

Job Outline Event Manager

1. Event Management

- 1.1. To ensure the smooth running of all LDSM events.
- 1.2. To provide assistance to the Production Manager.
- 1.3. To undertake responsibility for Front of House management at venues, managing the Events Assistants and volunteers/patrons by ensuring full instruction is given for any duties undertaken.
- 1.4. To ensure LDSM meets its Health & Safety obligations.

2. Equipment

- 2.1 As directed by the Production Manager, and authorised by the General Manager, to borrow or hire any additional technical equipment for Festival.
- 2.2 When a piano needs to be moved, make sure that that the cover is always replaced before moving. Where applicable, always keep the brakes locked when a piano is stationary.

3. Venues Management

- 3.1. To ensure that seating set-up and lettering/numbering accords with venue layouts supplied by LDSM Box Office.
- 3.2. To assist in the setting up of LDSM staging at venues where required and take responsibility for the same where deputised by the Production Manager.
- 3.3. To prepare such necessary signage as shall be required to keep audience members fully informed of facilities and services.
- 3.4. To purchase necessary consumables and equipment for interval refreshments as directed by the Production Manager and authorised by the General Manager.
- 3.5. To prepare interval refreshment areas and to ensure these are cleared away after events and the areas are clean.
- 3.6. To prepare door sales box office points in advance of the arrival of Box Office staff and to ensure these are cleared after events.
- 3.7. To ensure arrangements for glasses, tablecloths etc. are in place and that these are maintained fit for use throughout the Festival.
- 3.8. To report any issues arising from the preparation, use or clear-up of venues to the Production Manager at the earliest possible opportunity.

4. Technical Management of Events

- 4.1. To liaise with technical staff at venues and in-house Technical Manager in advance of Festival events, particularly in respect of staging and lighting.
- 4.2. To ensure all technical equipment is in place for the events within the Festival for which you have deputised responsibility and to operate technical equipment during events as required.
- 4.3. To liaise with the Technical Manager regarding event requirements, e.g. piano stools, chairs, stands, etc.

5. Front of House Staffing

- 5.1. To prepare comprehensive documentation for Front of House staffing requirements at all event venues.
- 5.2. In partnership with programme selling and ticket-tearing volunteers, to allocate Front of House staff to specific roles during the course of events to ensure the smooth and efficient running of events.

Excellence in performance • Excellence in training

Lake District Summer Music Ltd • Registered Charity No.516350

Company Registered in England and Wales, No.1887957

Chair: Gordon Hands

Artistic Director: Renna Kellaway MBE

6. Health & Safety at events

- 6.1. To ensure that all aspects of the LDSM Health & Safety Policy are adhered to at all times.
- 6.2. To ensure all Front of House staff, including staff and volunteers, have been briefed in their specific duties, and are aware of their roles in emergencies.
- 6.3. To report any accidents to the Production Manager at the earliest opportunity and to ensure these are recorded in the LDSM Accident Book.
- 6.4. In case of emergency, to provide calm leadership and, in the case of fire or other such emergencies, to ensure the safe evacuation of all members of the public and staff from event venues.

7. Front of House Management of Events

- 7.1. To ensure that, where required, seats are set aside for sponsors and VIPs at 'unreserved' events in liaison with the General Manager and LDSM Box Office.
- 7.2. In liaison with the venue's own duty manager, to ensure that venue seat layouts accurately reflect Box Office seating plans and to report back any arising seating issues to the Production Manager at the earliest opportunity after the event.
- 7.3. To greet sponsors and VIPs and point towards any receptions.
- 7.4. To deal with enquiries, complaints and emergencies from members of the audience at events referring, where required, to the General Manager.
- 7.5. To liaise with the duty Artist Manager and Event Assistant[s] on event clearance.
- 7.6. To liaise with the General Manager on the delivery of speeches thanking supporters etc. at events and to disseminate this information to the duty Artist Manager and Event Assistant[s].
- 7.7. To ensure aural reminders are provided to the public indicating emergency exits and requesting mobile phones and watch alarms are turned off.
- 7.8. To liaise with the duty Artist Manager and Event Assistant[s] on start and end times of events and intervals where applicable and to ensure that events run to schedule.
- 7.9. To ensure that any receptions for sponsors and VIPs are given advance notice that the events are about to begin and intervals coming to an end.
- 7.10. To greet and instruct all LDSM volunteers, Front of House assistants and box office staff as appropriate at each event.
- 7.11. To produce a *pro-forma* Event Report and ensure this is completed for each event in full and submitted to the Festival Office without delay.

8. Finance

- 8.1. At the earliest opportunity, to count and document all front of house sales, separately covering refreshment sales, programme sales, merchandise etc.
- 8.2. In liaison with Finance Officer, to manage and maintain in correct proportion all Front of House cash floats.
- 8.3. To ensure all Front of House sales and cash floats are deposited with the Finance Officer at the earliest opportunity.
- 8.4. To assist the Finance Officer or Box Office Manager in second-counting all box office and front of house takings on the morning after sales and before these are then banked.

9. Miscellaneous

- 9.1. To liaise closely with the other Event Manager to ensure effective management of LDSM events.
- 9.2. To provide leadership and management to the Event Assistants ensuring full instruction is given.
- 9.3. To provide support and assistance to other members of the Festival Team to ensure the smooth and efficient running of Lake District Summer Music.

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