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| <b>Job Title</b>     | <b>Creative Learning and Participation Manager</b> |
| <b>Job Family</b>    | <b>Visitor, Business and Economy</b>               |
| <b>Service Area</b>  | <b>Service Delivery</b>                            |
| <b>Band</b>          | <b>6</b>   |
| <b>Job Reference</b> |  |

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|----------------------|--|
| <b>Reporting to:</b> | <b>Responsible for :</b>   |
| Business Manager     | Creative Education Producer<br>Creative Projects Producer<br>Creative Young Peoples Producer |

## Team Purpose

The Arts and Culture team have a clear focus on developing the cultural offer of Eastleigh Borough; attracting customers to their world class venues, developing inspiring programmes for residents and visitors alike through a diverse programme including dance, theatre, circus, comedy, music, film, visual art and creative industries; and creating a health and wellbeing offer that aims to bring people together through taking part in arts and culture activities. The Point and Berry Theatres are hubs that encourage community engagement and economic regeneration with social impact being a key driver. The team is welcoming, professional, efficient and accessible to all visitors. The team will generate income as well as promote artistic, enjoyable and sustainable environments and activities, and facilitate business opportunities and growth

## Role Purpose

The Creative Learning Manager is responsible for the leadership of the Learning and Participation Team for Arts and Culture throughout Eastleigh Borough. Based at The Point the Creative Learning Manager plays a key role in the planning, resourcing and delivery of access to high quality arts experiences, participation, training and education, whilst developing sustainable income streams. The role is responsible for delivering ambitious growth through key strategic partnerships with education and community partners.

## Key Accountabilities

### Our Vision

- Create and implement a robust and aspirational plan for the department in consultation with the Artistic Director and Business Manager with input from other colleagues and stakeholders
- Work with the Artistic Director to develop projects that directly support the professional programme and the needs of the Community

### Networks

- Champion and build on the existing programme of work in schools and the wider community, extending existing relationships and identifying new opportunities based on partnership and consultation.
- Manage and develop the relationship with The Point's Arts Council Bridge organisation, Artworks and other similar network partners.

- Develop strong relationships with the private and commercial sector in Eastleigh to support the delivery of the plan
- Work with Eastleigh Borough Council Health and Wellbeing colleagues and other stakeholders to develop a programme in response to local health and wellbeing priorities

## Resilience and Sustainability

- Actively contribute to Arts and Culture income by generating plans that set realistic revenue targets by creatively conceiving and producing new and existing projects on the basis of community and partner consultation,
- Develop contributed income by maximising funding opportunities from trusts, foundations and other sources
- Keep up to date with national education, learning and participation initiatives that may impact on the work of the Arts and Culture service

## Resourcing

- Provide direction and management for the department across a variety of arts disciplines, overseeing all programming, scheduling and quality assurance for all activities.
- Manage the staff team and freelancers to develop innovative education, learning and participation programmes that respond to need from the community
- Develop the organisational volunteer programme in coordination with the Front of House Manager
- Lead the development and implementation of an evaluation framework for the department
- Project manage and develop the programme for one off events including Festivals and longer term programmes of activity
- Develop and provide an internship programme

## Communication

- Take responsibility for the marketing activities within their area, working with the Marketing team in developing Learning and Participation Marketing and communication plans and monitoring and analysis activity
- Build strong relationships with other managers and team members promoting a supportive culture based on excellence, professionalism and consistent communication

## Other

- Work at all times in accordance with the aims of The Point and EBC and its policies, particularly those of equality, diversity, safeguarding and health and safety

## Key Objectives

|                        |  |
|------------------------|--|
| Working with customers | Interacting and responding to internal/external customers through multiple channels. Working collaboratively with colleagues to improve business processes and customer service and highlight opportunities for empowering customers further. Building customer enabling opportunities into everyday routine in order to reduce customer demand. |
|------------------------|--|

## Key Objectives

|                                    |   |
|------------------------------------|---|
| Working towards the Corporate Plan | Understanding the Corporate Plan and how individual objectives support the delivery against the Corporate Plan.                           |
| Knowledge of services              | Good understanding of the services provided across the council and a good knowledge of the terminology and acronyms used by the services. |
| Using systems effectively          | Ability to quickly learn new systems.   |

## Specific Tasks

|   |   |
|---|---|
| Case Management skills                  | Able to use internal systems to raise cases and input data  |
| Team work and working with others       | Ability to work with a broad range of internal and external teams to forge effective working relationships  |
| Enquiries, reports and service requests | Resolving cases using developed communication techniques.   |
| Processing and administration           | Contributing to corporate projects. Able to identify and develop opportunities for improving workflow / process and /or increasing customer self-serve or enabling; working on cases that require problem solving with customers. Access and accurately update all relevant information systems, both customer and back office, ensuring that data is updated and maintained through verification, and validation, and in accordance with Data Protection principles. |
| Strategy and policy                     | Recommending developments to council processes and policies and contribute to the development of service strategy.  |
| Performance                             | Contribute to the development of performance and quality control KPI's in service delivery.   |

## Qualifications

Educated to degree level or professional qualification in the arts

## Knowledge, Skills and Experience

- Experienced in the field of creative learning and participation
- Up to date knowledge of the arts and culture sector
- Knowledge of best practices when working with young people, vulnerable adults and diverse groups
- An ability to champion change and oversee cultural change within a community
- An ability to innovate and develop new models of delivery and take managed risks
- A thorough understanding of the formal education sector and the needs, challenges and opportunities for schools and an understating of community arts programming
- Experience of Business and operational planning including scheduling and co-ordination of successful programming across a range of spaces, contexts, departments and art forms

## Knowledge, Skills and Experience

- Ability to motivate and empower a team
- Ability to identify and build excellent professional relationships at a leadership level with key stakeholders
- Experienced in identifying and securing external funds
- Thorough project management, financial planning, management and analytical skills

## Specialist Knowledge

Evidence of business acumen and in particular an understanding and experience of income generation

|                               |  |              |
|-------------------------------|--|--------------|
| <b>Signed (Job Holder):</b>   |  | <b>Date:</b> |
| <b>Signed (Service Lead):</b> |  | <b>Date:</b> |

## Behaviours Framework

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the Council's Core Behaviours Framework. These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

| Generic Staff Behaviours                          | Definition  |
|---|---|
| Adaptability & Flexibility                        | Respond positively to change and adapt own behaviour or work practices when there is a change in the work environment.                  |
| Customer Service                                  | Demonstrating an understanding that customers and customer satisfaction are the foundations of the organisations success.               |
| Communication                                     | The ability to communicate well through a variety of communication methods.   |
| Personal Improvement (own learning & development) | The ability to see where personal improvements can be made, and the willingness to undertake development opportunities to achieve them. |
| Taking Responsibility and Achieving Results       | The ability and willingness to focus on achieving individual and organisational goals.  |
| Working with Others                               | The willingness to act as part of a team and work towards achieving organisational goals and outcomes.                                  |

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

## Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.