



Harrison & Harrison

Tuner

Harrison & Harrison maintains a tuning and maintenance service throughout Great Britain.

We are entrusted with the care of many instruments of all sizes in cathedrals, churches, chapels, schools, universities, town halls and other public places, and homes.

We are currently seeking two tuners to join us in this work. One post requires significant experience, while a more extended programme of support and training if necessary is available for the other.

Duties

- To tune and maintain organs, including repairs and work on site
- To organise own routine visits, accommodation and assistants
- To manage the round cost effectively and to the requirements agreed
- To respond to communications swiftly and to complete documentation correctly and in a timely fashion
- To ensure customer satisfaction and to help generate new and additional business from prospects and existing customers by responding to enquiries and informing the office swiftly
- To provide an additional resource for the workshop team and on site as required
- To seek specialist skills from the H&H team and service providers when it is required

Conditions

- After discussion, tuners are allocated a round based in a particular part of the country
- Tuners are contracted for a 39-hour week (or *pro rata* thereof if agreed), with extra hours paid as overtime
- All reasonable expenses are reimbursed
- Tuners are paid according to the H&H skills-based grading system with periodic review

Person specification

We are seeking as tuners people who:

Essential

- Meet all the current legal requirements for working in the UK
- Have a good ear and good practical skills
- Are reliable, loyal, trustworthy and dependable
- Are patient, painstaking, methodical and self-disciplined
- Are good judges of their own work, able to be appropriately self-critical
- Aim for the highest standards in their work
- Are willing to travel daily, and to undertake long journeys when required
- Can communicate well in person, by telephone and email
- Can form good, positive and supportive relationships with note holders, clients and staff
- Are disciplined about Health & Safety, use of equipment and Risk Assessment
- Have good written skills and can complete paperwork and reports fluently
- Can work independently under minimal supervision for long periods as required
- Will flourish as part of an organisation based on team ethic and shared values
- Are comfortable working in, and adaptable to, different conditions
- Hold a full UK driving license and are able to drive daily as part of their work

Desirable

- Have previous experience of tuning (this is essential for one post, but not for the other)
- Have previous general experience of organ building
- Have technical understanding of Solid State and/or similar electronic equipment
- Are able to teach others as required