

Operations Manager

“Unaccompanied choral singing comes no better than this: in blend, accuracy, precision, commitment.” **The Guardian**



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The Role

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| Job Title | Operations Manager |
| Location | Lyric Hammersmith Theatre, Lyric Square, King Street, London W6 0QL <i>After an initial period of office-based training, we are happy to consider flexible and remote working in order to facilitate other commitments such as caring responsibilities, although ideally you will be based in the office for at least 3 days per week.</i> |
| Hours | Monday to Friday, 09:30 – 17:30. <i>Occasional weekend and evening working may be required in order to assist with concerts and events, for which you will be entitled to take time off in lieu (TOIL).</i> |
| Salary | £28,000 - £32,000, dependent on experience |
| Reports to | Chief Executive |

About Tenebrae

Tenebrae is one of the world’s leading vocal ensembles, renowned for its core values of passion and precision. Founded in 2001 by director Nigel Short, the choir performs around 60 concerts each year across the UK, Europe, the US and further afield, including at some of the world’s most prestigious concert venues and festivals. Alongside its busy concert and recording schedule, the ensemble delivers a rapidly growing Learning & Connection programme, working with hundreds of children, young people and amateur singers each year.

Tenebrae is a registered charity with a small team of administrative staff, supported by a Board of Trustees drawn from a variety of different sectors. Over the past 5 years the organisation’s scope has grown considerably, and our plans for the future remain ambitious. Particular strategic focuses include new commissions and innovative programming, a drive to diversify our organisation and audiences, and building our digital engagement.

We are now seeking an Operations Manager to support the Chief Executive in the day-to-day running of the charity. The successful candidate will be highly organised and efficient, with the ability to work across a wide variety of tasks. They will have strong people skills and be able to communicate diplomatically with a range of people at all levels. Working closely with the Chief Executive, they will help to ensure the effective running of Tenebrae's practical operations, and from time to time might also provide assistance to the Concerts Manager and Development & Learning Coordinator. Some experience in the arts would be preferable but is not essential.



This role is flexible in nature and exact responsibilities may vary in response to the charity's activities, but the following job specification outlines a number of key areas which will form a core part of the role.

Key responsibilities

Administrative Support

- Handling general enquiries from members of the public and industry professionals such as composers and singers
- Handling the Artistic Director's diary and engagements
- Scheduling Board and committee meetings, and circulating relevant paperwork to all attendees in advance
- Attending key meetings to take minutes for circulation to attendees
- Collating Tenebrae's film content and ensuring that larger files are securely stored on external drives
- Working with publishers to secure filming permissions for in-copyright works
- Assist with the creation of contracts for Tenebrae's concert engagements
- Undertaking HR administration such as posting job ads and receiving applications, filing all HR documentation securely, and monitoring the timing of employees' annual appraisals
- Managing petty cash in multiple currencies
- Receiving and coding invoices for payment
- Raising invoices to concert promoters and any other customers

Communications

- Working with Tenebrae's freelance marketing support on the choir's monthly newsletter
- Entering new concerts into Tenebrae's website and ensuring they are also listed on SongKick, Ticketmaster and other relevant ticketing services
- Emailing agents and promoters with biographies, promotional photos, programme notes and texts to support their marketing
- Creating promotional PDFs of new programmes for sharing with concert promoters
- Inviting press contacts to selected concerts
- Posting job ads to Tenebrae's own website and other job sites such as Arts Jobs and ABO

Office Admin

- Ordering office equipment as required
- Regularly stock checking our CDs and ordering new titles as required
- Undertaking some basic IT administration, such as setting up new email addresses as required
- Working with our service providers to resolve any issues with telephone or broadband
- Regularly backing up Dropbox to our external hard drive
- Filing paper bank statements and any documentation from HMRC

Personal specification

Essential

- At least 2 years' experience working in an administrative role in any sector
- Strong organisational skills, with the ability to manage and prioritise a large number of varied tasks
- Great people skills, able to communicate and negotiate effectively with a variety of people at all levels
- Excellent written English, able to respond tactfully to a wide range of enquiries
- Previous experience in basic finance and budgeting
- Quick, efficient and able to work accurately under pressure
- A flexible mindset and willingness to get involved with an array of tasks across multiple areas of the business
- A good telephone manner
- Strong IT skills including a high level of proficiency in Microsoft Outlook and Office

Desirable

- Previous experience working in the arts or for a charitable organisation
- Previous experience as a senior assistant to Board-level or similar

Application Process

In order to apply, please email your CV and a cover letter detailing your suitability for the role to Lizzy Holsgrave: lizzy@tenebrae-choir.com.

Applications must be received by no later than 9am on **Monday 17th July 2023**. Interviews will take place on **Thursday 27th July 2023**. Please indicate in your email if you are unavailable and we will endeavour to find another time.

At Tenebrae we believe that everyone should have equal opportunities to succeed, regardless of their background or circumstances. If you have additional access needs, please let us know and we will work with you to accommodate your requirements.