery team, as well as some artistic and commercial hires. This role will primarily have focus on LSO Discovery projects in LSO St Luke's, the LSO's learning and community outreach programme. This will include responding to email and telephone enquiries, booking site visits, negotiating contracts, ensuring timely payment and approving suppliers. Once confirmed, the Event Coordinator will manage the event in the lead up and on the day of the event.

The Event Coordinator reports to the Event and Diary Manager who in turn reports to the Head of LSO Discovery, who will assign longer-term projects when required as well as regular administrative and financial duties. Regular evening and weekend work will be required, dictated by the schedule of events.

Key Duties

Events, Sales and Operational

1. Field internal and external enquiries via email, telephone and in person. Advise on suitability, hire details, pricing and availability.
2. Take bookings, negotiate hire packages, and undertake show-rounds and meetings.
3. Event manage bookings, liaise with clients and contractors to ascertain requirements, disseminate information to the LSO St Luke's team well in advance of each event and produce all necessary paperwork and oversee events as they happen.
4. Duty manage a variety of LSO Discovery projects, internally- and externally-promoted concerts, as well as some corporate/private events.
5. Manage a team of stewards when duty managing. Assist with the scheduling, booking and payment of stewards when requested by the Event and Diary Manager.
6. Assist in keeping the LSO St Luke's diary and LSO Warehouse diary up to date under the guidance of the Event and Diary Manager. Regularly input and update details of forthcoming bookings.
7. Arrange and undertake site visits as determined by enquiries.
8. Prepare floor plans alongside the Stage Manager and provide occasional assistance with set-ups.
9. Set up ticketed events and liaise with the Barbican Box Office, field ticketing enquiries and provide sales information as necessary.
10. Prepare contracts for external clients and produce other appropriate event-related documentation.
11. Liaise with caterers for internal and external events. This may include producing menus and simple display materials for LSO St Luke's Café.
12. Proactively develop key accounts.

Administration

13. Work at the Artist Entrance when required to meet clients, artists, participants, staff and contractors. Act as an ambassador for the LSO, making visitors feel welcome and presenting a professional image at all times. Ensure the area is tidy, welcoming and free of obstructions.
14. Sort and distribute incoming post and oversee deliveries / collections and inform the appropriate member of staff.
15. Answer telephone calls and respond to emails, dealing with general enquiries and transferring specific queries when necessary. Conduct general interest tours for members of the public.
16. Produce invoices and internal memos for own events, or when requested by the Event & Diary Manager.
17. Assist with the collation and submission information for the venue's quarterly submissions to the Performing Rights Society
18. Assist the Event & Diary Manager in collating statistical and other reporting information as required by senior staff and external organisations.
19. Undertake general administrative and financial tasks as requested by the Event & Diary Manager or Head of LSO Discovery.

Other

20. Ensure LSO St Luke's adheres to necessary licensing legislation, acting as a personal licence holder when required
21. Act as a qualified first-aider for the venue.
22. Act as Panel Monitor and Duty Fire Officer when required as part of LSO St Luke's emergency procedures and assist with the day-to-day operational staffing of the venue. This will include occasional assistance with set-ups, including cloakroom facilities and equipment deliveries when required.
23. Deputise for the Event and Diary Manager when required.
24. Work flexibly as part of a small team and undertake other tasks that the Event & Diary Manager and Head of LSO Discovery may reasonably request.
25. Carry out the responsibilities of the job in line with LSO Productions Health & Safety Policy and other operational codes of practice.

Skills and Experience

Essential

1. Event management and planning experience (2 years+)
2. Ability to work effectively both independently and as part of a team
3. Experience of the following IT software – MS Excel, Word and Outlook
4. Ability to work to tight deadlines

Desirable

5. Experience in using Arts Vision booking system and Visio or CAD site plans software.
 6. Technical understanding of audio visual systems, lighting and staging rigs
 7. Personal license holder
 8. First Aider
 9. Safeguarding experience
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Terms and Conditions

- Salary Range: £22,500-£23,500 per annum, according to experience
- Hours of work will be 37.5 hours per week determined by the schedule of activity for LSO St Luke's and this will include evening and weekend work. General hours are based on a 37.5 hour week (excluding meal breaks) spread over five out of seven days or ten out of fourteen days. There will be occasions when additional reasonable hours are expected as dictated by workload or in order to maintain operations for which overtime will not be paid. Where possible, staff rotas will be agreed 2 weeks in advance in order to give enough notice of any evening and weekend requirements.
- Notice Period: two months.
- 25 days annual leave plus bank holidays.
- Interest-free loan for a season travel ticket.
- Subsidised catering facilities provided by the Barbican Centre.
- Membership of company pension scheme as follows:
 - In line with auto-enrolment regulations during first year of service.
 - 5% employer contributions and a discretionary employee contribution after 1 year's employment.
- Non-contributory private healthcare scheme.*
- Company income protection insurance.*
- Cycle to work scheme.

** after completion of one year's employment*

The LSO's offices are based at the Barbican Centre, London.

As an equal opportunities employer, the LSO 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 the LSO.

How to apply

If you would like to apply for this role, please complete the application form and equal opportunities form online by following the link provided at www.lso.co.uk/jobs.

If you have any questions about this role, please contact Andra East, Head of LSO Discovery at Andra.East@lso.co.uk.
The closing date for applications is 5pm on Monday 18 October 2021.