



# ROYAL PHILHARMONIC ORCHESTRA

## **Tours Assistant Information for Candidates**

The Royal Philharmonic Orchestra is one of the world's leading symphony orchestras with a reputation for excellence. We are seeking a reliable and highly motivated Tours Assistant to join the Orchestra's Concerts Department. The ideal candidate will have demonstrable experience of administering orchestral events and a good knowledge of orchestras and symphonic repertoire. This pack will provide prospective candidates with the necessary information in order to make an application for this position.

### **BACKGROUND**

The Royal Philharmonic Orchestra's (RPO) mission is to enrich lives through orchestral experiences that are uncompromising in their excellence and inclusive in their appeal.

We seek to recruit committed and resourceful individuals, from diverse backgrounds, who will contribute to achieving our vision, placing orchestral music at the heart of contemporary society and engaging audiences, participants, supporters and partners at local, national and international levels.

Collaborating with renowned conductors such as Vasily Petrenko, Pinchas Zukerman, Lionel Bringuier, Krzysztof Urbanski, Rafael Payare, Marin Alsop and Alexander Shelley, the RPO performs around 180 concerts a year to an audience of approximately 300,000 people, across the UK and abroad.

The Orchestra is entering a period of investment and together with our new Music Director, Vasily Petrenko is developing new projects and creative partnerships, which will extend its impact.

Our new strategy, underpinned by a four-year business plan, is bold, but realistic for an organisation with a track record of resilience and stretching boundaries. Versatility and a broad reach are integral to the Royal Philharmonic Orchestra, on the concert platform and through our award-winning community and education programme *RPO Resound*.

Administratively, the Orchestra has a staff of around 30 working across concerts (artistic planning and logistics), marketing, business development, community and education, finance and administration.

For further information about the Orchestra please visit our website: [www.rpo.co.uk](http://www.rpo.co.uk)

### **RPO CONCERTS DEPARTMENT**

The RPO's Concerts Department is led by the Concerts Director, RPO and by the General Manager, Royal Philharmonic Concert Orchestra (RPCO). The Department manages all aspects of the RPO and RPCO: overseas Touring, UK Concerts, Recordings and Special Projects. The busy team has a high level of interaction with colleagues in all RPO departments on a daily basis and in particular with RPO & RPCO musicians, promoters, venues and visiting artists. The Tours Assistant works on RPO & RPCO tours both internationally and in the UK, reporting directly to the Tours Manager and RPCO General Manager.

## ROLE

Position:	Tours Assistant
Reports to:	Dual reporting lines to the RPO Tours Manager and the RPCO General Manager
Location:	Royal Philharmonic Orchestra, 16 Clerkenwell Green, London, EC1R 0QT
Contract:	Full-time, Permanent
Salary range:	£18,000 - £21,000 per annum
Working hours:	9:30am – 5:30pm Monday-Friday with an hour break for lunch plus evenings and weekends on a regular basis
Probationary Period:	Six months

## PURPOSE OF THE ROLE

The Tours Assistant ensures that the administration and servicing of touring projects is effective, timely and accurate and that there is organisational capacity to support events.

To assist with the administration and servicing of all touring projects both internationally and in the UK for the Royal Philharmonic Orchestra (RPO) and Royal Philharmonic Concert Orchestra (RPCO).

## LINE MANAGEMENT

The Tours Assistant is line managed by the Tours Manager, but reports on touring projects to both the Tours Manager and the RPCO General Manager

## JOB OUTLINE

### INTERNATIONAL TOURS (RPO and RPCO)

- prepare the first draft of each tour schedule for review by the RPO TM or RPCO GM which will involve detailed liaison with the tour agent/promoter, travel agent, Orchestra & Stage Managers, Librarian and Tours Manager;
- prepare the first draft of the monthly booking schedule for touring projects, working to departmental deadlines and ensuring all details are accurately included;
- prepare and distribute individual tour mailings and schedules;
- maintain and update Arts Vision (the Orchestra's diary database) on a daily basis including orchestra personnel records, details of artists, repertoire, orchestrations, tour information, address book and filing relevant documentation for each project;
- complete all responsibilities assigned for each tour in accordance with the tour planning timetable;
- communicate with Orchestra Managers to compile personnel lists;
- compile all relevant hotel and flight lists for each tour;
- assist with preparing artist contracts as required ensuring the necessary details have been added to Arts Vision;
- prepare conductor schedules as required;
- administer all approved requests from musicians for deviations in travel and accommodation plans;

- provide details of any re-charges and/or reimbursements for musicians to the Finance Department;
- provide Finance Department with fee invoice requests according to each tour contract, maintain and update the departmental payment spreadsheet for funds received;
- research and book London rehearsal venues for all tours and accurately maintain the departmental spreadsheet for rehearsal venue bookings;
- research and book UK (including London) hotels and ground transportation as required for visiting artists;
- research and book individual and group flights, liaising with the relevant agent/promoter and travel agent;
- communicate with the Stage & Transport Manager for stage plans and technical requirements ensuring that he/she has all the relevant information from the tour agent/promoter, ascertain transport logistics including load-in times and local crew requirements and apply for truck permits as required;
- distribute stage plans and compile technical riders for individual agents/promoters;
- prepare the ATA carnet where necessary, liaising with the Stage & Transport Manager for the relevant information and ensuring that the carnet is completed on deadline for each tour;
- assist with and track all visa applications as required for each tour;
- provide the Finance Department with musician and staff per diems requirements a minimum of two weeks in advance and collaborate in the distribution of per diems;
- prepare notarised documents as required;
- prepare and apply for A1 certificates as required for each tour for all musicians and staff;
- prepare letters for passport applications from musicians and staff;
- answer queries from musicians in a timely fashion ensuring that they have all the necessary information they have requested;
- provide promoters with biographies and photographs for RPO, RPCO and guest artists as required;
- co-ordinate guest ticket requests for all tours;

### **UK TOURS (RPO and RPCO)**

- compile information about RPCO events for the monthly booking and long-term schedules, checking all details for accuracy and facilitate the distribution to all relevant parties;
- prepare and distribute individual tour mailings and schedules;
- assist the RPO TM and RPCO GM in researching and advising on travel options, source and book suitable hotel accommodation and transport options within an agreed budget for musicians, conductors and guest artists;
- assist the RPCO GM with organising work permits for guest artists as required;
- maintain and update Arts Vision on a daily basis including details of artists & repertoire, orchestrations & tour information, address book and filing relevant documentation for each project;
- prepare and distribute security lists to venues and arrange venue catering where necessary;

- communicate with the Orchestra Managers to compile personnel lists, travel opt outs and issue personnel/security/travel/hotel/car parking lists as required;
- provide promoters with biographies and photographs for RPCO and guest artists as required;
- co-ordinate guest ticket requests for RPCO tours;
- occasionally assist the RPCO GM or Orchestra Managers at rehearsals and concerts

### **GENERAL DUTIES**

- maintain and update the departmental filing systems (digital and paper) for Tours;
- attend tours/events on the day as required;
- assist with the correspondence of the Tours Manager and RPCO GM as required;
- research events, companies, schedule and festival information as required;
- undertake any such other duties as may reasonably be required by the Company

## **PERSON SPECIFICATION**

### **Essential**

The post-holder must be able to demonstrate the following:

- Experience of administering orchestral events;
- Good knowledge of orchestration and symphonic repertoire;
- Excellent organisational skills with attention to detail and a high level of accuracy;
- Excellent communication skills and ability to converse with a wide range of stakeholders;
- Excellent spoken and written English;
- An ability to prioritise whilst working across a range of demands on a daily basis;
- Skill at working with deadlines and the dissemination of information;
- An ability to work well independently and as a team player;
- Good IT knowledge and ability to embrace new IT systems;
- An enthusiasm for the power of orchestral music and working with creative performers

## **Desirable**

- Experience of managing UK and overseas travel and hotel logistics;
- Educated to degree level;
- Basic understanding of budgeting and finance systems;

## **TERMS**

- 20 days annual leave per annum, increasing to 25 days after 2 years of employment
- Bank holidays and entitlement to leave during the Company's annual (Christmas) shut down. When such dates coincide with a working day for the Orchestra which requires the Tours Assistant to be present, Time off in Lieu may be taken, by agreement with the TM
- The post holder will be auto-enrolled in the RPO's defined contribution pension scheme after a 3 month deferral period. Under existing legislation, there is an entitlement to opt out of the scheme. The RPO matches employee's contributions up to a maximum of 6% of salary
- Interest-free loan for an annual travel season ticket after the 6 month probationary period has been successfully completed

## **APPLICATION PROCESS**

The RPO is committed to equal opportunities and diversity in its workforce and welcomes applications from all sections of the community.

Please email your letter of application and CV to: [recruitment@rpo.co.uk](mailto:recruitment@rpo.co.uk)

All applications should be addressed to Dawn Day, Tours Manager. Please ensure that you attach your CV and covering letter as two separate documents, and in the email subject line enter "Tours Assistant"

CVs should include:

- Contact details, including email, and day and evening telephone/mobile numbers.
- Details of education and qualifications, including professional qualifications where relevant.
- Details of your employment history, including relevant roles and experience.
- Relevant skills, achievements and training.
- Confirmation of your notice period; names and contact details for two referees, including your existing or last employer. Please also state the capacity in which each referee is known to you, along with an indication of when in the application process you would be happy for us to contact them. Please note, that we will not contact your referees without your express permission.

Your cover letter should summarise your interest in this post, providing evidence of your ability to match the criteria outlined in the Person Specification.

The closing date for applications is **12 noon Thursday 1<sup>st</sup> August 2019**. Interviews will be held on **Wednesday 7<sup>th</sup> August 2019**. Notification for interview will be sent on 2<sup>nd</sup> August.

The details contained in a candidate's application will, at all times, remain confidential and will be held in a secure place. Details provided to the Orchestra will be used to assess your suitability for the post applied for and will only be released to relevant personnel for that purpose. If your application results in successful recruitment to the post applied for, then those details will form the basis of your employee personnel file.