

## **INSTITUTE OF CONTEMPORARY ARTS (ICA)**

### **JOB DESCRIPTION**

**Job Title:** Music Event Manager

**Reporting to:** Music Programmer, Head of Artistic Programme

**Managed by:** Music Programmer

**Contract:** Permanent, full-time

**Location:** London

**Salary:** £34,000 per annum

### **Purpose of Job Role**

This is a pivotal role within the ICA. The Music Event Manager will work with a small and busy team and is responsible for the administration, advancing and delivery of the Music programme in conjunction with the Director and Music Programmer, overseen by the Head of Artistic Programme, to deliver the ICA's artistic programme to an international standard.

The Music Event Manager will be responsible for managing the advancing, event schedules, contracts, budgets, settlements, artist liaison, merchandise and the staffing of all live Music events, soundchecks and rehearsals. They will communicate the operational needs of these events to all necessary and related internal departments (including Technical, Operations, Comms and others) using agreed operational procedures and systems. They will undertake event duty for allocated shows and projects and associated ancillary activity as required, and will provide the warmest welcome and highest level of customer service to incoming Promoters, Artists and their tour parties.

### **Duties and Responsibilities**

These responsibilities are for all Music events, always in collaboration with the Music Programmer and other colleagues in relevant departments:

#### **Planning and Coordination**

- Act as the first point of contact for Tour Managers, Agents and Artists, fielding initial production queries and questions about the venue, schedule etc.
- Support the Director, Music Programmer and Technical team in developing and maintaining excellent working relationships and clear communication channels with artists, partners, promoters, producers and other ICA departments.
- Be responsible for coordinating and communicating all pre-production and delivery requirements with in-house departments including Finance, Operations and Visitor Services, Technical, Marketing and Communications. Including, but not limited to, FOH staffing requirements, Technician requirements, Security and Cleaners.

- Work with the Technical Manager on technical and staging requirements of each event to ensure that rider specifics can be achieved within agreed budgetary parameters. Meet regularly with Technical Manager to ensure good channels of comms with tech team.
- Undertake planning and administration for own promotions, including booking hotels and travel in liaison with the artists and providing necessary transport as per contractual agreement.
- Complete Certificates of Sponsorship or Letters of Invitation for all non-EEA artists (as required) and supply info to artists who wish to apply for FEU tax exemptions/reductions as necessary.
- Order riders and booking event catering within agreed budgets, as required.
- In the instance the event is live streamed, ensure that we secure the relevant rights for broadcast.
- Liaise with programmers, promoters and internal departments to make the necessary arrangements for performance by high profile artists.
- Create Function Sheets, used to brief other internal teams, for every event.
- Coordinate and communicate event timings with the ICA Bar team, including requests for late closes and early opening.

#### **Contracts and Budgets**

- Issue approved and signed off contracts from the Music Programmer based on deal memos agreed and provided by the Music Programmer and ensure that these are confirmed, communicated, and understood by relevant parties before events are put on sale.
- Work closely with the Music Programmer to track budgets (which will be initially set by the Music Programmer) and report final figures after each event.
- Annual reporting of ticket income to PRS
- Reconcile budgets, manage post-concert settlements and ensure invoices are paid following all live events, feeding final budget figures back to the Music Programmer.

#### **Ticket On-Sale Process**

- Monitor box office sales during pre-production and provide final settlements to the Music Programmer and external promoters as required.
- 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**

- Attend and manage on-the-day event delivery for approximately 2 shows a week (a rough estimate, although may increase or decrease at different times of the year).
- Work with the Executive Producer to produce monthly rotas for Event Supervisors to cover attendance of live events.
- When allocated and agreed with the Music Programmer, to attend and oversee rehearsals, soundchecks and performances in the ICA Theatre, acting as the first point of contact on behalf of the ICA:

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.
- Any other appropriate duties as required by the Director and Head of Artistic Programmes. This may include occasional event management of dance and live performance projects.

### **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.