

POST:	Arts, Culture and Heritage Manager
DIRECTORATE:	Place
DEPARTMENT:	Tourism, Arts and Culture
LOCATION:	The post holder will be based in the Armagh Office and will be required to work across the Borough
REPORTS TO:	Head of Department Tourism, Arts and Culture
SALARY:	PO8 (subject to review)
HOURS:	37 hours per week
DURATION:	Permanent

All employees are expected to model the Customer Care behaviours of “Serve Passionately, Engage Positively and Deliver Consistently.”

JOB PURPOSE

To lead the Arts, Culture and Heritage Unit within the Tourism, Arts and Culture Department in accordance with the principles of performance management and the Council’s policies and Community Plan, ensuring a total quality approach with regard to service standards.

The post holder will be responsible for the management of the following functional areas:

- Lead on the Arts, Culture and Heritage Agenda for the Council
- Arts, Culture and Museum Facilities
- Arts, Culture and Heritage Capital Schemes
- All third party SLAs which relate to Arts, Culture and Heritage provision
- Integration of policies across the portfolio
- Tourism, Arts and Culture Signature Events
- Arts, Culture and Heritage Marketing and Audience Development
- Arts, Culture and Heritage Research and Evaluation

MAIN DUTIES AND RESPONSIBILITIES:

1. Lead on the development of the Arts, Culture and Heritage Agenda for the Borough and to lead on the development of future Arts, Culture and Heritage strategies.
2. Overall strategic responsibility for the management of Council Arts, Culture and Heritage facilities, including The Market Place Theatre and Arts Centre, FE McWilliam Gallery, Museum Services as well as a number of other venues within the portfolio.
3. Manage and deliver the Council's Signature Arts and Cultural Events, including their creative development, to ensure that they meet their stated aims.
4. Lead on Council capital development schemes relevant to Arts, Culture and Heritage, working with other relevant Council Departments to ensure projects are completed within agreed budgets and timescales.
5. Manage any third party legal and funding agreements relevant to the remit of the Unit ensuring good governance and compliance with best practice principles.
6. Lead on the integration of policies, processes and procedures across the portfolio.
7. Provide leadership and guidance on the marketing, sales and audience development of Arts, Culture and Heritage facilities, advising facility managers, ensuring alignment with destination brand guidelines and achieving economies of scale.
8. Lead on the research agenda for the Unit ensuring relevant information is collated to direct future sales, marketing and programming activity and monitor ongoing effectiveness of existing activity.
9. Develop an annual business plan, delivering targeted and measurable outcomes for the work streams within the Unit and identify and manage risks linked to its implementation.
10. Prepare, manage and monitor budgets to ensure that the Unit's objectives are met and ensure compliance with the Council's policies, financial regulations and standing orders.
11. Provide leadership and direction to onsite facility managers and teams ensuring compliance with legal and statutory requirements and delivering excellence in customer experiences.

12. Lead on the programming for the arts, culture and museum provision ensuring an innovative approach in line with the destination brand values and ethos contained within the Community Plan.
13. Lead for the Council with regard to Public Art Provision, including provision of advice to third party developers and working closely with the Planning Function and other Council departments.
14. Lead on a proactive approach to both in-venue and non-venue based engagement through Council resources and working in partnership with arts and community organisations.
15. Ensure Council venues and spaces continue to deliver excellent experiences through investing in customer service, development and relevant accreditation.
16. Manage and develop staff to ensure that they and any employees for which they are responsible:
 - Promote a “One Council” approach;
 - Operate within Council policies;
 - Effectively manage their teams, positively contributing to wellbeing and high levels of employee engagement;
 - Implement and review appropriate training and development programmes for employees to ensure sufficient skills, capacity and knowledge within the service.
 - Deliver services in the most efficient and equitable manner and in accordance with Council governance and financial regulations;
 - Efficiently and effectively manage available resources;
 - Work in a corporate and collaborative way with other services and departments;
 - Deliver their agreed targets.
17. Develop an integrated approach to the work of the Unit by formally agreeing priorities and actions with the Arts Council of Northern Ireland, Northern Ireland Museums Council and other agencies where appropriate.
18. Source and secure appropriate external funding to assist in the delivery of the Council’s arts, culture and heritage programme and events and to ensure effective and efficient delivery of funds through adherence to appropriate financial and performance information requirements.
19. Prepare and present reports to external stakeholders and assist the Head of Department in the drafting of authoritative responses to central government.
20. Prepare and present reports for Council committees and meetings and advise and brief elected members, where appropriate, on issues relevant to the work of the Unit.

21. Take overall responsibility, within the Service area, for the effective management and resolution of stakeholder and customer queries and complaints, Freedom of Information and other information requests.
22. Represent the Head of Department internally and with external organisations as appropriate, within area of responsibility.
23. Lead task and finish groups in the delivery of the work of the Unit.
24. Undertake any other relevant duties that may be required and are commensurate with the nature and grade of the post.