

THE
NATIONAL
CHILDREN'S CHOIR
of GREAT BRITAIN

Role & Title: General Manager

Reports to: The Board of Trustees

Manages: Musical Director, Head of Pastoral Care

Works closely with: freelance music staff & pastoral care team including course nurse

Overall purpose of the job: The General Manager is responsible for the day-to-day management and administration of the National Children's Choir of Great Britain. Working closely with the Musical Director and the Head of Pastoral Care, the General Manager is responsible for the delivery of two residential courses per year, auditions & recruitment, tours, recordings, workshops and ad hoc events as required, plus the smooth running of the choir year-round.

Key accountabilities

Administration

- Provide day-to-day office support (correspondence, email, telephone etc)
- Maintain key communication point for parents
- Ensure exemplary record keeping and manage GDPR implementation for the choir
- Ensure that insurance protection is appropriate
- Research, produce, update choir policies and ensure they are shared and adhered to
- Liaise & negotiate with providers of professional services (accountant, web manager etc)
- Liaise with fund-raisers and provide any information/support required
- Collate choir member information in accordance with GDPR
- Source, file/organise & prepare music stocks for choirs following consultation on repertoire with music staff and ensure music is returned & filed at end of course or tour
- Manage hire contracts & end of course or tour reconciliation
- Process singing teacher reports at end of course
- Deal with post-course or tour issues (lost property etc)
- Schedule & prepare documentation for trustees' meetings
- Report to trustees as required

Financial Management

- Management & record keeping of all NCCGB financial transactions, including drafting of budgets for approval of trustees
- Process course & workshop registrations and payments

- Administer bursary application process
- Process staff salary payments
- Process staff expenses claims
- Manage & record petty cash including provision of float
- Process all invoices including for replacement music costs
- Produce information for accountant for production of payslips and year end
- Arrange for issue of P45s and P60s
- Credit control & debt collection

Project Management

- Management of auditions, including but not limited to:
 - o Scheduling
 - o Booking of venues
 - o Booking of pianists
 - o Promotion & marketing
 - o Facilitation & management on audition days
 - o Processing results & feedback
- Management of residential courses, including but not limited to:
 - o Research venues for course and concert when necessary
 - o Negotiate terms & requirements with venue ensuring adequate provision
 - o Booking travel for staff
 - o Hire van & transport course equipment
 - o Record keeping – including registers & personnel lists and producing report forms for singing teachers
 - o Checking and issuing singing teacher reports after each course
 - o Scheduling – including timetables for course, musical director timetable and singing lessons timetables
 - o Manage course facilities – including liaising with host school re catering, housekeeping and with caretakers and lettings officers
 - o Manage accommodation allocation
 - o Manage tickets for concerts, including sales and marketing
 - o Course housekeeping, including purchase of consumables (house supplies, recreation supplies etc)
 - o Facilitate regular staff meetings, in particular to be aware of emotional, disciplinary or other issues arising
- Management of tours, including but not limited to:
 - o Manage tour applications
 - o Liaise with tour company and supply all information requested, carry out site visit, as required
 - o Liaise with parents and supply regular updates regarding itinerary, visa requirements
- Management of workshops & choral conducting programme, including but not limited to:
 - o Agree dates & book venues for workshops and ensure availability of conductors, pianists, pastoral carers
 - o Publicise workshops
 - o Arrange staff travel and accommodation for workshops, as required
 - o Administer the introduction to choral conducting programme including liaising with (and meeting when appropriate) applicants, creating a course programme in collaboration with music staff, coordinate feedback from participants

HR

- Manage staff availability for auditions, course & tours and contract new staff where appropriate
- Ensure DBS clearances are in place for all staff
- Produce and distribute staff employment paperwork
- Induct all course staff
- In consultation with the Head of Pastoral Care manage disciplinary procedures

General

- Provide key communication point for all staff, including regular meetings/phone calls with Musical Director and Head of Pastoral Care
- In collaboration with the Head of Pastoral Care, ensure welfare & safeguarding of participant children, including but not limited to:
 - o Coordinating course dietary requirements
 - o Manage & process any required performances licences
 - o Liaise with parents/carers with regards to medial requirements
- Assess uniforms for concert & tour and order as necessary
- Manage merchandise
- Prepare marketing materials, brochures & concert programmes and book advertising as required

Person specification

Essential

- Exemplary organisational skills
- Excellent communicator
- Excellent people management skills
- Book keeping/budget management experience
- Passion for working with young people
- Ability to work flexible hours
- MS Word, Excel proficient

Desirable

- Experience in arts administration
- Experience working with young people
- Knowledge of GDPR
- Provision of home office
- Full, clean driving licence plus use of own car

Pay & conditions of employment

The role attracts a salary of £36,000 per annum, paid monthly, for a working week averaging 35 hours on a flexible basis. The holiday allocation is 25 days per leave year, as well as all UK bank and public holidays