

LSO St Luke's Event and Diary Manager

Job Description – September 2021

Reporting to: Head of LSO Discovery

Line managing: Two Event Co-ordinators

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, corporate and private 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 and Diary Manager is a core part of the team responsible for delivering the busy programme of events at the London Symphony Orchestra's music education centre.

The Event and Diary Manager oversees all elements of a successful event and coordinates the LSO St Luke's in-house Stage and Technical staff to ensure the smooth running of a variety of artistic, private and commercial events, internally- and externally-promoted concerts and LSO Discovery projects. The role involves acting as the Duty Manager of the venue, when the Event Manager will act as a personal licence holder, first aider and will have overall responsibility for the safety of any and all persons in the building. The role also has responsibility for managing the diary of the LSO Warehouse in Tottenham.

The Event Manager also undertakes venue sales to external artistic and commercial clients; often high-profile companies and high net worth individuals. This will include responding to enquiries, booking meetings, negotiating contracts, ensuring timely payment and approving suppliers.

There are also considerable administrative duties in the management of enquiry data, customer/supplier relationships and meeting diary management. The Event and Diary Manager also has overall responsibility for the training, rostering and performance management of our team of casual stewarding staff (currently at approximately 30). Evening and weekend work is often required, as dictated by the schedule of events.

The Event Manager reports to the Head of LSO Discovery and will be asked to deputise where appropriate and take on tasks and longer-term projects where necessary, especially the development of new revenue streams. The Event Manager also has a direct responsibility for two Event Coordinators.

Key Duties

Events

1. Event and duty manage a variety of LSO Discovery projects, internally- and externally-promoted concerts, corporate and private events. Take bookings, negotiate hire packages, arrange show-rounds and meetings, enter information into Arts Vision and oversee events as they happen.
2. Manage the work of the Events Team. Ensure the smooth running of all events and manage the allocation of event and duty management across the team, if necessary booking freelance duty managers.
3. 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.
4. Prepare floor plans in consultation with the Stage team and provide occasional assistance with set-ups.
5. Prepare contracts for external clients and produce other appropriate event-related documentation.
6. Produce invoices as necessary, potentially including preparation of monthly memos reflecting hire charges and other costs associated with LSO Discovery and Concerts activity.
7. Set up ticketed events and liaise with the Barbican Box Office, field ticketing enquiries and provide sales
8. Assist with the collation and submission of information for the venue's quarterly submissions to the Performing Rights Society.
9. Liaise with LSO St Luke's caterers for internal and external events, obtaining and checking Health and Safety documentation.
10. Ensure LSO St Luke's public areas are presented to the highest standard, well-stocked with print and other appropriate materials when duty managing events.

Sales

11. Field internal and external enquiries via email, telephone and in person. Advise on diary availability, suitability, hire details, and pricing in consultation with the Head of LSO Discovery and Concerts department.
12. Arrange and undertake site visits as determined by enquiries.
13. Field general enquiries about LSO St Luke's and the LSO via telephone and in person from the general public and other interested parties. Conduct general interest tours for members of the public.

Operational

14. Manage the day-to-day LSO St Luke's diary and assist the Head of LSO Discovery in managing advanced planning, balancing the need for artistic and commercial income with the venue's role as a music education centre and performance space. This will involve consulting other departments, particularly LSO Discovery and Concerts.
15. Manage the day-to-day diary of the LSO Warehouse in Tottenham.
16. Ensure appropriate handover and training is delivered to the events team, stewards, volunteers and freelance duty managers.
17. Ascertain stewarding, security, cleaning and freelancer requirements for events and manage the teams of casual staff when Duty Managing. This will involve booking paid and volunteer stewards (and training new staff when appropriate) and booking security as per event requirements.
18. Review and update LSO St Luke's front-of-house manual and other procedural documents in consultation with the Technical Manager, Facilities Manager and Operations Manager.
19. Meet clients, artists, participants, contractors, etc. and when necessary receive deliveries. Respond to walk-up enquiries and provide information about the building and events. Make visitors feel welcome, acting as an ambassador for the LSO at all times.

Administration

20. Assist in dealing with telephone calls and respond to emails, dealing with general enquiries and transferring specific queries when necessary.
21. Cover the duties of the Events Coordinators in their absence.
22. Update LSO St Luke's procedural documents, communications and rate cards as requested.
23. Undertake general administrative and financial tasks as requested by the Head of LSO Discovery.

Other

24. Ensure LSO St Luke's adheres to necessary licensing legislation, acting as a personal licence holder when required.
 25. Act as a qualified first-aider for the venue.
 26. Act as Panel Monitor and Duty Fire Officer when required as part of the venue's emergency procedures and assist with the day-to-day operational staffing of the Centre.
 27. Work flexibly as part of a small team and undertake other tasks the LSO St Luke's Senior Management Team may reasonably request.
 28. Carry out the responsibilities of the job in line with LSO Productions Health & Safety Policy and other operational codes of practice.
 29. Provide guidance and support to the Event Coordinators in the aid of their professional development.
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Skills and experience:

Essential

1. Event management and planning experience (4 years+), organising large scale and varied events.
2. In depth knowledge of working with risk assessments and method statements including an understanding of licensing conditions and restrictions.
3. Strong management skills as this role will be a key liaison for internal staff, high profile artistic, corporate and private clients.
4. Experience of the following IT software – MS Excel, Word and Outlook.

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: £28,000-£30,000 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: three 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.