



Production Coordinator (The Tung Auditorium)

Grade and salary: Grade 6 £33,482 – £38,249 pa

Working hours: Full time 35 hours per week

Tenure: Permanent

Location: Liverpool Campus

Faculty: Humanities and Social Sciences, School of the Arts

Recruiting department contact: Richard Hartwell, Artistic Director,
richard.hartwell@liverpool.ac.uk

Job ref: 097053

The Role

Role overview and University context:

The Tung Auditorium requires an experienced Production Coordinator to facilitate the delivery of the programme at this state-of-the-art concert hall situated within the Yoko Ono Lennon Centre as part of the University of Liverpool. The Production Coordinator will work closely with the Artistic Director and other team colleagues to deliver a high-quality annual programme of music and events.

The Production Coordinator will oversee the flow of information for all events including artist schedules, riders, technical information, stage plans, travel, accommodation and catering, from production advance through to delivery and post event follow up. Using the venue management system (Artifax) they will ensure that information is collated and presented appropriately for every event, administering recharges for post-show settlement.

This post holder will liaise with artists, agents, promoters, tour managers, broadcasters, University staff and students in order to confirm concert and event requirements, as well as referencing contracts and riders. They will also interface with a range of internal colleagues from the Front of House, Marketing, Box Office and Technical teams.

This role is part of The Tung Auditorium Team and reports to the Artistic Director, working closely with other concert hall colleagues. The role is part of the broader Professional Services Team for the School of the Arts and is ultimately accountable to the Head of Operations.

This role will be primarily carried out during office hours, however there may be the need for some time during evenings and weekends. Any hours worked above the contracted 35 hours each week will be taken back as TOIL (time-off-in-lieu) subject to prior agreement from the line manager.

Key responsibilities and duties:

The balance of accountabilities will vary depending on the nature of the activities supported by a particular role:

- ◆ Oversee the successful delivery of the public performance programme at The Tung Auditorium.
- ◆ Liaise with visiting artists, agents, promoters, tour managers, clients, University staff and students to ensure all concerts and events are delivered to the highest standards and according to their specific requirements.
- ◆ Meet artists and promoters and conduct venue showrounds to discuss their production requirements.

- ◆ Carry out the production advance for each event to cover artist riders, stage plans, backline, rehearsals/soundchecks, loading etc. and make sure all event information is correct in Artifax.
- ◆ Discuss and administer recharges for additional services or equipment provided to promoters for concerts and events.
- ◆ Produce printed Function Sheets for each event, distributing to key colleagues for event delivery.
- ◆ Produce monthly event schedules for relevant internal departments.
- ◆ Collate piano tuning requirements and produce a schedule for the piano tuner and oversee payments.
- ◆ Assist with Stage Door, and/or act as Stage Manager or Event Manager on more complex productions as required.
- ◆ Input into setting staff call times for Front of House, Box Office, Technicians, Security, Bar based on show requirements.

Working with the Operations Support Coordinator:

- ◆ Organise flights, hotels, local transport and catering for artists and touring parties as required, in accordance with artist contracts and event budgets set by the Artistic Director.

Working with the Artistic Administration Intern:

- ◆ Assist with programme and artistic hire enquiries, building strong relationships with promoters, agents, arts organisations and ensembles.
- ◆ Manage the Auditorium diary and ensure optimal access for all stakeholders, internal and external.
- ◆ Clash check artists and repertoire against other regional venues.
- ◆ Collate programme and ticket sales information for the Performing Rights Society.
- ◆ Oversee the workload of the Intern, giving guidance and delegating duties as appropriate.
- ◆ In coordination with the Front-of-House Manager, interview and select suitable SoTA300 students for the Lunchtime Concert Series and oversee the placement delivery throughout the year.
- ◆ Act as main point of contact for SoTA300 placement students, delivering training, guidance and management of their work within the team to maximise the mutual benefit of the placements.
- ◆ Any other duties as required.

Personal Attributes

- ◆ Ability to work collegially as a member of a large team.
- ◆ Treat colleagues, customers and stakeholders with respect, dignity and courtesy at all times.
- ◆ Encourage teamwork and collaboration.

- ◆ Communicate, engage and consult with staff regularly and proactively.
- ◆ Dependability, reliability, flexibility and ability to produce work of high quality and accuracy.
- ◆ Good interpersonal skills: ability to work with staff at all levels, students, external agents and the general public.
- ◆ Ability to prioritise and delegate work as appropriate, ensuring tasks are completed fully and on time.
- ◆ Ability to use knowledge and initiative to deal expeditiously with exceptional tasks.
- ◆ Ability to work as a member of a team and take on the role of team leader for a sub-section as appropriate.
- ◆ Focus on meeting commitments and on meeting the needs of stakeholders.
- ◆ Full engagement with the University's Strategy 2031, the enabling strategies and policies and evidence of a capacity to contribute to supporting the implementation of these strategies.

Additional requirements:

Manual Handling

The post involves bending, stretching and the manual handling of loads up to 15kg. A system to control the risks is in place. The appointee will be required to complete a health questionnaire. Appointment will be subject to Occupational Health screening.

Control of Noise

You will work in an area where noise has been identified as a potential hazard. A system to control the risks is in place. You may be required to wear hearing protection or to undergo checks on your hearing. Appointment will be subject to Occupational Health screening and clearance must be received before exposure.

In addition to the above, all University of Liverpool staff are required to:

- Adhere to all University policies and procedures, completing all obligatory training and induction modules, including Equality & Diversity and Health & Safety.
- Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons.
- Participate in the University's Professional Development Review scheme and take a proactive approach to own professional development.
- Demonstrate customer service excellence in dealing with all stakeholders.
- Embody and uphold the University's Vision and Values.

About you

Experience

Essential

1. Experience working in an arts venue, concert hall, festival or similar.
2. Experience in concerts or events production.
3. Experience of managing a venue diary and/or room booking system.
4. Experience of interpreting artist riders and stage/technical information.

Desirable

1. Experience of working in a Higher Education context.
2. Experience of issuing artist contracts and dealing with FEU tax and visas.
3. Experience of using Artifax software (training will be provided).
4. Experience of adhering to venue premises licensing conditions.

Education, qualifications and training

Essential

1. A degree (or equivalent qualification) or experience in a relevant subject area.
2. Evidence of continuous professional development and demonstrated ability to engage in appropriate professional activities to keep knowledge and skills up to date.

Desirable

1. Risk assessment training (this will be provided if required).
2. IOSH / NEBOSH Health and Safety qualification or similar.

Skills, general and specialist knowledge

Essential

1. Good working knowledge of live music across multiple genres.
2. Meticulous attention to detail.
3. Strong interpersonal and communication skills including the ability to work successfully alongside professional musicians (including leading musicians from the national and international circuits), and other staff members of all levels.
4. Working knowledge of Health and Safety requirements for a live music context.

Desirable

1. Knowledge of classical music repertoire as well as other musical genres.
2. Knowledge of orchestral staging.
3. Knowledge of broadcasting requirements.
4. Knowledge of concert Stage Management.

Personal attributes

Essential

1. Total commitment to quality in every aspect of the role.
2. Ability to build and maintain relationships with a variety of internal and external colleagues and stakeholders at all levels.
3. Ability to identify and raise awareness of risks in the work environment and proactively manage a positive approach to health, safety and wellbeing
4. Self-motivated with the ability to work independently and sometimes under pressure, to identify and address operational issues applying specialist knowledge where appropriate to achieve agreed objectives and deadlines.
5. Ability to prioritise/organise personal workloads, meet deadlines and reach decisions quickly and accurately.
6. Ability to use initiative and to creatively resolve complex problems and make decisions within the framework of established policies, procedures and standards.
7. Ability to calmly and assertively challenge behaviour and issues of non-compliance when H&S or security is not seen as a priority.
8. Proactive and flexible with the ability to creatively solve problems.
9. A flexible, adaptable and enthusiastic approach to the role.

10. Ability to work effectively both independently and as part of a team and to take on the role of team leader when required and ensure all team members are fully committed and engaged.
11. Willingness and ability to work unsocial/weekend hours as required.
12. Understanding of and commitment to EDI (equality, diversity and inclusion).

About us

Established in 1881, we are an internationally renowned Russell Group university recognised for our high-quality teaching and research. We are consistently ranked as one of the best [universities](#) both nationally and globally, and the majority of our research is rated world leading or internationally excellent. [Find out more about us.](#)

Why Work Here

We recognise, appreciate and celebrate the incredible work our staff do every day. As well as generous terms and conditions, we offer a range of enviable benefits and provide support for colleague's wellbeing and development. Discover more [about working here.](#)

Moving from abroad

As a global institute, we welcome applicants from all nationalities, moving from a different country can be challenging and we would like to help as much as we can, we have put together some information on eligibility to work documentation, accommodation, schools, healthcare, life in Liverpool and the UK as well as other practical information. Discover more about [moving from abroad.](#)

Our Staff

Whether it be their friendly colleagues, supportive managers or our outstanding facilities, our staff can explain better than anyone what it is like to work for us and why they enjoy their role. See what our [colleagues have to say.](#)

How to Apply

Application process

Our e-recruitment system enables you to register for an online account, where you can view, copy and edit your applications. Set up your account on our [Vacancies Portal.](#)

Once you submit your application you will receive an automatic email acknowledgment. You can view your application at any time by clicking into the application history section of your account.

The recruiting department will endeavour to respond to each application. However, if you have not heard within six weeks of the closing date, please take it that your application has not been successful on this occasion.

Job description

After the closing date this job description will be removed from our website. Should you wish to refer to this information at a later date please ensure you save a copy of this document.

Right to work

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. The UKVI have an interactive tool allowing you to immediately see if vacancies are eligible for a Skilled Worker visa. You will need to know the SOC code for the role, view our [most used SOC codes](#), if none of these apply to this role, there are more codes on the eligibility checker. The skilled worker eligibility checker can be found on [GOV.UK](#).

Disabilities and alternative formats

If you have any other requirements which will help you access the application or interview process or employment opportunities at the University, or if you require copies documentation in alternative formats, please email: jobs@liverpool.ac.uk or telephone 0151 794 6771.

