



Operations and Programme Manager Job Description

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| Job Title | Programme Manager |
| Salary | £21,300 for 37hrs per week. |
| Hours of Work | You will be contracted for 37 hours per week. You may be required to work outside of normal office hours, at evenings, weekends and on bank holidays and on public holidays. |
| Location | 3 Charnwood Street, Derby, DE1 2GT. Travel will be required for this post. |
| Responsible to | Artistic Director |
| About Artcore | <p>Artcore operates as a cultural hub in Derby, fuelling active engagement for various communities in Derby, the East Midlands and beyond, working to enhance lives by sharing knowledge and skills through art and helping individuals to understand the benefits of art. Artcore's long-term objective is to promote serious art and develop as a vibrant centre for visual arts within the East Midlands. We are committed to bringing arts and crafts activities into the lives of people of all ages, abilities and ethnic backgrounds. Our focus is on providing contemporary, innovative and quality services in four core strands:</p> <ol style="list-style-type: none"> 1. Art in Modern Culture, 2. Art in Health and Well-being, 3. Art in Education and Learning, and 4. Art in the Community. |
| Overall purpose of the Job | <p>The Programme Manager will be responsible for the planning, preparation, administration, delivery and management of projects, staff and volunteers, ensuring that Artcore is delivering across our 4 core strands. The Programme Manager will work with Artcore Directors to look at ways to sustain and increase Artcore's services, earned income and income-generating projects through:</p> <ul style="list-style-type: none"> • Overseeing day to day running of the programme • developing and implementing income generating events and programme, • establishing and promoting partnership working, |
| Key Result Areas | <p>Short and Long Term Programme of activities</p> <ol style="list-style-type: none"> 1. Working closely with programme coordinators in developing, planning and managing a regular and sustained programme of project funded and earned income activities for participants of all ages under Artcore's 4 core strands. 2. Recruit, train, manage and supervise staff and a pool of sessional workers and volunteers to assist with the running of activities for all ages. 3. Liaise with appropriate organisations, groups, partners and users to arrange venues, research and programme development and delivery. 4. Prepare and distribute event schedules and other project information to ensure the smooth staging of events, projects and workshops. 5. Manage the marketing, promotion and awareness raising of project activities and assist the Directors with any online reports, website developments and updates, displays and events. |

6. Keep relevant notes and conduct informal and formal interviews and evaluation questionnaires to monitor and record the usage and impact of the activities. Produce monthly/quarterly progress reports including statistical analysis of the work.
7. Lead and manage individual and group sessions, drawing on the expertise of outside agencies when necessary.

Income Generation

8. Develop a range of sessions designed to increase earned income opportunities including attracting fee paying sessions and the use of personal budgets.
9. Work in partnership and network with other agencies and relevant forums to implement best practice and income generation learning to Artcore services.
10. Develop an innovative outreach programme of activities in wider areas of the City to attract fee paying clients
11. Support the Directors in evaluating, developing and maximising the commercial activities of Artcore including gallery commissions and the sale of artistic materials (both those developed by Artists and service users).
12. Support the Directors to develop the Artcore onsite and online shop with a view to increasing income through lettings of Artcore meeting spaces and gallery and the sale of goods and artistic materials.

General Work areas

13. Manage and supervise a variety of sessional artists, tutors and volunteers to support the delivery of outreach and centre based activities in accordance with the job description and agreed work plan.
14. Ensure all staff and volunteers have appropriate DBS checks, inductions and safeguarding training.
15. Encourage maximum participation in Artcore services
16. Develop appropriate evaluation forms and tools to assess service impact.
17. Be responsible for the implementation of policies and procedures of Artcore, including safeguarding and equal opportunities monitoring.
18. Liaise with the Directors and other staff and volunteers of the organisation to ensure that the work is of high quality and meets the expectations of funders, partner organisations and others.
19. Maintain and update any records, booking forms, records, filing systems, computer files or other details as may be required for the delivery and/or monitoring of Artcore's work. In particular the Programme Manager will ensure that reports of work undertaken are prepared on a regular basis and collated.
20. Undertake such training and personal development as is agreed so as to keep up-to-date with current issues and to improve the general standard of work delivery within Artcore.
21. Proactively seek opportunities to raise funds for and to promote the work of Artcore through contributions to appropriate publications, dissemination of information to external stakeholders and personal presentations at relevant conferences and forums.
22. Undertake any other tasks which may be reasonably required within the post and range of experience, expertise and skills.

Performance will be measured by working towards project outcomes. Achievement will be measured against the agreed objectives through regular meetings with the Directors, through progress reports for Trustees and through the staff review process.

Person Specification

| | Essential | Desirable |
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| Qualifications | <ul style="list-style-type: none"> • Degree level Qualification • Ability to confidently use IT including emails, Word, Excel, PowerPoint | <ul style="list-style-type: none"> • Arts Based qualification |
| Experience | <ul style="list-style-type: none"> • Minimum 3 years relevant work experience • At least two years' experience of project management. • Ability to evaluate existing practice and make changes as necessary. • Highly organised with strong administration skills. • At least two years' experience of all aspects of staff management and ability to team-build and generate supportive, cohesive and productive team relationships. • A knowledge and understanding of the needs of Black and Minority Ethnic (BME) communities and the needs facing migrant and newly arrived communities. • Experience of recruiting, supporting and working with sessional workers and volunteers • Experience of developing outreach activities in local communities • Knowledge of devising , implementing, monitoring and evaluating projects • Excellent communication / organisational skills, both written and verbal • Ability to manage, lead and motivate a team of part time / voluntary staff • An understanding of safeguarding and child protection | <ul style="list-style-type: none"> • Experience of working with Black and Minority Ethnic individuals on a one-to-one and group basis in a compassionate and empowering way • Experience of managing budgets • Experience in the use of a range of Social Media • Strategic Planning • Event Management • Experience of developing opportunities for people to volunteer • A good understanding of modern administrative systems, including that of finance and statistical data • A good knowledge and understanding of current Safeguarding, Health and Safety , Equal Opportunities and Data Protection Act legislation. |

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| | <ul style="list-style-type: none">• DBS clearance to work with children and vulnerable adults• Well developed literacy and written and oral communication skills, including the ability to communicate with people from a variety of social, cultural and professional backgrounds• The ability to work as part of a team and also to be self motivated and directed• Openness to new ideas and flexibility in relation to ways and times of working• Experience of methods of monitoring and evaluation and the ability to develop materials to measure outcomes. | |
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The first six months of your employment shall be a probationary period. We may, at our discretion, extend this period for up to a further three months. During this probationary period your performance and suitability for continued employment will be monitored. At the end of your probationary period you will be informed in writing if you have successfully completed your probationary period.