



**HALLÉ**  
CONCERTS SOCIETY  
HALLÉ VENUES  
SALES AND EVENTS MANAGER

(FULL-TIME PERMANENT)

Recruitment information pack

Hallé Concerts Society  
The Bridgewater Hall  
MANCHESTER  
M1 5HA  
[www.halle.co.uk](http://www.halle.co.uk)

# CONTACT DETAILS FOR THIS APPLICATION

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## 1. BACKGROUND

**‘the most articulate, consistently beautiful playing of any full-time orchestra in recent years.’**

*The Spectator, 2023*

Innovation has been central to the Hallé since its foundation in 1858 by Sir Charles Hallé, a true pioneer. His fundamental belief that music should be for everyone remains central to the orchestra’s vision today, yet the Hallé is much more than just a world-beating symphony orchestra. Its collective spirit can be felt in the variety of communities it embraces, the diversity of the ensembles it nurtures and the array of different concerts it offers.



Since 1858, Sir Charles Hallé’s ground-breaking work has been continued by other musical legends: Hans Richter, Hamilton Harty, John Barbirolli and Sir Mark Elder. The 2023-2024 season is Sir Mark’s final one as Music Director: he will be stepping aside after almost a quarter of a century at the helm. From the 2024-2025 season, Sir Mark takes the role of Conductor Emeritus and passes the baton to Kahchun Wong, who opens a new chapter for the Hallé as Principal Conductor and Artistic Advisor.

Sir Mark Elder bookends the 2023-2024 Manchester season with two very special Mahler symphonies (Nos. 9 and 5). Overflowing with extraordinary music, stellar artists and exciting new collaborations, the season includes orchestral, operatic and choral showpieces such as Elgar’s *Enigma Variations*, Verdi’s *Simon Boccanegra* and Ravel’s *Daphnis and Chloe*. Thomas Adès, one of the most celebrated living composers and conductors, joins the Hallé for the first of two seasons as Artist-in-Residence.

At the heart of the Hallé are its players, led by their dynamic Leader, Roberto Ruisi. Hailing from over 14 different countries, they are extraordinary, multi-skilled individuals in their own right - soloists, chamber musicians, educators and more - who, when united in concert, create the unique and world-famous Hallé sound.

Originally based in Manchester's Free Trade Hall, the Hallé has been resident at the specially built Bridgewater Hall, one of the world's great concert venues, since it was opened in 1996.

Hallé St Peter's opened in the resurgent area of Ancoats in 2013 and now includes the triple RIBA Award-winning Oglesby Centre. It provides a home for the Hallé to rehearse, record and perform, as well as a base for Hallé Connect, the banner that unites all the Hallé's varied schools and community work.

The Hallé performs to over 100,000 people annually at The Bridgewater Hall and this season its expanded offering includes hour-long immersive Rush Hour concerts, specially devised family performances and a series of unique collaborations with celebrated artists from other genres in 'The Hallé Presents ...'. Hallé St Peter's hosts a series of relaxed concerts and an incredibly popular lunchtime Chamber Series that frequently attracted capacity audiences.



One of the biggest initiatives of its kind in the world, Hallé Connect's education and outreach projects inspire and engage more than 76,000 people a year, bringing music in its broadest sense to many who have never before visited a concert hall. The ever-expanding family of ensembles welcomes over 700 people, aged eight and upwards, through its doors each week.

In addition, the Hallé holds residencies in major cities across the North West, performs regularly at prestigious international festivals, such as Edinburgh and the BBC Proms, and tours overseas, reaching another 70,000 listeners, both here and abroad. Encouraged by an enhanced social media presence, the Hallé has seen a dramatic increase in younger audiences, as well as the launch of its own record label, filmed concerts released online, expanded repertoire with brand-new commissions and numerous awards, including a 2022 South Bank Sky Arts Award.

## 1.1 THE ORCHESTRA

The Orchestra has 80 permanent posts (with some players employed on part time contracts) and gives around 140 concerts and events each year

Further information about the Orchestra and its performances is available at [www.halle.co.uk](http://www.halle.co.uk)

## 1.2 DIVERSITY, INCLUSIVITY AND RELEVANCE

The Hallé Concerts Society is embedded in its city and aims to reflect the great diversity of Greater Manchester in all areas of its work: musicians, staff, Board participants and audiences.

Our ambition is to ensure that all employees and job applicants are given equal opportunity and that our organisation is representative of all sections of society. Each employee will be respected and valued and able to give their best as a result. We're committed to providing equality and fairness to all in our employment and not provide less favourable facilities or treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, ethnic origin, colour, nationality, national origin, religion or belief, or sex and sexual orientation. We are opposed to all forms of unlawful and unfair discrimination. All employees, no matter whether they are part-time, full-time, or temporary, will be treated fairly and with respect.

But simply having a diverse workforce is not enough. We want to build an inclusive environment, where everyone can develop to their full potential. We celebrate our differences, and recognise the importance of teams reflecting the activities and communities they serve.

We operate an Equal Opportunities Recruitment Policy and welcome applications from all sections of the community. We would particularly welcome applications from applicants who identify as disabled, D/deaf, and/or neurodivergent who can bring their own lived experience to this role. The Hallé will provide support to ensure that you feel comfortable stepping into the organisation, the type of which may be new or unfamiliar to you, so that you can feel your best self at work. Mentoring or training will be provided during the induction period, if required.



## 2. THE ROLE

### 2.1 JOB OVERVIEW

The Hallé Venues Sales and Events Manager is responsible to the Venues Director for the sales, planning and delivery of events at the Hallé Venues, Hallé St Peter's and Hallé at St Michael's. This will include day to day duty management of Hallé St Peter's and Hallé at St Michael's for both internal and external events.

You will have key responsibilities in the following areas:

- Events
- Sales
- Marketing and Promotion
- Customer Relationship Management
- Team Collaboration

### MAIN DUTIES AND RESPONSIBILITIES

- To maximise and contribute to the Hallé Venues income targets for venue hire.
- Provide strategic and operational support to the Hallé Venues team whilst ensuring exceptional customer service
- To work with the Hallé Venues Director and Catering Partners on developing a strategy that delivers sales and promotes venue hire.
- To support the Hallé Venues Director and Head of Brand and Design in the creation and management of marketing and brand assets that support the sales process.
- To oversee and attend venue hire events, scheduling meetings, taking notes, and providing appropriate follow-up.
- Ensure all venue hire paperwork is completed by clients in a timely manner and filed and shared with appropriate teams.
- Work with colleagues to develop and monitor timelines/deadlines related to all aspects of events, ensuring the information is communicated clearly and efficiently.
- Manage and work with appropriate staff to evaluate all events, ensuring continual improvement and quality customer service, gathering and disseminating feedback as necessary.
- Provide follow-up to events clients, such as thank-you emails, and respond to any guest feedback promptly via social media channels, Hallé website and other online booking agents, referring to colleagues as appropriate.
- Act as required as Duty Manager for Hallé Venues ensuring licensing objectives and legal obligations are upheld at all times at each venue.
- Provide reports and attend meetings as required by the Hallé Venues Director
- To ensure that the Hallé's health and safety policy is complied with at all times by all users, clients, partners and suppliers.
- To act as a key holder for both venues.
- Any other duties as reasonably required by the Hallé Venues Director

## 2.2 PERSON SPECIFICATION

### Essential Skills and Abilities:

- Educated to Degree Level or equivalent experience
- Exceptional organisational and administrative skills
- Experience in event management and live events
- Experience of managing people
- Experience of customer liaison and commitment to customer care and satisfaction
- Experience and knowledge of customer relationship management systems and room booking systems
- Experience of working within budgets
- Understanding of legal and best practice requirements for building management
- Experience in implementing health and safety requirements and risk assessments
- Basic technical knowledge of Electricity/Audio Visual systems
- Good understanding of licensing issues

### Essential Qualities

- Enthusiastic and self-motivated
- Ability to organise and follow through a task with attention to detail and to work under pressure to a deadline: Desire, ability and flexibility of approach to problem solving.
- An effective communicator with the ability to relate to people at all levels; excellent telephone, interpersonal and negotiating skills.
- Strong understanding of general Microsoft Office applications with administrative accuracy.
- Willingness and enthusiasm to work flexibly, occasionally comprising long unsociable hours as well as evenings and weekend: to attend concerts and events at the Hallé Venues (and elsewhere as necessary) in support of clients and events.
- Commercial awareness

### Desirable

- Good presentation skills
- An interest in the arts, particularly music
- Full and clean driving licence
- Personal Licence Holder
- An ability to smile in the face of adversity and a sense of humour



### 3. CONDITIONS AND BENEFITS OF THE POST

#### SALARY

The salary for this post will be £30,000 per annum.

#### HOLIDAYS

25 days annual leave plus public holidays, increasing by an additional day for each 3 years of service up to a maximum of an additional 10 days.

#### PENSION

The Hallé offers an excellent contributory pension scheme with an employer contribution of 5.75% and generous health insurance and life assurance policies.

#### OTHER BENEFITS

- Complimentary tickets to Hallé concerts
- Support for physiotherapy treatment
- Cycle to Work scheme
- Employee Assistance Programme, providing advice and support to employees and their families

#### HOURS

The post is full-time permanent based on a 36.25-hour week. The post-holder is required to be flexible in their working hours including dealing with pre-arranged evening and weekend work and, in extremis, responding to emergency calls outside normal scheduled hours.

#### PROBATIONAL PERIOD AND PERIOD OF NOTICE

The first three months of employment will be a probationary period during which the employment may be terminated by either party on giving the other notice of one week. Thereafter notice is one month on either side for the first two years of employment, rising to three months on either side after two years.





### 3. CONDITIONS AND BENEFITS OF THE POST

#### REFERENCES

The appointment is subject to the receipt of satisfactory references.

#### DBS

The post holder must be able to satisfy a Disclosure and Barring Service (DBS) check for working with young people and vulnerable adults.

#### RIGHT TO WORK

The post is contingent upon the candidate providing satisfactory evidence of an entitlement to work in the UK. Generally, this means showing a British passport, a passport from a country within the European Economic Area (EEA), or a passport from a non-EEA country, which gives the right to work in the UK. If you cannot provide one of these passports, we will need to see one or more additional documents (dependent on your circumstances).

### 4. THE SELECTION PROCESS

#### APPLICATION FORMS AND INTERVIEWS

The administrative arrangements in respect of this appointment are being undertaken by Linzi Watts, to whom completed applications should be returned by **9.00am on Monday 10th June 2024**.

Interviews will be held **w/c 17th June 2024**

#### FURTHER INFORMATION

For further information or to clarify any points relating to this appointment, please contact Linzi Watts (contact details at the beginning of the pack).

### 5. HOW TO APPLY

Download the application form and Equal Opportunities form from our website, [www.halle.co.uk](http://www.halle.co.uk)

Complete and submit them via email: [linzi.watts@halle.co.uk](mailto:linzi.watts@halle.co.uk)



## 6. ADVERTISEMENT COPY

### HALLÉ CONCERTS SOCIETY

#### Hallé Venues Sales and Events Manager (Full-time permanent)

£30,000 per annum

We are recruiting for an ambitious, enthusiastic and proactive individual to join us in the role of Sales and Events Manager within our Venues Team, to assist with sales, planning and delivery of events at the Hallé Venues, Hallé St Peter's and Hallé at St Michael's.

This will include day to day duty management of Hallé St Peter's and Hallé at St Michael's for both internal and external events.

You will be responsible to the Venues Director and have a key role in relation to events, sales, marketing & promotion and customer relationship management. You will need work collaboratively with colleagues in the Venues Team and across the wider Hallé as well as with key partners.

The post is full-time permanent based on a 36.25-hour week. Due to the nature of the role the post holder is required to be flexible in their working hours including regular evening and weekend work, and in extremis, responding to emergency calls outside normal scheduled hours.

The Hallé takes equality, diversity and inclusion very seriously and welcomes applications from everyone. But simply having a diverse workforce is not enough. We want to build an inclusive environment, where everyone can develop to their full potential. We celebrate our differences, and recognise the importance of teams reflecting the activities and communities they serve.

We operate an Equal Opportunities Recruitment Policy and welcome applications from all sections of the community. We would particularly welcome applications from applicants who identify as disabled, D/deaf, and/or neurodivergent who can bring their own lived experience to this role.

The Hallé will provide support to ensure that you feel comfortable stepping into the organisation, the type of which may be new or unfamiliar to you, so that you can feel your best self at work. Mentoring or training will be provided during the induction period, if required.

For more information about this role, including how to apply, please visit our website.

The closing date for applications is **9.00am on Monday 10th June 2024**

Interviews will be held **w/c 17th June 2024**.

# APPENDIX A

## HALLÉ CONCERTS SOCIETY ORGANISATIONAL CHART

### CHIEF EXECUTIVE

Personal Assistant and Office Manager

All Director posts (bold) are members of the Senior Management Team and report directly to the Chief Executive

#### **HEAD OF ARTISTIC PLANNING** <sup>(P/T)</sup>

- Senior Artistic Planning Manager
  - Artistic Planning Manager (Residencies) <sup>(P/T)</sup>
  - Artistic Planning Manager (Pops) <sup>(P/T)</sup>

#### **FINANCE DIRECTOR**

- Finance Manager - Management Accounts
- Finance Manager - Financial Accounts
  - Finance Assistant

#### **HEAD OF HALLÉ CONNECT**

- Education and Outreach Manager
  - Community Outreach Administrator
  - Children's Choir and Education Administrator
  - Connect Administrator
- Ensembles Manager <sup>(P/T)</sup>
- Hallé Choir Manager <sup>(P/T)</sup>
- Youth Ensembles Administrator

#### **DIRECTOR OF COMMUNICATIONS AND DIGITAL**

- Head of Brand & Design <sup>(P/T)</sup>
  - Social Media Manager
  - Digital Content Producer
- Marketing Manager <sup>(P/T)</sup>
- Media and Marketing Officer
- Publications Manager <sup>(P/T)</sup>

#### **HEAD OF CONCERTS**

- Concerts Co-ordinator
  - Concerts Administrator/PA to Music Director
- Librarian <sup>(P/T)</sup>
  - Assistant Librarian
- Orchestra Manager
  - Assistant Orchestra Manager
  - Senior Stage and Transport Manager
  - Stage Manager

#### **HALLÉ VENUES DIRECTOR**

- Hallé Venues Sales and Events Manager
- Hallé Venues Operations Manager
  - Hallé Venues Operations Officer
  - Hallé Venues Operations Officer
  - Hallé Venues Housekeeper <sup>(P/T)</sup>

#### **DIRECTOR OF DEVELOPMENT**

- Deputy Director of Development
  - HLF Project Manager <sup>(P/T) (F/T)</sup>
  - HLF Archivist <sup>(P/T) (F/T)</sup>
  - Hallé St Peter's Community Producer <sup>(P/T) (F/T)</sup>
- Corporate Partnerships and Major Trusts Manager <sup>(P/T)</sup>
- Development Co-ordinator
- Development Assistant

(P/T) Part time • (F/T) Fixed term • (M/L) Maternity Leave