



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Arts Service Manager, Arts and Orleans House Gallery	Grade: PO5
Section: Arts	Directorate: Environment and Community Services
Responsible to following manager: Head of Culture	Responsible for following staff: Operations Manager Programme Manager
Post Number/s:	Last review date: January 2019

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

The Environment and Community Services Directorate is divided into four divisions and this role, reporting to the Head of Culture, is a team role within the Culture services, which incorporates the Arts Service/OHG alongside Parks and Sports.

The post holder will work closely with staff from across the council, Members, partners, members of the public and members of outside organisations.

The Arts Service Manager for Arts and Orleans House Gallery is responsible for the management of the Arts Service with both operational and strategic roles, alongside



the management of the Orleans House Gallery and public access to the site and the boroughs art collection.

The service has been reviewed, and a restructure is underway. The first step is the appointment of the Arts Service Manager, providing them with an opportunity to build the new team following the agreed new structure.

This comes after the completion of a HLF project to restore renovate and rebuild OHG. The building re opened to the public in March 2018.

The service the capital assets and wider council structure are likely to continue to see substantial ongoing changes, alongside the fast-moving cultural context of the UK and Europe.

The post requires a strong empathetic leader who can provide clarity of purpose and build confidence within the new team, whilst developing new collaborative partnerships across the borough and within the Council.

Both resilience and innovation are core components of the post, which requires someone who is adaptable to ongoing change whilst seizing new opportunities and realising extraordinary new creative schemes.

The council is committed to providing a high quality publicly accessible creative and cultural programme across the borough. A service which whilst suitable for the location will offer exciting new ways to deliver creative practice and some surprises.

Specific Duties and Responsibilities

To lead the arts service for London Borough of Richmond upon Thames. Including management of staff, partnerships and public engagement – and to be responsible for the historic asset of OHG, public access and enjoyment of the site.

1. To create the right environment to allow for the development of focussed high quality and innovative creative engagement activities. 15 FTE staff members, and up to 100 contractors, sessional staff and volunteers.
2. To initiate a range of partnerships to develop and deliver creative programmes for the public. Including devising new ways to develop innovative cultural practice and new investment routes.
3. To initiate and work with internal and external partners to increase and diversify the existing usership, and to ensure the benefit of services reaches all parts of the borough.
4. To manage budgets and financial targets and where required make operational and service changes to meet financial restrictions. £0.75m revenue turnover.
5. To provide the methodology that allows for the development and management of relevant team structures and systems, applying Council systems and



approaches. To include performance management and data systems that measure outcomes of the service against the inputs and surrounding context.

6. To provide recommendations and supporting information for partners, members and senior management to support a collaborative approach to service prioritisation, strategic direction, efficient management of services, and any relevant changes.
7. To work flexibly across the directorate and provide support and cover to other senior staff as required.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, 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 role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information: 36 hours Monday to Friday. The post includes some flexible working, including weekends and evenings. The venue is open 6 days a week, and programmes run over weekends and evenings. Multiple sites and programmes will run at the same time. Both the establishment staff and other support staff and volunteers work across flexible hours.

Team structure: This is currently under review.



Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Working knowledge at a senior level in a cultural company or team, developing and managing cultural/creative services for the public.	A
Management of capital and building assets - and awareness of requirements.	A
Knowledge of public sector/local government and the relevant legislative, procurement and political processes.	A
Knowledge of audience development and marketing strategies relevant to the cultural sector and new digital tools.	A / I
Knowledge of management techniques/approaches for leading creative teams and practitioners.	A / I



Knowledge of current best innovative practice in culture/creative and public engagement, the supporting landscape of funders/investment, support agencies and cultural networks.	A / I
Experience	
Experience of managing significant creative/cultural services (annual output of 150,000 plus public interactions).	A / I
Strategic development of cultural services aimed at bringing about fundamental change or substantial impact for the public.	A / I
Development of innovative and unique creative/cultural public facing programmes.	A / I
Direct responsibility for a Board or direct liaison with politicians, including the management of 'political' and sensitive matters.	A / I / T
Managing and leading teams in a fast-moving dynamic environment. (Staff or project teams of 10 plus individuals).	A / I
Management or leadership role in a change process. Including service focus, redefinition of services and staffing restructures.	A
Experience of developing and working with a range of partners and co deliverers – which could including planning, developers, education, NHS/social services – alongside the cultural networks (UK and city based).	A / I
Financial management including managing service reductions and income generation, including grant funding and private investment.	A / T
Skills	
Ability to forward plan, and predict potential public interests in relation to culture.	A / I
Ability to communicate clearly and effectively, both orally and in writing, with a wide range of individuals.	A / I / T
Ability to work independently and as an effective team member using own initiative.	A / I
Ability to adapt to changing priorities, contexts and deadlines.	A / I / T
Qualifications	
None	

A – Application form / CV

I – Interview

T – Test

C - Certificate