

PROGRAMME & ENGAGEMENT MANAGER
North of Tyne, Culture & Creative Fund

THE ROLE

Creative England and the Creative Industries Federation joined forces in 2020 and are now part of the Creative UK group. We are the network for the Creative Industries, and we know that connection changes everything. Our overarching mission is to leverage the economic, social and cultural value of the UK's creative economy to build prosperity and bring communities together. We are committed to building a team that represents a variety of backgrounds, perspectives, and talents.

Creative England has been awarded funding from the North of Tyne Combined Authority (NTCA) to deliver on the Culture and Creative Fund. With a close network of partners our aim is to support creative individuals and creative and cultural businesses to new revenue-generating cultural and creative products and services; diversification into new forms of practice; and the development of new business models

The Programme and Engagement Manager will be at the hub of this unique programme delivering meaningful and specialist support for long term resilience for cultural and creative SMEs, organisations and freelancers; enabling creative individuals and creative and cultural businesses to flourish.

You will be passionate about growing an established network and have an interest in supporting creative and cultural businesses to reach their full potential. You will act as our interface between some of the most prominent organisations and key players across the North East creative and cultural sector.

The ideal candidate will have demonstrable knowledge of the creative and cultural sector and its landscape. We are especially interested in people who have brought significant change and improvements to the places they have worked. You must be determined, have the ability to build strong relationships; and the drive to use your growing knowledge and contacts to help companies move their business to the next stage.

This is an exciting opportunity to fine tune your project management skills and invigorate the North East creative sector at a challenging time in the creative industries. Come and join us!

LOCATION: North of Tyne, exact location TBC (*home working until post-Covid*)

CONTRACT: Full time employment, fixed term until March 2023

SALARY: £35,000 + benefits

TO APPLY: Email CV and cover letter* to jobs@creativeengland.co.uk by 31st March 2021. Interviews will take place by VC w/c 12th April 2021 *You also have the option to submit a short up to 3-min video to replace or compliment your cover letter. This should tell us why you are suited to the role, your motivations and anything else you'd like our panel to know!*

KEY RESPONSIBILITIES

Overall responsibility for day-to-day running of the programme with special focus on business support element of programme

Lead and support all delivery activities across the North of Tyne Culture and Creative Fund, including the 6-month accelerator programme, in collaboration with the wider delivery team

Lead on the organisation and be involved in the promotion of relevant programme events, workshops, surgeries, and seminars.

Oversee delivery and collection of data from businesses including client registration forms, attendance records, meeting documentation and company records of product development and job creation.

Oversee recruitment and liaison with programme consultants and mentors

Lead on partner and third-party relationship liaison and responses to fund enquiries

Provide updates on delivery as required at team meetings, and liaise with colleagues to ensure a joined-up and holistic approach to delivery

Project manage planning, schedules and budgets for agreed activity; in line with the contracted spending and outputs quarterly profile

Responsible for retaining paper files alongside the CRM which are high quality and compliant for audit and archiving as an evidence base

Maintain an up-to-date knowledge of business growth, key players, opportunities and community trends including undertaking appropriate research as requested

Work closely with wider team members to ensure relevant Culture and Creative Fund delivery information is regularly and effectively disseminated both internally and externally via the website, email bulletins, promotional materials and press releases

To undertake any other duties as may be reasonably required.

All staff must develop Creative UK's commitment to equal opportunities and promote non-discriminatory practices in all aspects of work undertaken.

This role is funded through the NTCA Culture and Creative Fund

Required experience, knowledge and skills:

- Experience of managing projects and providing business advice
- Knowledge of the creative and cultural sector
- Experience of relationship and partnership management
- Ability to present and communicate effectively with people at all levels.
- Ability to both develop plans and execute through delivery.
- Experience of tracking budgets and schedules
- Experience of using MSOffice and other tools to manage business engagement *e.g MailChimp, Eventbrite, SurveyMonkey, CRM packages*
- Ability to update website information *(CMS training can be provided)*
- Commitment to the principles of D&I and its practical application
- Organisational skills, with the ability to multitask, prioritise, meeting deadlines and targets.
- A keen eye for detail and to ensure high standards whilst working under pressure
- A basic understanding and knowledge of finance terms, processes and GDPR compliance

Personal qualities:

- **Project Management-** Demonstratable experience managing projects (within the creative and cultural sector preferable)
- **Research-** Ability to research and develop insight, data and contacts across the creative community
- **Budgets-** Demonstratable experience tracking budgets and schedules
- **Community-** Ability to inspire and engage internal and external colleagues, partners and stakeholders
- **Data and Systems-** Demonstratable CRM, MSOffice, database GDPR compliant management skills
- **Organised and methodical:** Organisational skills with the ability to multitask, prioritise, meeting deadlines and targets
- **Diversity and Inclusion-** Demonstratable commitment to the principles of D&I and it's practical application and integration for programme delivery
- **Flexible to travel across the region** *(subject to Covid-19 restrictions)*

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing

Creative UK promote cultural diversity and equal opportunities for all