# Job description

Post title: Cultural Enrichment Officer

Service area: Inclusive Economy & Jobs

Grade: PO1

Reports to: Head of Cultural Enrichment

Your team: Cultural Enrichment Team

Number of supervisees: 0

## Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country– with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

## Our values and behaviours

‘Be Islington’ is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to ‘Be Islington’ – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering (‘CARE’).

## Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

* Ensuring our workforce is representative of the people we work on behalf of, our residents
* Creating equitable working environments and diverse teams
* Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
* Getting to know people and their differences
* Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures
* Supporting people with long-term health conditions and/or disabilities
* Recognising the value of flexible working to support staff where possible

## Key responsibilities

The Cultural Enrichment Officer provides expert and administration of programmes for the Cultural Enrichment Team (CET) which is responsible for promoting the continued development of the arts and culture in Islington, and in finding ways to reflect the positive impact of the arts in improving the quality of life and life chances of local residents.

The Cultural Enrichment Officer leads and manage specific projects and programmes which further the work of CET.

Key responsibilities include liaising with internal services, external partners and schools, monitoring contracts, reporting on project performance, preparing financial claims, servicing and minuting meetings, collating performance data, preparing newsletters, organising events, responding to requests for information, and assisting with general office duties.

**Duties and responsibilities**

1. To lead on behalf of CET projects and programmes contributing to the successful delivery of the CET service plan including managing cross service internal working groups and liaising with external partner organisations and businesses.

2. To be responsible for successful project management and day to day operation of projects and programmes led by the service. Establish and maintain clear contractual relationships with providers delivering elements of the department’s funded programmes. Actively participate in commissioning services and monitor delivery to ensure projects meet all of their contracted outcomes.

3. Develop and maintain administrative processes and information systems, including databases and spreadsheets, to support project delivery. Set up and maintain electronic systems to accurately record project activity, facilitate project development, and fulfil audit requirements.

4. Undertake monitoring and performance reviews of projects, services and contracts, in particular compiling audit and evidence trails for project outputs and achievements, financial information and information on project beneficiaries, in order to support the Head of Cultural Enrichment to evaluate the effectiveness of the services commissioned and in the preparation of reports to council committees, partners and funders. This will include developing and implementing systems of tracking and monitoring to enable the CET to measure the impact of programmes and developing and implementing evaluation frameworks to demonstrate the impact and effectiveness of programmes.

6. Support the Head of Cultural Enrichment in the development of funding reports. Prepare regular claims to funders by collating information from delivery agents and database records. Assess requests for payment and check invoices against supporting evidence prior to authorisation. Use the council’s online system to process financial payments.

7. Acquire a detailed understanding of sector/theme specific areas of work, including schools, employment, arts, and culture, and relevant funding streams in these areas. Use this knowledge to play an influential role in project planning and delivery to sustain the work of the department.

8. Familiarise yourself with the Service databases and their reporting functions. Run regular reports from the database to check progress against outcomes and to monitor contractors’ performance against targets and milestones.

9. Acquire an understanding of the council’s Safeguarding and Child Protection policies and develop the competence (through training where required) to assess compliance from partners.

10. Provide support for communications and marketing initiatives, researching and preparing appropriate project material for newsletters, council publications, press releases, internet pages, and online departmental platforms. Ensure that consent forms are in place for members of the public where necessary.

11. Lead on the planning and organisation of conferences and events. Arrange venues and catering, issue invitations and log responses, prepare delegate packs, and take responsibility for specific support roles on the day.

12. Manage relationships with relevant senior leadership staff in the directorate and in schools to maintain commitment from schools, encourage take up of activities and agree outline plans for implementation of programmes.

13. Manage relationships with external partners and schools delivering activities which contribute to CET programmes, influencing and coordinating delivery where appropriate and agreeing mechanisms for reporting and sharing of data.

12. Respond professionally to telephone calls, e-mails and correspondence, dealing personally with straightforward requests for information and seeking advice from colleagues in order to resolve more complex enquiries.

14. Service and support project meetings. Book meeting rooms, prepare and issue agendas and supporting documentation, organise technology and refreshments, take accurate minutes and distribute them promptly after the meeting.

15. To undertake other duties commensurate to the grade of the post.

16. To attend meetings and events outside of normal working hours as required.

**Additional**

· To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner and with regard and compliance with the Data Protection Act and other legislation.

· To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.

· To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.

· The post holder is expected to be committed to the Council’s core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties.

· To ensure all the services within the area(s) of responsibility are provided in accordance with the Council's commitment to high quality service provision to users.

· To carry out duties and responsibilities in accordance with the Council’s policies and commitment to: customer care standards, health and safety, and Dignity for all Policy (Equal Opportunities Policy) in employment and service delivery

## Budget responsibilities

Not applicable

## Work style

Flexible

## Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

### Essential criteria

#### Education and Experience

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
| 1 | Considerable proven experience of project or programme management in a large public service organisation, including responsibility for developing systems, monitoring contracts and reporting on performance. | Application/Interview |
| 2 | Considerable proven experience of working in the cultural enrichment and/or creative education sectors. | Application/Interview |

#### Knowledge, Skills and Ability

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
| 3 | Demonstrable knowledge and understanding of contemporary issues in education, particularly in relation to changing curricula, cultural enrichment and creative education. | Application/Interview |
| 4 | Proven excellent project management skills, including planning and time management skills with an ability to work under pressure manage competing priorities, manage risks and deliver high quality results to tight deadlines. | Application/Interview |
| 5 | Ability to develop administrative processes and information systems capable of supporting the delivery of large and complex projects. | Application/Interview |
| 6 | Ability to use IT confidently and efficiently – including Word, Excel, PowerPoint, Outlook and Internet Explorer web-based systems. | Application/Interview/Test |
| 7 | Ability to undertake monitoring and performance reviews using qualitative and quantitative measures to assess whether project providers are fulfilling their contractual obligations and complying with audit requirements. | Application/Interview |
| 8 | Ability to manage budgets, collate statistical data, prepare reports and financial claims, and make recommendations to improve project performance. | Application/Interview |
| 9 | Ability to communicate effectively with a wide range of people, write clearly using plain English, minute complex meetings, and handle confidential information appropriately. | Application/Interview |
| 10 | Ability to pay attention to detail, prepare and review documents thoroughly and with meticulous accuracy. | Application/Interview/Test |
| 11 | Ability to work as part of a team and make a positive contribution to project development, team meetings, shared office responsibilities (including reception duties) and departmental initiatives and events. | Application/Interview |
| 12 | Ability to work flexibly including occasional evenings and weekends with notice. | Application/Interview |
| 13 | Ability to actively support and promote the council’s equal opportunities policy (‘Dignity for All’) and the wider equalities objectives within Islington’s Sustainable Community Strategy. | Application/Interview |

## Special requirements of the post

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
| 14 | This role will require you to obtain an Basic clearance from the Disclosure and Barring Service | Application/Interview |

## Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor’s Good Work Standard, Stonewall Diversity Champion, and Time to Change.

