

Job specification



Job title: Lead Officer - Arts

Service: Customer Services

Grade: G7

Reporting to: Business Manager Culture, Arts & Heritage

Your job

To support delivery of Wigan's 5-year Cultural Manifesto 'The Fire Within'. To encourage and develop arts activities, projects and events in Wigan in partnership with key organisations and groups to increase participation and community involvement, develop education and skills, improve health and wellbeing, enrich the environment and advance and promote the arts in Wigan.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Ensure that the service engages with communities in Wigan, responds to residents' needs and reflects the borough's Cultural Manifesto and corporate priorities.
- Provide an arts advisory service to artist's and communities in the borough - assisting with the establishment of studio and workspace provision, project development, information on funding and support for groups and individuals in developing grant applications.
- Work in partnership with other Council departments and external partners on joint initiatives and projects using the arts to address a wide variety of agendas.
- Work closely with the Business Manager Culture Arts and Heritage to advocate for public art inclusion in development and S106 developers' contributions, and manage procurement of, and delivery by, artists and consultants on public art projects.
- Represent the Council in regional cultural networks and be an active partner in establishing and driving a vibrant local arts network in the borough.
- Work closely with the managers responsible for archive, local studies and museum services to provide professional insight into services, helping to shape the future of the service, identify potential funding opportunities and undertake applications for external grants.
- Support the Council's schools cultural service offer and Local Cultural Education Partnership to engage, challenge and galvanise our young people.
- Ensure the service considers national, regional and local initiatives that engage with the community and raise the profile of the services offer, ensuring Wigan contributes to and helps to shape future strategies.
- Work with colleagues from the culture team to support the development of the volunteer offer across the service.

On an ongoing basis you will:

- Utilise traditional and digital marketing materials to effectively market the arts and cultural offer and cross-promote through other council services.
- Monitor and review service delivery through effective performance management processes and evaluate the impact of the arts on meeting Council and community priorities.
- Deliver excellent customer service to meet changing customer requirements and actively participate in customer service adaptations to system processes and new business to enhance the overall customer offer and experience.
- Work across Customer Service cultural venues as required in line with business needs.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements: -

- Relevant professional qualification or equivalent level of experience
- The ability to work effectively in a team and independently using your own initiative
- Experience of considering the best approach to service delivery and making recommendations to modify/change as necessary
- Knowledge of S106 developer contributions and experience of securing contributions to support public art projects
- Experience of inputting and extracting data from IT systems, with excellent knowledge of IT systems and an ability to utilise functionality to improve service provision in line with policies and procedures
- Experience of providing resolution at the first point of contact for customers within a fast paced environment, maintaining quality and accuracy
- Demonstrable knowledge and understanding on the impact of poor customer service delivery and the link to the reputation of the Council
- Ability to set objectives, targets and achieve outcomes through collaboration with internal and external customers and partner agencies
- Competency to raise issues, taking ownership of problems and actively seek and implement solutions
- Learn from previous experience and seek feedback from colleagues and Assistant Business Partners adopting a self-reflective approach
- Openly share good and bad practice to enhance day to day processes and the customer journey
- Ability to use influencing skills and to promote open discussion and negotiate common agreement where there are disparate points of view
- Ability to make decisions based on a procedural guidance and evaluation of all relevant factors and risks or benefits
- Creativity and imagination in project development

Additional information

- The post holder will be expected to undertake some evening and weekend work.
- On some occasions, as it is a large borough with significant rural areas, access to a vehicle will be necessary to carry out your duties.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough