

NYO Open Manager

Application Pack

Play your part at the National Youth Orchestra

The National Youth Orchestra is the UK's leading organisation championing orchestral music as a powerful agent for teenage development. We are a welcoming community where every teenager can play their part in shaping their world through extraordinary music.

It's the greatest adventure a teenager can have in orchestral music where young

people develop much more than musical skills.

Joining the NYO community, they are opening up to new friends and possibilities. Stepping out to perform, they are stepping up to new challenges. Sharing their passion with other young people, they are learning to inspire and lead.

The role

The NYO Open Manager leads on the logistical planning and delivery of the NYO Open Programme, our national invitation to musical teenagers and youth organisations to join the NYO community and take part in music-making activities and musical encounters with NYO. Over 1,000 teenagers participate in NYO Open annually, with many thousands more experiencing performances and activities as audience members.



Working at NYO

At the National Youth Orchestra, you'll work as part of a supportive, friendly and adventurous staff team. Learning and personal growth are intrinsic to every role. Our spacious and light offices near Holborn in central London are a hive of activity, a space for collaboration and ideas. Hybrid working is standard for most roles, with a flexible and supportive culture. Most staff

spend time enjoying and supporting NYO projects, concerts and events, sharing music with young people across the UK.

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts and a 24/7 counselling and support helpline.

NYO Open: About the programme

NYO Open is our national invitation to musical teenagers and youth organisations to join the NYO community and take part in music-making activities and musical encounters with NYO.

NYO Open is aligned to NYO Inspire as an integral part of our talent development and opportunity creation.

NYO Open events

NYO Open Events take place at all our residencies and concert tours and range from side-by-side rehearsals and sharings, creative workshops and performances by NYO or NYO Inspire Musicians.

We also work with Music Education Hub partners to create bespoke activities as part of our ongoing support for work around the country and in response to the specific needs of key partners.

NYO Open performances

NYO Open performances take place in a variety of youth-focused settings including schools and youth centres. Performances are often presented with interactive workshops and digital activities to enhance the experience young people have when encountering orchestral performances.

Play the School

Play The School is a full, day-long takeover of a secondary school by NYO or NYO Inspire musicians including performances, workshops and other interactions. Schools are state schools that are selected through partnerships and who demonstrate a clear commitment to music-making in their curriculum.

NYO Local

As part of the responsibility to be part of the NYO community we invite teenage musicians to connect with their local primary schools and give one or more solo or ensemble performance in the school as well as some music-making interactions. NYO and NYO Inspire Musicians take responsibility for organising the visits and NYO provides resources to help them achieve this.

Free-for-teens tickets

Most NYO performances offer free tickets for teenagers which are advertised through our various marketing channels and directly to music education partners.



Purpose of the role

The NYO Open Manager leads on the logistical planning and delivery of the NYO Open Programme. They work with the Head of NYO Inspire to support the creation and longer-term planning of projects.

- To work with the Head of NYO Inspire to plan NYO Open performances, NYO Open events and NYO Local with responsibility for all logistical aspects of projects.
- To lead on the logistical management and delivery of NYO Open projects.
- To work with colleagues on the recruitment of NYO Open participants and the growth of Free-For-Teens ticket offers.
- To be an active member of the Programmes team, and act as a liaison and ambassador for NYO and NYO Inspire.

Key responsibilities

Activity planning - NYO Open performance

- Lead on planning and determining all space requirements and resources for NYO Open activity liaising with venue staff and NYO Stage Managers.
- Lead on the booking and management of accommodation and catering for all young people and adults ensuring that contracts and deadlines are complied with.
- Liaise with the Youth Support team to identify and cater for the dietary and other specific needs of young people.
- Work closely with colleagues from the Fundraising & Communications team to ensure that organisational needs are achieved.
- Arrange all transportation for young people including residency arrival coaches and performance tour travel, including arranging travel surveys for arrivals and departures.
- Work with the Head of NYO Inspire to complete and submit relevant Risk Assessments for activity.

Reports to:

Head of NYO Inspire

Line management:

No direct reports

Key relationships:

- Programmes Director
- NYO Inspire Manager
- NYO Inspire Co-ordinator
- NYO Producer and Residencies Manager
- Youth Support Team
- Freelance team (Stage managers, Tutors and Support staff)
- Fundraising & Communications Team

- Manage the equipment and resources needs of activity including truck lists, office equipment, staging and instruments.
- Liaise with venues to arrange load-in and load-out requirements and identify local suppliers for equipment needs and instrument repairs.
- Liaise with the NYO Manager and NYO Inspire Manager on the provision of all performance materials.
- Lead on the communication of activity information to all participants and staff and supervise the NYO Inspire Co-ordinator to create information sheets, travel surveys and schedules.
- Liaise with colleagues to ensure that all staff and artists are allocated to projects in the CRM and be responsible for managing relevant CRM records.
- Support the Youth Support team to fulfil Safeguarding requirements including DBS checks for adults and Child Performance Licences for young people.
- Liaise with the Residencies Manager and NYO Inspire Manager to ensure that preparation for schools activity is

embedded into NYO and NYO Inspire activity and that time and resources are managed and handed over effectively.

Activity Planning – NYO Open events

- Work with the Fundraising & Communications team to recruit young people to participate in NYO Open Events.
- Liaise with the Residencies Manager and NYO Inspire Manager to embed NYO Open activity into NYO and NYO Inspire activities.
- Lead on the planning of Open events.

Activity planning – NYO Local

- Lead an annual programme of primary school interactions by NYO and NYO Inspire Musicians.
- Create and provide training opportunities and resources for NYO and NYO Inspire Musicians.
- Support NYO and NYO Inspire Musicians in their individual project planning and supervise their progress.
- Gather statistical and evaluation material on performances and workshops in primary schools.

Activity management

- Oversee all load-in and load-out to venues, liaising with Stage Managers and venue staff.
- Oversee the start and end of all activity ensuring that the schedule remains effective and on time and ensure that breaks are taken and managed.
- Be responsible for giving health and safety, schedule and logistics information to young people and adults through briefings and announcements.
- Work with the Head of NYO Inspire to create and adapt the daily schedule and lead on its distribution.
- Act as the principal point of contact for venue staff.
- Work closely with the Support Team Co-ordinator to collaborate on the effective management of activity.

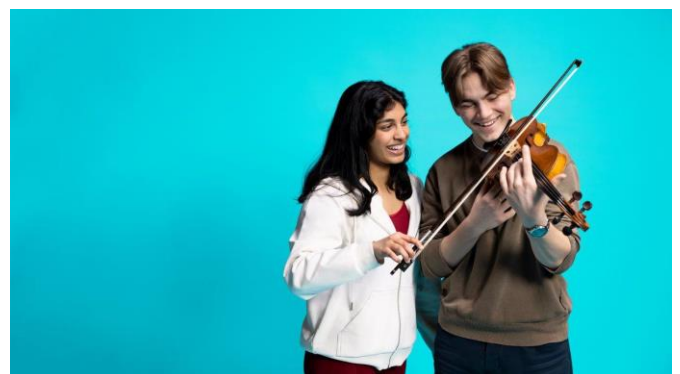
- Supervise the NYO Inspire Co-ordinator and Freelance Residency Assistants where necessary.
- Provide cover for the Head of NYO Inspire during residential activity where appropriate.
- Support the Programmes Team by attending NYO and NYO Inspire activities as a member of the delivery team.

Young people

- Liaise with the NYO Inspire Coordinator to use the CRM database to manage events and activities and communicate with NYO and NYO Open participants.
- Work with the Fundraising & Communications team to advertise and disseminate information about Free-For-Teens ticket offers and lead on the collection of statistical data relating to the offer.
- Support the Programmes team by attending NYO Final Round Assessment Days.

Administration and other

- Oversee relevant shared mailboxes to communicate with participants and partners.
- Support the financial management of NYO Open by working with colleagues to process invoices and payments.
- Manage the filing and organisation of post-project material and documents liaising with the NYO Inspire Co-ordinator.
- Any other duties as may reasonably be required within the scope of the post.



Person Specification

Personal attributes

	Essential	Desirable
Interest in working with young people	✓	
Positive, flexible, can-do attitude – a growth mindset	✓	
A great team-worker able to work effectively through collaboration	✓	
An understanding of and commitment to diversity, equity and inclusion in all its forms	✓	

Experience

Experience of administration of arts and/or educational activities	✓	
Experience of creating and working to budgets	✓	
Knowledge of the Secondary School sector	✓	
Experience of working with Customer Relationship Management Software (CRM)		✓

Skills

Fast, accurate and efficient administration skills	✓	
Initiative and the ability to structure time and prioritise effectively	✓	
Excellent interpersonal skills and the ability to connect with a wide range of people	✓	
Exceptional IT skills, especially Microsoft Excel and Word	✓	

Terms and Conditions

Salary

£28,000 – 30,000 per annum, dependent on experience

Contract term

Permanent

Hours

Full-time (35 hours a week)

Annual Leave

27 days plus statutory bank holidays

Place of work

10 Great Turnstile, London, WC1V 7JU
Hybrid working policy is applicable

Equal Opportunities

NYO is an Equal Opportunities employer. Diversity and inclusion are at the heart of our work, and this extends to our recruitment practices. We want to ensure that no job applicant, employee or participant receives less favourable treatment on the grounds of age, disability, gender reassignment,

Safeguarding

NYO is committed to safeguarding and protecting the children and young people that we work with. We have a range of policies and procedures in place and aim to be a sector leader in good safeguarding practice. All employees, contractors, trustees and volunteers are committed to practices

How to apply

To apply for the role, complete the online application form available at <https://www.nyo.org.uk/about/work-with-us>

The deadline for applications is **Monday 27 November** at 10am.

Probationary period

Six months

Notice period

Two months

NYO offers a season ticket loan scheme, cycle-to-work scheme, health cash plan, retail and entertainment discounts and a 24/7 counselling and support helpline.

Most NYO projects take place during school holidays or at weekends, therefore the role will include some weekend and statutory holiday working, for which a TOIL policy is in place.

marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. Individuals will be selected, promoted and treated on the basis of their relevant merits and abilities. All employees are required to comply with and actively promote this policy.

that establish and maintain an environment in which the welfare of the young person is paramount; ensure that policies and procedures protect young people from harm, and that all concerns and allegations of abuse will be taken seriously and responded to appropriately.

If you have any questions about the role, please contact recruitment@nyo.org.uk.