

ENGAGEMENT PROGRAMMES MANAGER (THE BOX)

Role Profile



Title	Engagement Programmes Manager (The Box)	
Grade	GRADE I	
Reference:	N606	
Reports to:	Head of Heritage, Art and Film	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Manager	
Primary purpose of role	<p>Leadership and management of the learning and engagement team and The Box learning, engagement and programme offer both on and off site for users and non-users.</p> <p>Overall responsibility for audience development for Museums, Galleries & Archives with the Operations Manager and Commercial Manager.</p> <p>Development of local, regional and national partnerships and relationships that will extend the reach of the engagement and programme offer for users and non-users.</p> <p>To be the Creative Case champion for The Box.</p>	
Key accountabilities and key measures	<p>Role outcomes</p> <ul style="list-style-type: none"> ▪ Provide leadership, direction and line management including recruitment, welfare, discipline and training for the Learning and Engagement team to achieve the planned levels of service delivery in accordance with The Box business plan (10%) ▪ Lead the planning and development of the learning, engagement and programme offer both on and offsite for users and non-users (15%) ▪ Develop local, regional and national partnerships to extend the reach of the engagement and programme offer for users and non-users (15%) ▪ Working with the Marketing Manager and Commercial Manager lead the development and implementation of an audience development plan to broaden our user base (10%) ▪ Identify and champion opportunities 	<p>Role measures</p> <ul style="list-style-type: none"> ▪ Increased opportunities for and number of co-productions in the programme ▪ High levels of user satisfaction based on the evaluation framework ▪ Increased numbers of users and visitors ▪ Increased numbers of users and visitors from priority audience groups ▪ Audience Development Plan in place and regularly reviewed ▪ Learning and engagement plan in place and regularly reviewed

	<p>within the Box programmes and processes to reflect the diversity of contemporary England (10%)</p> <ul style="list-style-type: none"> ▪ Contribute to developing The Box as an NPO centre of excellence e.g. creative case, publications and presentations (5%) ▪ To manage, monitor and analyse performance data for the learning and engagement programme where appropriate reporting progress against targets (10%) ▪ To manage the budgets for the learning and engagement offer and secure income through grants and other fundraising initiatives for engagement and programme activities (10%) ▪ A well-managed team that contributes very effectively to the wider objectives of The Box and its key stakeholders (15%) 	
Key activities	<ul style="list-style-type: none"> ▪ To be part of the management team of The Box reporting regularly to the Head of Heritage, Art and Film and deputising for the head where necessary (10%) ▪ Ensure with the Arts Programmes Manager that there is a varied programme which represents all audiences of The Box programme to include exhibitions, commissions, residencies, talks, conferences, walks, tours, screenings, performances and civic events which will take place across Plymouth and at The Box (10%) ▪ Directly and indirectly line manage the Learning and Engagement team plus volunteers, contractors and consultants (15%) ▪ Directly manage and monitor the engagement and programme budgets of up to £500,000 and working with The Box fundraiser seek out funding opportunities through grant applications and fundraising initiatives to support our programme and engagement offer (10%) ▪ Lead the development of the learning, engagement and programme offer that will broaden the breadth and depth of engagement amongst users and non-users (10%) ▪ Work closely with the Commercial Manager and Marketing Manager to develop and implement an audience development plan for The Box that will broaden The Box user base (10%) ▪ Actively champion evaluation and identify opportunities within The Box programmes and processes to reflect the diversity of contemporary England (10%) ▪ Develop and lead local, regional and national partnerships that will extend the reach of the engagement and programme offer (15%) 	

	<ul style="list-style-type: none"> ▪ Work closely with the Operations Manager to ensure the provision of safe and accessible spaces for delivering the engagement and programme offer, establishing and monitoring health and safety procedures (5%) ▪ Support the wider team of The Box to develop and meet objectives in health, safety and well-being, access and equalities, environmental sustainability and income generation (5%) ▪ Carry out other duties appropriate to the grade of the post and that support The Box's overall objectives, including being the duty manager as part of a rotating team
Essential qualifications/knowledge	<ul style="list-style-type: none"> ▪ Post graduate qualification in museum studies, gallery education or equivalent ▪ Relevant degree or equivalent ▪ Postgraduate certificate in academic practice or a willingness to undertake when required ▪ Substantial knowledge of working in the museums, galleries and/or archives sector ▪ Demonstrable knowledge of relevant legislative and/or government policies e.g. National Curriculum or working with vulnerable people
Desirable qualifications/knowledge	
Essential experience	<ul style="list-style-type: none"> ▪ Extensive experience of managing staff, including professional staff ▪ Demonstrable experience of budget management and financial planning ▪ Demonstrable experience of performance management processes ▪ Demonstrable experience of working in the museums, galleries and/or archives sector ▪ Experience of increasing levels of income through grants and fund raising ▪ Demonstrable experience of partnership working
Desirable experience	
Essential skills	<ul style="list-style-type: none"> ▪ Highly developed interpersonal and communication skills needed when promoting The Box at activities and events, representing The Box on regional working groups, and developing partnerships and business relationships with external organisations ▪ Understanding of professional standards such as those required by the Arts Council and the National Curriculum ▪ Negotiating and partnership building skills and ability to build relationships across teams to support the development and direction of the museums ▪ Planning skills for museums, galleries & archives development for up to a year ▪ Leadership and people management skills to line manage, motivate and lead a wide ranging team of staff, and gain commitment to service objectives ▪ Keyboard and mouse skills, and a proficient level of skills in a range of

	<p>Microsoft office software</p> <ul style="list-style-type: none"> ▪ Highly developed customer care skills ▪ Project management skills ▪ Financial and commercial awareness with strong analytical skills and a creative approach to problem solving ▪ Ability to cope with work related pressure through meeting deadlines, identifying priorities, interpreting national and regional policies and managing conflicting demands ▪ Team player, able to work flexibly and positively with others ▪ A can-do attitude, with the ability to find solutions to problems ▪ Ability to promote positively The Box's vision, values, aims and objectives.
<p>Corporate standards</p> <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	