

Saffron Hall



Recruitment Pack Concert Assistant



About Saffron Music Trust (SMT)

Saffron Hall is one of the UK's leading concert venues, renowned for its exceptional acoustics, inspiring programme and warm welcome. Each year we present an outstanding programme of world-class classical music alongside jazz, folk, contemporary music, comedy, talks and community events, welcoming internationally acclaimed artists and thousands of visitors from across the region and beyond.

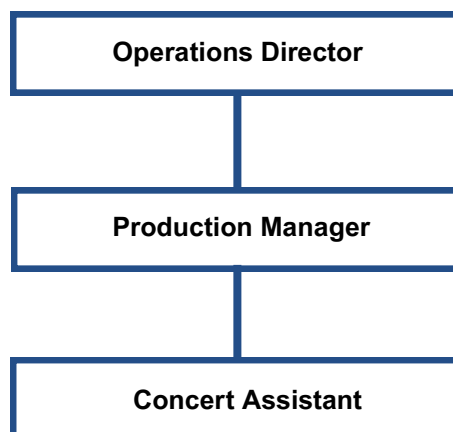
We are looking for an organised, proactive and personable Concert Assistant to join our friendly team. This is an event-based role integral to our operations, supporting the smooth delivery of concerts and events through coordination with artists' and hirers' representatives and our Duty Managers and Platform Managers. If you enjoy working in a busy environment, take pride in exceptional organisation and communication, and want to help create memorable experiences for artists and hirers at one of the country's most respected performance venues, we would love to hear from you.



About the Visitor Services Department

Saffron Hall Recruitment

Structure



Overall Duty and Responsibility

The Operations Department's main focus is to ensure that each and every artist and hirer visiting Saffron Hall has a truly positive and memorable experience; so much so, they wish to come back time and time again.

As a member of the Operations team, you are often the first person the artist, hirers and their travelling party interacts with at an event. First impressions are key and it is therefore imperative that members of the this team understand that they are an ambassador of Saffron Music Trust.

Exceptional interpersonal and communication skills are imperative and you should feel passionately about delivering these.



Full Job Details

Saffron Hall Recruitment

Position:	Concert Assistant
Department:	Operations
Location:	Saffron Walden, Essex
Reporting to:	Production Manager (dotted line to Operations Director)
Position Type:	Casual staff
Hours:	Casual hours (including evening and weekends) The majority of our events take place Friday to Sunday; however, the occasional weekday is required. Typically, 8-to-10-hour shifts on concert & event days. Due to the nature of our programmed 'seasons', we are generally quieter over the Summer and again in January/February.
Salary:	£13.10/hr plus holiday pay
Deadline for application:	Friday 28 August, 5pm
DBS Checking:	This appointment will be subject to an enhanced Disclosure and Barring Service check. Saffron Music Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
HR Contact:	Applications accepted by email only: Subject Line: Concert Assistant HR@saffronhall.com

Concert Assistant

Saffron Hall Recruitment

Job Purpose:

To act as an integral information and communication point between Artists, Agents, Hirers, third parties and the Programming and Concert delivery team. To work on elements of delivery for the Learning & Participation programme.

Principal Accountabilities:

- To act as an Artist Liaison on event days, ensuring backstage facilities and the environment are comfortably preserved to a high standard.
- To ensure that dressing rooms are set up correctly for performances.
- To liaise with the concert delivery team, including front of house and box office teams to ensure an efficient flow of information on concerts.
- To manage artist rider deliveries and set up catering as required, ensuring presentation is to a high standard.
- To assist the Platform Manager with stage management duties when required, including stage moves and general orchestral set up.
- Being adept in conflict resolution and having a flexible approach to your work.
- To work with the Production Manager to prepare the backstage areas for the Artists and to clear down after concerts.
- To assist with loading and unloading artist equipment.
- Undertake all other duties and responsibilities commensurate with the role and level of this job as may be instructed by a manager.

Concert Assistant

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Qualifications:

Essential

- Some previous knowledge / experience of concert management.
- Excellent verbal and written communication skills (face-to-face, phone, email).
- Impeccable attention to detail.
- Strong organisational skills and ability to prioritise tasks in a busy and changeable working environment.
- Excellent team working skills.
- Ability to work flexible hours and at weekends.

Desirable

- A good knowledge of classical music and well as other genres of music.
- An interest in working within a music education setting.

Skills:

Essential

- Basic use of the Microsoft office suite and ability to learn other software systems for event management (training on in-house office systems will be given).
- Ability to produce spreadsheets in Excel and work with bespoke software such as the box office system, Spektrix.
- Ability to work independently and as part of a team following written and verbal instructions.
- Ability to set up and operate simple admin systems (e.g. spreadsheets).

Experience:

Essential

- Demonstrable experience of working within a busy environment.

Desirable

- Experience of working within an arts setting and/or concert hall environment as an administrator or assistant.
- Experience working in a role requiring interaction with artists, management and volunteers.

How to apply:

To apply, please send a CV and covering letter addressing how your experience matches the role and personal specification to HR@saffronhall.com. The cover letter should be no more than one side of A4.

If you need any changes to our application process or would like to apply in a short video, or another format, we would be happy to support you and accommodate this.

If you would like an informal confidential conversation about this job, please contact: eddie.shelter@saffronhall.com.

Saffron Music Trust is an equal opportunities employer. We recruit regardless of race, religion, gender, sexual orientation, age, neurodivergence, or disability status and look to employ from a wide range of backgrounds and experiences. We want to make it possible for everyone to shine during the application process, so if there are any other changes, we could make to accommodate you, please let us know. The deadline for applications is Friday 28 August, 5pm.



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