

INSTITUTE OF CONTEMPORARY ARTS (ICA): JOB DESCRIPTION

Job Title:	Music and Live Event Manager
Reporting to:	Chief Producer
Contract:	Permanent, Full-Time
Location:	London
Salary:	£30,000 – £31,000 per annum

PURPOSE OF JOB ROLE

This is a pivotal role within the ICA. The Music and Live Event Manager will work with a small and busy team and is responsible for the coordination and the delivery of the music programme and the live events in conjunction with the Director and Curator of Live, overseen by the Chief Producer to deliver the ICA's artistic programme to an international standard. They will be responsible for managing the event schedules, contracts, budgets, payments, artist liaison, merchandise and the scheduling of all event associated rehearsals, sound-checks, signings and receptions. The Music and Live Event Manager will communicate the operational needs of the assigned events to all necessary and related internal departments through the effective administration of Artifax and agreed operational procedures. As well as undertaking event duty for allocated shows and projects and associated ancillary activity as required, they will provide the warmest welcome and highest level of customer service.

DUTIES AND RESPONSIBILITIES

These responsibilities are for all Music and Live events and always in collaboration with colleagues in other relevant departments.

Planning and Coordination

- Deliver allocated Music and Live events in association with the Director and Curator of Live, undertaking detailed logistical planning and administration as necessary.
- Support the Director, Curator of Live and Technical team in developing and maintaining excellent working relationships and clear communication channels with artists, partners, promoters, producers and ICA departments
- Be responsible for communicating details of Music and Live events and projects to all relevant departments, and coordinating pre-production with in-house departments including Finance, Operations and Visitor Services, Production, Marketing and Communications
- Work with the Production Manager/ Technical Manager on technical and staging requirements of each event to ensure that rider specifics can be achieved within

agreed budgetary parameters. Meeting regularly with Technical Manager to ensure good channels of comms with tech.

- Be responsible for ensuring that the details of each event (including date changes) are entered onto Artifax in accordance with internally agreed processes to enable planning and delivery by all ICA departments and ensure.
- Assist Director with finding availability/dates/info for securing gigs and ensure this is checked across the ICA.
- Continually monitor and review event details for assigned events to ensure that amendments are correctly recorded and published on Artifax in accordance with ICA operating processes. Communicate event changes to operational departments where necessary.
- Undertake planning and administration for events, including booking hotels and travel in liaison with the artists and providing necessary transport as per contractual agreement, completing Certificates of Sponsorship for all non-EEA artists and apply for FEU tax exemptions/reductions as necessary, booking event catering within agreed budgets.
- In the instance the event is live streamed, ensure that we secure the relevant rights for broadcast.
- Single point of venue contact for music promoters when they have questions eg around marketing and promotion and undertake event duty for all music events
- Liaise with programmers, promoters and internal departments to make the necessary arrangements for performance by high profile artists.
- Coordinating event delivery with FOH/bar.

Contracts and Budgets

- Prepare and issue contracts for all allocated music projects in conjunction with the Director and Curator of Live and ensure that these are confirmed, communicated, and understood by relevant parties before events are put on sale.
- Work with Live Curator to provide information for realistic event costings to achieve artistic aspirations.
- Maintain updated music budgets and monitor expenditure and income for music events raising fluctuations, problems and queries in a timely fashion with ICA Curator and Chief Producer.
- Support Promoters through the timely provision of detailed costings for planned events to include estimates for additional services required by the client from internal departments.
- Reconcile budgets after the music event has completed and working closely with colleagues in finance to deal with any issues arising and manage post-concert settlements.

Ticket On-Sale Process

- Communicate and coordinate ICA on sales processes with promoters to establish ticket pricing, seat holds, copy, and liaise with relevant ICA departments to put events on sale.
- Update the relevant ticketing systems for the on-sale process and liaise with the Marketing and Comms team.
- Confirm sales details for all allocated projects once events are live.
- Support all Marketing on-sale deadlines ensuring ticket pricing structures have been approved and tested including holds, comps and staff ticket details.
- Monitor box office sales during pre-production and communicate all branding requests.

- Provide information and communicate arrangements for the sale of merchandise, programmes and any other ancillary commercial activity in conjunction with the Bookshop Manager.

Event Delivery

- Ensure that spaces are prepared and presented in accordance with the information provided on Artifax, so that the organisation meets the needs of artists and performers.
- Ensure pre- and post- performance receptions, signings and events (sponsors, promoters, artists etc) are planned and managed efficiently.
- When allocated and agreed with the Producer/Programmer, attend and oversee rehearsals, soundchecks at the ICA theatre:
 1. to ensure that artists, promoters/management, and partners feel welcomed and supported;
 2. to work closely with colleagues to problem solve and address any queries which may arise;
 3. with the aim of maximising the artist, promoter and visitor experience at all times.

Person Specification – Essential

- Has demonstrable professional experience of coordinating live arts events to the highest standards
- Is able to work well and communicate with a wide range of people, including internal and external stakeholders
- Has an interest in and professional knowledge of working in contemporary music and performance
- Has a positive approach to work and is able to work flexibly and proactively
- Collaborative approach to team working, including the ability to forge strong relationships with colleagues across the organization
- Has experience of managing event budgets
- Is well organised, with outstanding administration and project management skills and precise attention to detail
- Can manage their own time and can demonstrate they are able to work to and meet deadlines
- Has good persuasion skills, including enabling others to meet deadlines
- Has demonstrable experience of remaining calm under pressure
- Is solutions-focussed, with a can-do attitude to resolving issues as they arise
- Has a broad knowledge and understanding of the arts sector
- Commitment to advancing equal opportunities and diversity

Desirable skills and experience

- Experience of working in event management across the performing art forms.
- Knowledge of Artifax systems or other venue management and ticketing systems.

Any other appropriate duties as required by the Director, Curator of Live, and Chief Producer