

Job Description

Job Title: Arts and Heritage Officer	Service Area: Resident Engagement and Participation	
Directorate: Marketing	Post Number: Tbc	Evaluation Number: 5970
Grade: PO3	Date: July 2021	
<p>People at the heart of everything we do We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.</p>		
<p>Equality and diversity We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.</p>		
<p>Protecting our staff and services Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.</p>		
<p>Corporate parent We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.</p>		

Overall Purpose of Job

1. The post holder reports to the Arts and Heritage Manager.
2. To plan and deliver with a high standard of professional inward-and outward-facing events for the department and council wide, with an appropriate focus on modern technology, and contribute to engagement co-ordination as part of the department’s resident engagement and participation remit.
3. To provide logistical systems and technical support to review, evolve and implement the council’s annual events programme.

4. Working with colleagues to ensure the successful delivery of events from initial concept and planning through to on-site management and post event evaluation.
5. Using knowledge of the sector, to embed participation opportunities enabling residents to creatively and artistically express themselves, whilst fostering a learning and awareness of the art forms and traditions of our diverse communities.
6. To ensure relevant legislation, regulations and policies are complied with.
7. To work with the relevant teams and council colleagues to ensure effective marketing and communications that deliver audiences to council's events and activities.
8. To work collaboratively with colleagues and external stakeholders to achieve the service plans and corporate priorities.
9. To contribute with activities on the service vision of improving resident engagement and participation in arts, cultural and heritage programmes.
10. To contribute to exploring new ways of engaging with residents to increase the opportunities available and increase the level of engagement, particularly within seldom heard groups.
11. To maintain communications and partnerships with arts, community, cultural and heritage organisations, creative industries, voluntary and faith groups, statutory and other organisations to benefit residents and the environment.
12. To support local creativity and imagination throughout the borough, with local arts organisations working with local, regional and national partners.
13. To support activities that nurture and develop communities and neighbourhoods to generate capacity, to co-produce home-grown content. Enabling local groups to take the lead role in the organisation of local arts events, culture and heritage activities.
14. To plan, organise and deliver a range of community events that reflects Newham's diverse communities.
15. To maintain working operational relationships with formal and informal learning settings, including schools, tertiary education, youth service providers, across the arts, culture and heritage programme.

Accountabilities

1. To support the enhancement of the arts, culture and heritage experience of residents in order to improve their quality of life and enable the council's commitment to 'put people at the heart of everything we do.'

2. To support the operations of activities to Co-produce and co-design creative, cultural and heritage programmes with residents, community groups, faith groups, arts, culture and heritage organisations.
3. To work with local, organisations, residents, members and key local partners to ensure quality and to develop the future direction of these service areas
4. To research, programme, market and deliver year-round diverse and accessible events, arts, culture and heritage programmes; managing and motivating relevant staff to achieve this.
5. To support with preparation of budgets for the service area in consultation with colleagues and senior officers.

To take responsibility

1. To provide logistical and system support for the council's annual arts culture and heritage events programmes.
2. To lead on specific events and projects as directed by the Arts and Heritage Manager.
3. To provide risk assessments and event management plans.
4. To provide support on the delivery of the council's mayoral and corporate events programme.
5. To provide technical and financial information, advice and guidance for business cases and external funding bids.
6. To assist with the development of content for regular communications.
7. To provide evaluation reports on arts, culture and heritage programmes and projects.
8. To support with the intelligence, market research and administration process to commission organisations to deliver the council's strategic outcomes for the council's arts, cultural and heritage offer.
9. To keep abreast of best practice and research and to have an active interest in working in the arts, cultural and heritage sector.

Tasks and Accountabilities

Tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To keep up to date of the team, service and directorate plans in order to ensure that the service fulfils its duties and delivers the agreed aims and outcomes for your team.
2. To work in partnership with internal colleagues and external stakeholders in an integrated, holistic and cross cutting way to achieve delivery of those outcomes
3. To take a “one Council” approach to deliver more effective outcomes and at all times avoid a siloes or single service area approach.
4. To work creatively to develop ways of sharing good and innovative practice across the service and key stakeholders.
5. To ensure the Council’s commitment to put people at the heart of all we do by fully engaging residents in the development of ideas, strategies and policies.
6. To actively promote the Council’s vision and values

Service quality

7. To contribute towards appropriate service quality measures, targets and outcomes for accountable assessment and that act upon resident and stakeholder perceptions and to seek out more transparent accountability mechanisms for delivery in the service.
- 8.
9. To maintain effective partnerships and communication in order to harness effectively the public, creative industries, private, voluntary sector and community resources that can help to deliver the Council’s vision.
- 10.
11. On request to provide information and guidance to the, Managers, Assistant Director, Corporate Director of PPP, Chief Executive, Corporate Management team, the Mayor, Cabinet, Overview and Scrutiny, all Lead Members and Full Council.

Performance

12. To regularly monitor work plans, budgets, performance indicators and quality targets to ensure action plans meet agreed objectives, key performance indicators and financial targets.
13. To uphold the internal control system that safeguards the residents’ interest in the appropriate use of council resources and ensure the system is respected and adhered to by all staff in the division.
14. Ensure the effective management of data and security of information received and used within the division, to comply with the relevant legislation such as GDPR and the Freedom of Information Act recognising that the Council wishes to operate in the most open and transparent way.

Resource Management

15. To plan and keep under review and to control budgets, manage risk effectively and ensure accountability.
16. To operate in the most cost effective and efficient way, driving continuous improvement.
17. To support the development and coordination of an effective annual arts, culture, heritage and events programme

Culture

18. To participate in the service and directorate change that is needed in order to ensure the services play their full part in achieving the Council's vision and values.
19. To maintain and improve customer and community focus, performance, productivity, resources, efficiency to deliver improved outcomes for the people of Newham.
20. Model the new behaviours required of all staff in terms of equality, ethical behaviour, effective internal control, agility, transparency, openness, community empowerment and engagement.
21. To promote and champion equality and diversity in the delivery of all Council activities, service provision and employment practice.
22. To ensure that all activities are maintained to the required standards as directed by business continuity and resilience policies.
23. To ensure that Health & Safety legislation and the Council's Health & Safety requirements are all complied with.
24. To work regular evenings, weekends and occasional public holidays, in order to meet service requirements as required.

Personal Specification

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA	METHOD OF ASSESSMENT
QUALIFICATIONS	
Educated to degree level or equivalent level of work experience at the level relevant to the field.	Application form/Certificate
Evidence of continuing professional development	Application form/Certificate

<p>KNOWLEDGE/EXPERIENCE:</p> <p>Experience of working in an arts/culture//heritage environment</p> <p>Experience of planning and delivering participatory arts, cultural and heritage programmes and projects in a local/central government or experience and knowledge of working with community arts or heritage organisations</p> <p>Experience of delivering on line events</p> <p>Knowledge in the relevant field, nationally/regionally and locally, including working in a highly evolving environment.</p> <p>Experience of monitoring contracts with sector providers and a good working knowledge of the provider market in the field of arts, heritage and culture</p> <p>Experience of evaluation techniques within the arts, culture, heritage and events sector.</p> <p>Experience of event management</p> <p>Experience of monitoring of budgets, financial information and robust planning</p> <p>Experience of office-based administrative work</p> <p>Experience of working with databases</p> <p>Experience of client management</p> <p>Excellent verbal and written communication skills</p>	<p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview/Test</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview/Test</p> <p>Application form / Interview</p> <p>Application form / Interview/Test</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>Good level of communication and networking skills and ability to consistently and effectively promote and advocate for arts, culture and heritage across the organisation</p>	<p>Application Form/Interview/Test</p>

<p>Ability to monitor appropriate qualitative and quantitative indicators to measure the performance of work plans</p> <p>Ability to listen and respond sensitively to the needs of the community</p> <p>Ability to maintain effective and productive working relationships with a range of internal and external stakeholders, including the creative sector, educational organisations, funding agencies, voluntary community and faith sector</p> <p>Ability of writing evaluation reports</p> <p>IT literate across Microsoft Office Word, Outlook, Excel and PowerPoint. Highly organised with meticulous attention to detail.</p> <p>Ability to manage conflicting and competing deadlines.</p> <p>Strong organisational skills with the ability of prioritising a varied workload and meeting deadlines using own initiative and with minimal supervision.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview/ Test</p> <p>Application Form/Interview/ Test</p>
<p>OTHER SPECIAL REQUIREMENTS</p> <p>Deputise for the Arts, Heritage and Events Manager on request</p> <p>Basic DBS check</p> <p>Willingness and ability to work regular evenings and weekends to maintain service delivery</p>	<p>Application Form/Interview</p> <p>Satisfactory clearance at conditional offer stage</p> <p>Application Form/Interview</p>