

<b>Job Title</b>	<b>Creative Projects Producer</b>
<b>Job Family</b>	<b>Visitor, Business and Economy</b>
<b>Service Area</b>	<b>Service Delivery</b>
<b>Band</b>	<b>4</b>
<b>Job Reference</b>	

<b>Reporting to:</b>	<b>Responsible for :</b>
Creative Learning and Participation Manager	Freelance practitioners

## 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

Creative Projects Producer is responsible for securing, planning and managing a portfolio of artist-led creative engagement projects and programmes both within the community of Eastleigh and in both The Point and The Berry Theatre working collaboratively with local stakeholders. They perform a key operational role within the Creative Learning and Participation department with responsibility for ensuring a high quality and impactful service for the community.

## Key Accountabilities

### Our Vision

- Support the Creative Learning and Participation Manager and colleagues in the creation and implementation of a robust and aspirational plan for the department
- Artist led projects and programmes based on social, cultural and environmental themes and community needs utilising a wide range of art forms.
- Focus on shared decision making and collaboration with local people to shape relevant and inspiring arts projects
- Work with the Creative Learning and Participation team to develop a complimentary creative engagement arts programme linked to the professional programme of The Point and The Berry and the Eastleigh Arts and Culture strategy.
- Develop challenging and risk taking creative engagement projects

### Networks

- Instigate relationships with new community stakeholders and maintain and develop existing partnerships

- Offer advice and support to community groups on fundraising and forming projects

## Resilience and Sustainability

- Support the Creative Learning and Participation manager in developing income opportunities from the creative engagement programme
- Maximise funding opportunities from trusts, foundations and other sources.

## Resources

- Project manage one-off events, such as festivals and longer-term programmes of work
- Work with the Creative team to create a pool of arts professionals to support the creation of the programme and deliver projects
- Work with colleagues to develop the Arts and Culture volunteer programme
- Contribute to the learning and participation team evaluation framework
- Prepare and monitor project budgets

## Communication

- Build strong relationships with managers and team members promoting a supportive culture based on excellence, professionalism and consistent communication
- Liaise with the marketing team to produce marketing and communication plans for the Projects programme.

## 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.
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

## Specific Tasks

	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

- At least 2 years professional experience in a comparable role
- A thorough and considered understanding of the context of the work and the impact of arts in the community and its ability to contribute to social regeneration and inclusion, health and wellbeing and economic regeneration
- Experience of initiating and leading creative participation projects and programmes in response to community needs, requirements and consultation
- Experience of managing freelance staff for creative projects
- Experience of shaping projects with artistic partners and other stakeholders
- Excellent Project management skills including budget management
- Experience of securing funding from multiple sources for arts projects including negotiating for sponsorship and applying to trusts and foundations
- Experience of marketing and communications

## Specialist Knowledge

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

<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.