



## Engagement Delivery Manager Job Description

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<b>Job Title:</b>	Engagement Delivery Manager
<b>Reports to:</b>	Director of Engagement
<b>Responsible for:</b>	Delivery of Learning and Community Engagement Programmes (Live & Digital)
<b>Supervises:</b>	Learning and Engagement Producers
<b>Salary:</b>	£33,000-£37,000 commensurate with experience
<b>Contract:</b>	Full-time (permanent upon completion of probationary period)

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### RSNO Overview

The RSNO is Scotland's national symphony orchestra and one of the five National Performing Companies, supported by the Scottish Government. The RSNO is a symbol of Scottish cultural excellence. Established in 1891, it continues to deliver the highest quality musical experience and enjoyment throughout Scotland, which has been shared by generations.

### Learning and Community Engagement Programmes

The RSNO has a commitment to serve the people of Scotland through providing equitable music opportunities for everyone. From community music-making to live concert experiences, we believe that engaging in music socially is essential to maintaining a well-balanced lifestyle, and central to enabling audiences and participants to feel connected to society.

### The Role

We are seeking an experienced and ambitious individual with a passion for orchestral and choral music to join us. Experience of leading and delivering developments in educational, community and institutional settings is essential. The post holder will be expected to support musicians and staff to develop successful partnerships for the delivery of learning, educational and community programmes.

The successful applicant will be able to evidence excellent management, communication and partnership building skills. They will have an ability to deliver sustainable projects and programmes which impact on, and are relevant to, the people, communities and needs of Scotland.

### Principal Relationships

#### Internal

Musicians of the RSNO  
Music Director, Concerts & Artistic Team  
Community Choruses and Chorus Directors  
CEO  
Staff of the RSNO  
Volunteers

#### External

Visiting artists, conductors and soloists  
Local authorities  
Educational institutions  
Partners and providers  
Community groups  
Project managers  
RSNO Young Ambassadors/Youth Advisory Board

### Key Responsibilities

1. Contribute to the continuing development of the RSNO's Engagement Strategy, utilising professional knowledge and experience, up to date evaluation data and a commitment to the transformative power of music and the arts, through expert delivery of the core RSNO Engagement initiatives.
2. Always place our audiences first. We exist to serve all of Scotland's people.
3. Reporting to the Director of Engagement, assume the role of senior project manager in relation to all core Engagement work, relying on informed decision making, collaborative practice and a keen understanding of target audiences.
4. Lead the delivery of RSNO Community Chorus programmes, managing choral directors and project staff towards growing the stand as a key component of the RSNO's presence across Scotland's communities.
5. Deputise for the Director of Engagement in their absence, where appropriate, at all internal/external events.
6. Line manage RSNO Engagement Producers, conducting regular 1-1 meetings and ensuring the professional development needs of colleagues are recognised and supported.
7. Champion EDI best practice to ensure the RSNO is an inclusive and welcoming organisation for staff and beneficiaries.
8. Work closely with the External Relations Team to maximise opportunities for income generation and public engagement by providing timely and clear information for project applications, donor asks, marketing and communication activity.
9. Support and facilitate the fundraising efforts of the organisation through reinforcing our robust approach to data collection for reporting and evaluation.
10. Ensure all relevant risk assessments/PVG checks are up to date in advance of delivery in accordance with best safeguarding practice.
11. Pragmatic approach to project delivery, undertaking necessary research and mapping to ensure that programmes for learning and social engagement are responding to national needs and complementing the work of other providers.
12. Write and amend artists contracts within the Engagement portfolio, process invoices/payments and all other senior administrative tasks associated with the role.
13. In conjunction with colleagues, make detailed plans and tactics for all the RSNO's learning and community engagement programmes.
14. Develop relationships with existing and potential partners to deliver RSNO learning, education and community partnerships across Scotland and abroad. Key partners include Charanga, Royal Conservatoire of Scotland and Sistema Scotland.
15. Work closely with Artistic Planning and Orchestra management to maximise the potential of our players' time, helping them access as many of Scotland's citizens as is feasible.

16. Work with the Director of Engagement and Finance team to set, manage, control and monitor income and expenditure targets in relation to core portfolio of work.
17. Ensure that the learning and engagement programmes reflect the RSNO's commitment to equal opportunities.
18. Ensure all appropriate safeguarding training is in place.
19. Undertake other relevant duties as required.

### **Person Specification**

#### *Essential Experience and Qualifications*

1. Educated to a degree level (or equivalent) in relevant discipline.
2. Experience of initiating, implementing and producing impressive, creative educational or developmental strategies with diverse cultural communities and in a wide range of settings.
3. A vocational interest in transcending lives through accessible artistic experience.
4. An appreciation of classical music and a love of live concert experiences.
5. An understanding of the power that digital arts access can offer audiences.
6. Successful background of consistent achievement in leading on lifelong learning, participation and engagement within the music sector and/or other artistic disciplines.
7. Strong track record in brokering partnerships and joint working relationships with public and private external bodies, stakeholders and other partner organisations.
8. Knowledge of evolving local and national policies for education, health, culture and regeneration.
9. Proven ability to lead, manage and work within a team.

#### *Knowledge, Skills and Competencies*

1. Excellent interpersonal and ambassadorial skills and an ability to engage in a credible way with partner organisations in Scotland, the UK and internationally.
2. Capacity to think big and plan for the long term whilst being pragmatic and delivering success.
3. A creative approach informed by a sound knowledge of needs, challenges and opportunities.
4. Ability to lead, motivate and develop teams of creative people.
5. Knowledge of, and a passion for, orchestral and choral music.
6. Ability to develop practical responses to emerging issues and implement action plans.
7. Negotiating skills, both in managing contracts and in building partnerships.
8. Ability to plan and prioritise and to work effectively under pressure and to tight deadlines.

### **Application Process**

Applicants should email a CV and covering letter to [recruitment@rsno.org.uk](mailto:recruitment@rsno.org.uk) for the attention of Andy Stevenson, Director of Engagement. Please include your name and the job title in the subject header. **Deadline to apply is Wednesday 18 September 2024 at 5pm.**

**Pension:** Contributory pension scheme available

**Location:** The RSNO currently offers a hybrid working model with a minimum of three days a week in the office, subject to the requirements of the job. In the first instance, the successful candidate will be expected to be in the office most working days during the induction phase. The office is based at RSNO Centre, 19 Killermont Street, Glasgow, G2 3NX.

**Hours of work:** Office hours are 9:00am to 5:00pm or 9:30am to 5:30pm but the post holder will be expected to work as the job requires, including some evenings and weekends.

**Contract:** Permanent

**Holidays:** 25 days plus 13 public holidays

**Disclosure:** The candidate will be required to be a member of the PVG Scheme administered by Disclosure Scotland