



Shetland *arts*

JOB PROFILE

Role	Creative Project Manager
Competency Level	Manager
Job Ref	
Rate	£23,000 - £28,000
Reports to	Head of Creative Opportunities
Responsible for	Freelancers Service Users
Key Relationships	Customers Chief Executive Marketing Manager Programme Manager Retail Manager Senior Management Team Head of Production Students External Clients

Principle Aims:

To manage a wide ranging programme of projects with responsibilities including: management of freelancers; developing and delivering projects; managing budgets; achieving income targets; preparing funding applications; accurate and timely statistical and narrative reporting.

To be part of the Creative Opportunities Management Team that delivers an integrated strategy that supports and inspires creative practice, formal and informal learning, outreach, performance, exhibition and programme opportunities across all art forms in Shetland.

To ensure strong and productive partnerships that support and resource this strategy are developed and maintained locally, nationally and internationally.

What you will do:

The following gives an indication of the duties and responsibilities that the post may involve. The exact nature of these duties and responsibilities will change over time and the postholder will be expected to work flexibly and carry out any work that is reasonably required.

1	To manage, develop and deliver a range of creative projects which reflect Shetland Arts' creative, artistic, education, performance and outreach mission to the highest quality.
2	To maintain a culture of open communication, engagement and support for artists and communities to nurture creative opportunities and connectivity.
3	To maintain a flexible approach the delegation of programme delivery and maximising creative opportunities for freelancers and creative practitioners.
4	To manage freelancers, in relation to hours, quality of delivery and recruitment.
5	To provide well informed advocacy for creative and artistic activity within Shetland and to articulate its key contribution to the economic, educational and health agendas through verbal and written, formal and informal platforms.
6	To maximise opportunities to collaborate across art forms, and across geographic areas (locally, nationally and internationally), giving consideration to how the Creative Opportunities Programme can best be integrated into all SADA's work.
7	To lead and facilitate education and learning activities and provide support and mentoring to practitioners, groups and Creative Industry businesses.
8	To keep abreast of the national and international project management, creative industries and arts landscape, including Creative Scotland policy and activity, ensuring that Shetland Arts maintains a wide and adaptive perspective which supports best practice and effective strategy.
9	To contribute to marketing activities as required.
10	To support and exploit the use of new media technology to develop the arts and its profile in Shetland and beyond.
11	To undertake Risk Assessments in own area of operation and implementing, where delegated to do so, the resulting recommendations and actions.
12	Support and enhance the profitability of the Commercial trading activities ensuring a high standard of quality and delivery whilst maximising revenue potential.
13	To research, secure and manage additional funding sources.
14	To undertake research and mapping as required ensuring that the Creative Opportunities Programme responds to local and regional needs and complements the work of other providers.
15	To support an organisational culture of learning and continuous improvement by leading by example through your own personal and professional development.
16	To undertake such other responsibilities as shall be assigned from time to time by Senior Management or the Chief Executive.

Competences

How you will do it:	
Attention to detail	<ul style="list-style-type: none"> • Responsible for the use of systems and procedures to ensure high standards of quality • Monitors the progress of projects against milestones or deadlines • Thoroughly checks plans for feasibility • Checks details and facts with original sources in cases of uncertainty
Commercial and Business Awareness	<ul style="list-style-type: none"> • Displays an understanding of how own role fits within the broader organisation and sector • Displays sector understanding and knowledge • Displays sound commercial judgement • Weighs up cost versus quality implications, both from a short-term and a long-term perspective • Draws on previous experience to enhance profitability • Looks for ways of getting improved value for money • Targets and uses resources in own area to optimise performance • Sees and takes commercial opportunities
Team Working	<ul style="list-style-type: none"> • Encourages team unity through sharing information and expertise, working together to solve problems, and putting organisational success first • Encourages team to view things from the perspective of all stakeholders • Praises the team and its achievements to others • Anticipates and addresses unproductive conflict within the team • Actively builds networks of formal and informal relationships • Ensures joint ownership of goal setting, commitments, and accomplishments; involves everyone on the team
Communication	<ul style="list-style-type: none"> • Communicates with authority and sensitivity • Makes mundane subjects interesting • Uses reasoned arguments to build consensus where disagreement exists; is open and honest • Is persuasive in explaining the organisation's business to staff and external stakeholders • Establishes and maintains appropriate communication channels with external stakeholders • Uses a wide range of influencing and negotiating techniques to win people round from an opposing view
Creativity	<ul style="list-style-type: none"> • Has a clear vision on factors that play an important role in the decision-making process within the organisation

	<ul style="list-style-type: none"> • Initiates and drives the development of innovative services • Produces unique or imaginative responses to a problem • Recognises unsuccessful innovations as learning opportunities for future initiatives • Has the capability to present a clear business case
Customer Focus	<ul style="list-style-type: none"> • Builds in-depth partnerships to understand the stakeholder and their requirements • Pro-actively works to exceed stakeholder expectations in line with resources available • Recommends different and innovative approaches based on the understanding of stakeholder needs • Responds to the needs and feelings expressed by stakeholders whilst considering the needs of the organisation • Tailors services to best-fit stakeholder needs
Planning & Organising	<ul style="list-style-type: none"> • Identifies key milestones in a complex planning process • Draws up clear milestones and measures in order to monitor achievement against plans • Coordinates efforts and resources in a goal-orientated and structured way by paying attention to technical and time-bound feasibility • Sets out and communicates clear objectives/milestones to all those involved • Monitors the use of resources to identify where/how they may be more effectively used • Sets priorities to take account of short and long-term needs • Anticipates immediate risks and problems in area of responsibility
Developing Others	<ul style="list-style-type: none"> • Proactively plans individual/team development • Takes actions to build and maintain teams capable of acting autonomously within agreed parameters • Understands the appropriateness of when to be a mentor/coach and when to be a director • Assesses and plans for the formal training requirements of people in the team • Actively creates development opportunities • Guides and navigates team members towards ambitious goals and provides necessary resources to help build desired competencies • Ensures opportunities are available or created to reinforce new and developing skills • Identifies and proactively manages poor performance in team members
Leadership	<ul style="list-style-type: none"> • Leads by example and is a positive role model of values and declared models/policies

	<ul style="list-style-type: none"> • Empowers staff and delegates responsibility and authority appropriately • Allows there to be autonomy to achieve delegated responsibility with coaching as required • Treats staff fairly and according to their and the organisation's needs • Acknowledges people's achievements and gives them credit • Creates an environment whereby high levels of professional conduct are the norm • Inspires others through own commitment and enthusiasm
<p>Judgement and Decision Making</p>	<ul style="list-style-type: none"> • Takes responsibility for unpopular decisions made by self and team • Scans internal and external environment and uses others' expert knowledge for reaching a sound decision • Balances analysis, wisdom, experience and perspective when making decisions • Identifies most appropriate course of action when faced with incomplete facts

Person specification: Creative Project Manager

	Essential	Desirable
Personal features and qualities	<p>Organised and able to work to multiple competing deadlines</p> <p>A passion for creating opportunities for creativity</p> <p>Capacity to work under pressure in a calm friendly manner</p> <p>Ability to apply standards consistently</p> <p>Flexible, adaptable and responsive</p> <p>A passion for delivering high levels of Customer care</p> <p>Willing to work flexible and or unsociable hours, as and when required</p> <p>The ability to make culture accessible and exciting to all</p>	
Relevant experience	<p>Experience in project management</p> <p>Experience in creative practice support</p> <p>Knowledge of the operation of computer systems, including word processing and spreadsheet applications</p>	<p>Experience of managing staff and/or freelancers and budgets</p> <p>Experience of coaching / training staff</p> <p>Experience of supervising volunteers</p> <p>Experience of funding applications and reporting</p>
Education	<p>Educated to degree level in relevant discipline or extensive experience in a similar role</p>	<p>Project management qualification</p> <p>Relevant vocational and</p>

	Willing to work towards relevant qualifications	informal qualifications and/or certification
Skills, abilities and knowledge	<p>Excellent communication skills, with the ability to relate to a range of audiences</p> <p>Effective Time Manager</p> <p>Ability to delegate</p> <p>Able to deal with stressful situations calmly and effectively</p> <p>Skilled in general office procedures</p>	<p>Good research techniques</p> <p>Experience in collating and analysing statistical data</p>
Other	<p>A proven commitment to accessibility and diversity</p> <p>Willing to work flexible and or unsociable hours, as and when required</p>	<p>Access to own transport to travel between Shetland Arts Venues and Events</p>