



General Manager Job Description

Responsible to: Managing Director
Responsible for: Senior Orchestras Manager
Junior Orchestras and Auditions Manager
Regionals and Outreach Manager
Music Librarian
Storeman/Logistics Co-ordinator (freelance)

Main purpose of job:

To oversee all aspects of NCO activity and operations, supporting the Managing Director and Artistic and Educational Director to develop and implement an annual programme of activity whilst creating greater organisational resilience, stewarding new partnerships, building profile and seeking commercial opportunities.

Artistic/Strategic Management

- Oversee the implementation and evaluation of NCO's new curriculum, contracting visiting professionals and liaising with course staff and the Artistic and Educational Director
- Take ownership of key partnerships including venues, professional orchestras and educational organisations
- Maintain, develop and extend good relationships with the orchestral and music education sector, representing NCO at events and advocating for the organisation
- Act as consistent and designated point of contact for conductors and guest artists, issuing contracts etc.
- Maximise commercial and international opportunities including the preparation of budgets and tenders for promoters, agents and media companies as well as representing the orchestra in the planning of commercial activity

Operational Management

- Lead the advanced planning of NCO's annual programme of national, regional, auditions and participatory activity, with support from the relevant Manager.
- Take responsibility for venue contract management for NCO's national orchestras with course venues and concert halls, developing exemplary relationships whilst ensuring value for money
- Contract and manage all senior course staff (4 per course) and oversee contracting and management of all music tutors and social staff with relevant Manager.
- Oversee all activity budgets in liaison with relevant Managers and Finance Manager
- Supervise and streamline all aspects of course and concert management both in advance and at courses/concerts, in liaison with relevant Managers
- Be responsible for all logistics including technical and musical equipment requirements and transport in liaison with external contractor, with practical support from Storeman/Logistics Co-ordinator
- Lead on concert day planning including coach transport, timetabling, venue liaison, technical/stage management and back stage requirements
- Ensure that NCO's Safeguarding and Child Protection Policy is implemented across the organisation
- Lead on the implementation of NCO's Noise Protection policy, keeping up to date with changes in legislation and guidelines
- Oversee the music library function, ensuring effective communications with the operations team
- Provide expertise and oversight of Regional/Outreach programme with Regionals and Outreach Manager
Provide expertise and oversight of NCO Auditions with relevant Manager
- Lead on data monitoring of applicants and members with relevant Manager

Administration

- Line manage staff as detailed above including appraisals, holiday requests, TOIL and training.
- Assist in maintaining a positive and supportive working environment that can attract and retain high quality staff
- Oversee operational aspects of administrative and IT processes ensuring that appropriate mechanisms are in place to develop and maintain the highest standards across the whole organisation
- Ensure that all NCO policies are closely monitored and implemented
- Any other duties as may reasonably be required for the smooth running of the organisation

Person Specification

Essential

- At least 5 years' relevant professional experience in a senior role in music education/orchestral administration
- Experience of working within an educational setting with a detailed understanding of safeguarding and child protection policy and practice
- A demonstrable passion and commitment to music education
- A flexible and extremely hard working individual with a positive approach to change
- An in depth knowledge of large scale orchestral music, management and logistical requirements
- A practiced and empathetic line manager, experienced in dealing with artistic and administrative personnel
- Evidence of previous partnership working and artistic collaboration
- Highly developed communication, interpersonal and team building skills
- Extensive networks and connections within the UK's orchestral and/or music education sector
- A natural problem solver with a proven track record in creating cost efficiencies and streamlining professional practices
- Practical experience of working with Health and Safety requirements including Noise Protection
- Experience of creating and managing significant budgets
- Experience of contract negotiation
- Experience of working with sensitive data together with an understanding of current data legislation including GDPR
- A good understanding of IT and proficient in sourcing digital solutions to simplify administrative processes
- A full, clean driver's licence
- Enhanced DBS certificate (NCO can arrange if necessary)

Desirable

- First Aid trained
- Experience of working with children with SEN
- Willingness to undertake CPD