

Operations Coordinator

(Time commitment: approx. 3.5 hours per week)

We are looking for an Operations Coordinator to join our Committee and take a central role in the day-to-day running of the organisation. This is a voluntary position with a time commitment of approximately 3.5 hours per week. The Operations Coordinator serves as a key point of contact across the organisation, coordinating relationships with contractors and volunteers, managing rehearsal and audition venue relationships, overseeing administrative processes, and supporting internal communications. Working closely with the Chair, Trustees, and Music Director, this is a broad and varied role that sits at the heart of everything we do. It is an excellent opportunity for a highly organised individual with a passion for the arts to make a real and lasting contribution to a thriving musical community with a rich history.

About Cambridge Philharmonic

Cambridge Philharmonic, founded in 1887, is one of Britain's oldest and most distinguished music societies. It comprises both a full symphony orchestra and large chorus. Concerts are held throughout the region, in venues such as West Road Concert Hall, Saffron Hall, King's College Chapel and Ely Cathedral.

The organisation's members are drawn from in and around Cambridge and represent a wide range of ages and backgrounds. Under the direction of Music Director Harry Sever, Cambridge Philharmonic performs a wide range of repertoire as part of its annual concert series, including opera, family concert, classical and contemporary works.

Cambridge Philharmonic is a registered Charitable Incorporated Organisation (no.1203360).

Line of accountability

The Operations Coordinator is accountable to the Chair of the Organisation, with responsibility for delivery through the Committee of the music programme and strategic plan set by the Trustees.

Key responsibilities

Day-to-day coordination of the Organisation

- Act as first point of contact for all queries to which the enquirer is unsure of the appropriate contact, forwarding queries/signposting as appropriate

Manage relationship with paid contractors (excluding concert soloists)

- Draft contracts for services and ensure signed copies are returned
- Maintain contact with contractors unless their management falls under another trustee's/committee member's/Music Director's remit

Manage volunteers

- Manage recruitment process of new volunteers to Committee or ad hoc roles

- Maintain contact with volunteers unless their management falls under another trustee's/committee member's/Music Director's remit
- Oversee all activities undertaken by volunteers, ensuring they happen in a timely and professional manner

Support development of the Organisation

- Build relationships with partners
- Represent the Organisation and work with partners to deliver the objectives of the Organisation

Manage allocated budgets

- Sign off on expenditure within budgets including venue hire
- Oversight of all expenditure across the organisation, with the Treasurer

Fix rehearsal and audition venues

- Working with the Music Director, Chorus Master, Orchestra and Chorus Secretaries, identify and secure venues on agreed dates and times
- Hold relationship with venues; liaise with keyholders as necessary

Manage administration of the Organisation

- Liaise with the Chair and Secretary to confirm the calendar of Committee meetings and communicate with Committee members and any attendees
- Liaise with the Chair and Secretary to produce, coordinate and circulate Committee meeting agendas and papers as necessary
- Produce minutes of all Committee meetings
- Ensure agreed actions are progressed
- Manage shared drive and encourage its use
- Undertake reviews, propose and implement activity to improve administrative processes

Manage internal communications

- Liaise with Trustees/Committee members/paid contractors/wider membership as required by the Chair
- Support internal feedback route from members to Chair/MD team via Orchestra and Chorus Representatives

Manage comps allocation

- Liaise with Chair/MD and Ticketing Manager to ensure guests are allocated complimentary tickets appropriately

Governance responsibilities

Member of the Committee

- Attend Committee meetings (approx. six per year, online or hybrid)
- Attend General meetings (approx. one per year, in-person in central Cambridge)
- You may be invited to attend Trustee meetings as a key member of the Committee, to foster close connection between Trustees and Committee (approx. six per year; four online, two in-person in central Cambridge)

Person Specification

Personal qualities

- Positive, can-do attitude
- Flexible
- Collaborative, open and sharing

Skills

- Good communicator: verbal and written
- Team worker/motivator
- Administrative experience
- IT literate, including Microsoft 365, accountancy software, and shared drives
- Experience of website management
- Experience of budget management
- Ability to co-ordinate multiple elements of our work

Experience

- Charitable/voluntary sectors
- Working with volunteers
- Working with artists and contractors
- Desirable: arts administration or project management