**Job Title: Concerts Assistant**

**Location:** Nottingham Head Office, DHP Family, St Mary’s School, Nottingham, NG1 1LW
**Reports to:** Senior Promoter Assistant; Partnered to named Promoter/s
**Contract:** Full time, permanent
**Salary:** £TBC (depending on experience)

**About DHP Family**

DHP Family is one of the UK’s most exciting and creative entertainment companies. For over 40 years, we’ve been staging unforgettable gigs, promoting tours, and running beloved venues and festivals across the UK. We pride ourselves on our independent spirit, collaborative culture, and commitment to live music at every level — from breaking new acts to producing arena shows and award-winning festivals like Splendour, Dot To Dot, and Bearded Theory.

**Job Purpose**

Concerts Assistants are at the core of our concert operations. You'll work in partnership with promoters to ensure shows run smoothly, from idea to execution. Accuracy, great communication, and initiative are key. This role is perfect for someone who thrives on detail, takes pride in supporting others, and is passionate about live music.

This is an ideal first or second job for someone looking to grow a long-term career in the live music industry.

**Key Responsibilities**

**Pre-Show Coordination**

* Obtain and manage venue avails, liaising with promoters and agents.
* Liaise with agents to secure pencils and negotiate challenges.
* Obtain and interpret venue seating plans and manifests, including holds, house kills, and site configurations.

**Show Setup & Communication**

* Obtain accurate and complete venue costs, comparing with previous data and negotiating where needed.
* Liaise with promoters and agents to gather artist and marketing costings.
* Interpret agent confirmations and build clear on-sale plans within the company’s tour management system.
* Ensure marketing, ticketing and production teams are informed with accurate information.
* Upload and distribute contracts, artwork, riders, and other documentation.

**Contracting & Documentation**

* Ensure all show documentation is accurate, up to date, and clearly organised.
* Upload documents to DHP’s online portal.
* Track any post-confirmation changes and communicate effectively across teams.

**Collaboration & Administration**

* Work closely with promoters and internal teams throughout the show lifecycle.
* Maintain lists and data as required.
* Manage DHP venue diaries when required.
* Occasionally host agents or represent promoters at shows.
* Answer and field incoming phone calls.
* Promoter diary management and booking hotel and travel.
* Perform any other roles as required in line with the responsibilities of the position.

**Venue Relationships & Show Attendance**

* Build strong working relationships with venues and their teams.
* Attend shows to better understand venues and develop rapport.

**Experience, Skills & Attributes**

We hire for attitude first. You’ll thrive here if you:

* Are highly organised and love getting the details right.
* Are calm under pressure and can juggle multiple tasks.
* Are naturally collaborative and get energy from supporting a team.
* Are a clear and confident communicator.
* Have a proactive mindset and want to take ownership.
* Have basic Excel knowledge (helpful, but not essential).
* Have a genuine interest in live music and how shows come together.

**Working Arrangements**

This is a full-time, office-based role located at our Nottingham Head Office. While we value flexibility and may explore hybrid working in the future, we expect the successful candidate to be present in the office full-time initially to support learning, collaboration, and team integration. Occasional travel and out-of-hours work may be required depending on the needs of the business, particularly around busy event periods or when needed to attend shows.

**Joining the Family**

DHP Family is a committed Equal Opportunities employer. Everyone who applies to or works with us is treated equally. We welcome applications from all backgrounds and identities.

**How to Apply**

If this sounds like you, we’d love to hear from you!

Please send your CV and a short covering letter to **careers@dhpfamily.com**. Tell us why you want to join DHP and what excites you about working behind the scenes in live music.

*We review applications on a rolling basis, so early applications are encouraged.*