



JOB DESCRIPTION

Job Title:	Music Performance Operations Officer
Department / Unit:	Music
Job type:	Part-Time (0.6 FTE), Permanent, Professional Services
Grade:	RHUL 5
Accountable to:	Music Performance Manager
Accountable for:	n/a
Purpose of the Post	
<p>To provide technical and operational support for music performance in the Music Department, including the university's International Concert Series, university ensembles, the Music Department's collection of music instruments, and the Music Department's practice facilities. The role involves operational duties implementing music performance events and rehearsals, including leading the front-of-house team at evening concerts, ensuring provision of required equipment, and guiding students in the use of equipment.</p> <p>This is a hands-on role undertaken on the Egham campus.</p>	
Key Tasks	
<ul style="list-style-type: none"> • To lead technical operations for concerts and other events organised by the Music Department, including setting up venues, instruments and PA systems as required. • To supervise teams of student volunteers providing front-of-house services at concerts and other music performances. • To liaise with visiting artists, staff and student performers to ensure their technical requirements are met, conveying written and spoken information in a clear and accurate manner. • To oversee the Music Department's collections of musical instruments and the issue and receipt of instruments to and from students. • To monitor the condition of musical instruments and coordinate repairs with external specialists where required. • To develop and implement a 3-year rolling maintenance plan for the Music Department's instruments. • To give guidance to students, staff and visiting artists in the use of technical equipment required for music performance, and in the running of music ensembles and events. • To show sensitivity to members of public, staff and students, ensuring an outstanding experience of the service, and responding proactively to requests and emerging situations. • To liaise with staff-led and student-led music ensembles to ensure appropriate support is given to their rehearsals and performances, including access to venues and equipment. 	

- To liaise with external suppliers for music performance, including ensuring the timely processing of invoices and supplier information through the University's finance system.
- To assist with internal communications and internal publicity relating to music performance.
- To ensure compliance with health & safety procedures in the Music Department's music practice spaces and at concerts and other events, and to ensure the safety and security of musical instruments and other types of equipment.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Music Performance Operations Officer **Department: Music**

	Essential	Desirable	Tested by Application Form/ Interview/Test
Knowledge, Education, Qualifications and Training			
Educated to A' Level or equivalent experience	X		Application Form
Degree in Music or equivalent professional experience		X	Application Form
Operational knowledge of music ensembles	X		Interview
Technical understanding of musical instruments and PA systems	X		Interview
Skills and Abilities			
Ability to analyse and resolve problems, for instance in ensemble set-up, musical instruments, PA systems etc.	X		Interview
Current IT skills (MS Word, Excel and Outlook)	X		Application form
Able to prioritise and schedule own workload	X		Interview
Ability to work as member of team and also to take own initiative	X		Interview
Excellent customer-facing skills, with responsive and user-friendly service attitude and ability to apply defined service standards in order to provide a high-quality student experience	X		Interview
Ability to communicate effectively with stakeholders at various levels within an organisation.	X		
Experience			
Experience of training and mentoring students		X	Interview
Experience of providing technical support for music performance in a higher education context		X	Interview
Other requirements			
Willingness to work evenings for event support	X		Interview