

Communications Coordinator (full-time)

Introduction

THE COMPANY

Classical Opera (registered charity number 1063387) was founded in 1997 by conductor and Artistic Director Ian Page to explore and bring to life the music of Mozart and his contemporaries. Widely recognised as one of the leading interpreters of Mozart's work, it combines musical flair and excellence with a vibrant spirit of discovery, receiving widespread acclaim for its benchmark performances and recordings. Performing with outstanding singers and its acclaimed period-instrument orchestra, the company appears regularly at prestigious venues such as Wigmore Hall, the Barbican, Southbank Centre, Cadogan Hall and Birmingham Town Hall. In 2017 Page created The Mozartists, a new brand under which the company will continue to develop its growing body of concert work.

In 2015 the company launched its ground-breaking MOZART 250 project – a major 27-year initiative following Mozart's life, works and influences in chronological 'real-time', starting with his childhood visit to London in 1765 and ending in 2041 (the 250th anniversary of his final Requiem).

Talent development is also central to the company's mission, and since 2006 it has provided exceptional young singers with crucial performance opportunities and training through its Associate Artist Scheme, earning a reputation for the strength of its casting and its ability to nurture the next generation of talent.

"It is hard to imagine hearing another performance as convivial and life-affirming as this." GRAMOPHONE

OUR MISSION

The company has three main ambitions:

1. to present world-class performances of the works of Mozart and his contemporaries;
2. to provide invaluable performance, training and mentoring opportunities for young musicians with outstanding potential;
3. to encourage and inspire new and existing audiences towards a deeper appreciation and enjoyment of classical music.

The team

The team at Classical Opera is a talented, friendly and dynamic group of people who help the company to punch above its weight. There is great scope now for an energetic and dedicated individual to join the team and move the company forward by playing a key role in raising the funds and awareness that will enable Classical Opera to realise its ambitious future plans.

The Role

Job Title	Communications Coordinator
Location	Classical Opera, Hammersmith, West London
Team relationships	The Communications Coordinator will provide administrative support mainly in the areas of Development and Marketing, also offering some assistance in other areas as required.
Office Hours	Full-time (9.30am - 5.30pm, Monday - Friday), and some evenings / weekends as required.
Application Deadline	Midday, Monday 14 January
Proposed Interview Days	Friday 18 January

To apply please send a CV and covering letter to Lizzie How: lizzie@classicalopera.co.uk

Objective

The Communications Coordinator is responsible for assisting the CEO and Development Manager in raising the company's profile in order to grow our audience base, and for nurturing existing supporters to enable effective fundraising.

In keeping with the nature of the company, the role requires occasional evening and weekend availability outside standard office hours.

Duties and responsibilities

To work with the CEO, Development Manager and Artistic Director to ensure the smooth running of the Marketing and Development departments.

Communications and marketing

- Working with the CEO and Development Manager to plan and implement communications strategies, both internally and externally;
- Liaising with our Digital Consultants on wider digital strategy;
- Coordinating newsletters, tailored for different groups of stakeholders, both in mailchimp and Indesign, and creating and/or coordinating mailings;
- Devising and implementing social media campaigns and maintaining the company's social media presence;
- Writing copy for marketing and promotional materials;
- Providing copywriting and proof-reading support across the Marketing, Development and Artistic teams;
- Designing and type-setting marketing and promotional materials, CD booklets and programmes as required (training to be provided if necessary);
- Maintaining the current website and being involved in creating an exciting new MOZART 250 website;
- Making short promo films if able, or coordinating film-makers and photographers as required;
- Maintaining printer and mailing house relationships as required;
- Assisting with PR agency relationship;
- Maintaining the company's mailing lists, databases and media resource libraries and circulating materials internally as required;
- Monitoring ticket sales and working with the CEO and Digital consultant to create and implement event marketing campaigns;
- Liaising with venues, ensuring marketing deadlines are adhered to, coordinating other members of the team where required;
- Building relationships with external contacts to promote the dissemination of marketing materials, including advertising swaps;
- Maintaining relevant budgets, researching costs and negotiating.

Development

- Nurturing relationships with audience members and donors, and taking responsibility for the administration of membership schemes;
- Involvement with the organisation of private events and performance receptions, and attending these as required;
- Creating engaging promotional materials and preparing grant applications to trusts and foundations;
- Assisting with the evaluation of projects and preparing reports to meet trust deadlines;
- Processing member ticket bookings and helping to manage ticket allocations, complimentary tickets and seating allocations in liaison with the Development Manager and other members of the team;
- Processing voluntary income in membership database and financial administration relating to development transactions;
- Answering telephone enquiries from the general public, and providing a high level of customer service;
- Researching potential donors and funders.

General

- Office management duties as required;
- Any other assistance as required – as in any small team, flexibility is required and your duties may vary and evolve.

Person Specification

The successful candidate will be a confident communicator with exceptional copywriting and proofreading abilities. He/she will be a natural collaborator with a friendly, professional manner. This role is a fantastic foundation for anyone wishing to build a career in communications, marketing or development, and offers opportunities to be involved in a broad range of areas.

Essential – the Communications Coordinator will have the following qualities:

- Impeccable copy writing and proof-reading skills and the ability to communicate in an appropriate 'voice';
- A positive, professional attitude with excellent self-motivation and ability to work on your own initiative;
- Excellent IT skills with experience of MS Office software;
- Strong numerical skills;
- Excellent organisation and planning skills with the ability to work flexibly under pressure, to prioritise and to meet deadlines;
- Proven experience working / volunteering as part of a team;
- The ability to work effectively with people at all levels, both internally and externally.

Desirable

- Educated to degree level or equivalent;
- Previous experience of using a Customer Relationship Management system is desirable but not essential;
- Experience of using Wordpress;
- Good design instincts and the ability to present ideas in a visually appealing way, ideally with Indesign and Photoshop knowledge;
- Film making and editing experience;
- An interest in and knowledge of opera and classical music;
- Experience of working in an arts and / or charity environment.

Terms of appointment

Salary: Commensurate with experience, competitive.

This appointment is full-time and will be based at Classical Opera's offices at Britannia House, 11 Glenthorne Road, London W6 0LH. The package includes 25 days of annual leave. Classical Opera operates a company pension scheme.