

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Arts Officer (Digital and Participation)	Grade: SO2
Section: Arts	Directorate: Environment and Community Services
Responsible to following manager: Arts Programme and Partnership Manager	Responsible for following staff: Project staff and volunteers
Post Number/s:	Last review date: July 2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.



Job Purpose

This post will play a key role in shaping how the gallery and its programmes engage with audiences online, ensuring our digital platforms reflect our mission of **community-building through creativity**.

This role is about **storytelling, engagement, and accessibility**, using digital content to invite audiences into meaningful conversations about art, community, and the world around us. The ideal candidate is a creative thinker with a passion for the arts, skilled in multimedia content creation, digital strategy, and **event-based digital production**.

The Arts Officer (Digital and Participation) is responsible for parts of the public and strategic programmes delivered by [Richmond Arts Service](#). This includes activities, programmes and events which are delivered at Orleans House Gallery and across the borough.

Richmond Arts Service's mission is to build community through creativity. We foster creativity and enjoyment of the arts, enable people to reflect on their lives and develop new ways of seeing the world. We bring thought-provoking art to the borough and cultivate a network of individuals, organisations and programmes that nourishes the arts, local organisations and communities.

The Environment and Community Services Directorate is divided into four divisions and this role is part of Richmond Arts Service which sits in the Culture division alongside Libraries, Parks and Sports.

The council released Culture Richmond, in 2021 a vision for culture in Richmond Upon Thames. The council is committed to developing a thriving, resilient and innovative cultural sector which contributes to the growth and success of our borough, communities and people.

Richmond Arts Service produces and delivers range of ongoing creative programmes, for audiences and wider communities, including artist led exhibitions, an emerging artist's programme, learning programmes for schools, engagement activities with and for families. In 2023 we produced the first ever Richmond Arts & Ideas Festival, a 17-day borough wide festival working with 69 partners to co-produce over 80 festival events, 2025 will see the second iteration of this ambitious festival.

The post holder will work closely with artists, communities and audiences, creative sector partners and organisations as well as staff from across the council and elected Members.

A key part of this role involves supporting the **Richmond Arts and Ideas Festival**, a **bi-annual celebration of culture across the borough (and beyond)**. This includes **managing digital content, livestreaming events, coordinating multimedia production, and supporting festival logistics** to ensure a dynamic and inclusive online and in-person experience.

Specific Duties and Responsibilities

- Leading on the delivery and shaping of the **digital content strategy** showcasing our exhibitions, artists, and community programmes in engaging ways. Working closely with the Arts Programme and Partnership Manager and Programming Team
- Create compelling multimedia content (videos, images, articles, and interactive features) that engages with existing and encourages new audiences, **inspiring creativity and dialogue**.
- Work closely with programmers, artists, educators, and local communities to capture authentic stories that **highlight diverse voices and perspectives**.
- Develop content that integrates **live, digital, and hybrid experiences**, ensuring that online audiences can engage meaningfully with our programmes.
- To support the development of our public facing programmes, through direct project management and delivery by commissioning, contracting, producing and partnering with arts organisations, artists and creatives. Working closely with the other arts officers
- Work closely with programming teams to ensure accessibility and inclusivity, to manage financial processes and budgets as well as financial targets for projects, including fundraising
- To contribute to strategic initiatives and policies which increase the effectiveness of our services. To work with other council services and creative sector partners to increase the public benefit on shared priorities
- To work flexibly across the service and provide support and cover for colleagues and senior staff as required.

There are four Arts Officer positions, that produce and deliver cultural programmes for the Arts Service:



- 1 Arts Officer (Exhibitions and Collections)
- 1 Arts Officers (Projects and Commissioning)
- 1 Arts Officer (Learning and Engagement)
- 1 Arts Officer (Digital and Participation)

The Arts Officer, Digital and Participation will report to the Arts Programme and Partnership Manager but work closely with the other Arts Officers and Programmers. This is to ensure a streamlined approach to digital and audience engagement. Arts Officers are expected to work across a broad range of projects that include commissioning new work, producing, programming, delivering live events and activities audience development, and evaluation.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of digital content creation tools (e.g. Adobe Creative Suite, Canva, video/audio editing software) and publishing platforms (e.g. CMS, social media, podcast platforms), with an understanding of what makes content engaging across different formats and channels.	X		A/I
Knowledge of current best, innovative practice in arts and cultural development and creative programming.		X	A/I

Knowledge of current best practice in creative project development and production, including, project planning, co-ordination, commissioning /contracting and co-ordinating all necessary resources.	X		A/I
A willingness to learn about current best practice in arts project management, including issues related to working with artists, audience development and increasing public access, programming and effective management of available resources		X	A/I
Knowledge of digital platforms for communications, developing audiences and new artistic practices employing digital media.	X		A/I
Experience	Essential	Desirable	Assessed
Demonstrated experience commissioning, contracting, and delivering digital or hybrid arts content and events, including managing timelines, budgets, and partnerships with arts organisations and creative practitioners.	X		A/I
Proven ability to create engaging, high-quality multimedia content (including video, audio, photography, and written features) that communicates artistic and community narratives with clarity, creativity, and sensitivity to diverse perspectives.	X		A/I
Experience of arts programme production, managing live events and coordinating projects with multiple partners and diverse audiences	X		A/I
Experience of working with artists on the development of new projects.		X	A/I
Managing and leading projects in a fast-moving dynamic environment.	X		A/I
Financial management including project finances and managing income from other sources.	X		A/I
Skills	Essential	Desirable	Assessed

Ability to forward plan and manage risk and security issues e.g. safeguarding, risk assessments, insurance.	X		A/I
Ability to communicate clearly and effectively, both orally and in writing, with a wide range of individuals	X		A/I
Ability to work independently and as an effective team member using initiative.	X		A/I
Ability to adapt to changing priorities, contexts and deadlines.	X		A/I
Qualifications	Essential	Desirable	Assessed
None			

A – Application form / CV

I – Interview

T – Test

C - Certificate