

Job Description

Post title	Cultural Engagement Support Officer
Job Evaluation	N11654
Grade	Grade 5
Service	Regeneration, Economy and Growth
Service area	Culture, Sport and Tourism
Reporting to	The post holder will be accountable to the Festivals, Events & Community Arts Manager
Location	Your normal place of work will be Gala Durham but you may be required to work at any Council workplace within County Durham. Hybrid working arrangements are available.
Disclosure and Barring Service (DBS)	This post is not subject to a disclosure.
Flexitime	This post is eligible for flexitime.
Politically restricted	This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State

Description of role

To support and assist with the development and delivery of innovative cultural engagement programmes, festivals and events, in line with service objectives, in order to create experiences that are intriguing and inspiring, widening participation and supporting audience development.

Play a key supporting role in coordinating commissioned and corporate festivals and events, and work with a wide range of production partners, external delivery teams, stakeholders, partners, funders and event management companies as required, in the delivery of cultural programmes and events.

Duties and Responsibilities

Listed below are the responsibilities this role will be primarily responsible for:

- Play an active support role in the provision of festivals, events and community arts programmes, including assisting with the operational development and delivery of cultural engagement projects, festivals and events.
- Support the development of a place-based approach and actively promote a culture of customer-centric continuous improvement.

- Assist with the procurement of appropriate resources and materials following Council procedures.
- Work closely with the technical team to ensure equipment and event resources are in place for the commencement of each event, and are operated, maintained and stored correctly.
- Assist the service manager to evaluate impact against a clear outcome framework, reviewing data and customer satisfaction work.
- Assist with the direct delivery of the festival, events and cultural engagement programme and supervise temporary teams of staff and volunteers for the safe implementation of events, as required.
- Provide administrative support to the Festivals, Events and Community Arts team including coordination of all documentation to be processed through/ required by the Safety Advisory Group as appropriate.
- Be accountable for some budgets and income targets as assigned and be responsible for the care of assigned physical resources.
- Produce appropriate reports and analyses, attendance at meetings and maintenance of accurate records of service uptake and other relevant data used to monitor and benchmark festivals, events and cultural engagement activities using appropriate frameworks.
- Assist in maintaining a healthy, safe and secure environment in accordance with Health and Safety policies.
- Maintain and promote a culture of excellence in customer service, provide a friendly, welcoming and professional service and contribute towards a positive team spirit
- Promote and implement the Authority's equal opportunities policies in all aspects of employment and service delivery.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level or responsibility and the competence of the post as directed.

Organisational Responsibilities

Values and behaviours

To demonstrate and be a role model for the council's values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

Smarter working, transformation, and design principles

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

Communication

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

Health, Safety and Wellbeing

To take responsibility for health, safety, and wellbeing in accordance with the council's Health and Safety policy and procedures.

Equality and diversity

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

Confidentiality

To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.

Climate Change

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

Performance management

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council's Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

Quality assurance (for applicable posts)

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

Management and leadership (for applicable posts)

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council's values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

Financial management (for applicable posts)

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level or responsibility and the competence of the post as directed by your manager.

Person Specification

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • NVQ Level 3 or equivalent experience in a relevant discipline 	
Experience	<ul style="list-style-type: none"> • Experience supporting event/festival development and delivery. • Experience of working with creative practitioners and cultural organisations • Experience of successfully working with external partners, contractors and the general public 	<ul style="list-style-type: none"> • Experience of project management • Experience of arranging legal and contract documentation • Experience of computerised booking systems. • Experience in working with community partners, clubs/organisations, and volunteers
Skills and Knowledge	<ul style="list-style-type: none"> • Working knowledge of the cultural sector as it applies to this post • Excellent customer service skills • Ability to provide appropriate reports and maintain accurate records of service uptake and evaluate all activities carried out using appropriate frameworks. • Ability to think creatively and use problem solving skills. • Excellent organisational and project management skills. • Excellent communication skills including written and verbal presentation to wide ranging audiences. • Confident in the use of ICT systems 	
Personal Qualities	<ul style="list-style-type: none"> • Personal interest in cultural engagement including festivals, events and community arts • Strong ability to contribute to team working • Enthusiastic, confident and self-motivated • Committed to the principles of equality and Diversity 	

	<ul style="list-style-type: none">• Able to organise workload, prioritise competing demands and work to tight deadlines• Ability to travel to sites across County Durham.• Ability to travel to sites in the UK and abroad in order to fulfil the requirements of the post• Ability to work a flexible working pattern including working some evenings, weekends and over-night stays away from home.• Have a flexible approach to operating in a dynamic organisation	
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