

Role Profile

Part A - Grade & Structure Information

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| Job Family Code | 13PE | Role Title | Service Manager of Arts |
| Grade | PS13 | Reports to (role title) | Assistant Director Lifelong Learning and Culture |
| | | Directorate | Children, Families and Learning |
| JE Band | 614-734 | Service | Cultural Services - Surrey Arts |
| | | Team | |
| | | Date Role Profile was created | Dec-18 |

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

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| Role Purpose including key outputs | To manage and develop the high quality professional services necessary to provide an efficient, effective and high quality Arts service. In particular to provide a cohesive, relevant and cost effective Arts service. The post will have responsibility for the delivery of music education services in Surrey including to all Surrey schools, families and local communities, the delivery of arts development services across the County, provision of hire services and all service related operational support. The responsibility will span the entire spectrum from concept to the actual customer facing delivery of the service. The role will have a significant element of innovation as well as a process and policy development content. Development of successful bids and working with partners to provide sustainable models of delivery. |
| Work Context | <p>The Head of Surrey Arts is a senior manager within Cultural Services.</p> <p>The role holder will, together with the Surrey Arts leadership team, be responsible for a high performing arts service.</p> <p>The role holder will be expected to champion the concept of partnership & collaboration and act as a facilitator or catalyst across the entire organisation.</p> <p>The role holder will be able to deliver the Council priorities/2030 Vision This will require personal robustness and a positive and forward thinking mindset.</p> <p>The arts service provides frontline services to the public and is at the heart of the County Councils effort to support community well-being and the provision of effective services.</p> |
| Line management responsibility if applicable | Line management responsibility of up to 6 Team Managers |
| Budget responsibility if applicable | <ul style="list-style-type: none">Responsible for annual cost budget of approx. £5 MillionResponsible for business development and revenue streams realising £3+ million annually through traded activity. Overseeing competitive tender to realise external funding grant(s) of £1+ million annually. |

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| <p>Representative Accountabilities</p> <p>Typical accountabilities in roles at this level in this job family</p> | <p>Service Development</p> <ul style="list-style-type: none">• Evaluate existing service provision taking account of feedback and broader external developments, to ensure innovative solutions are proposed to maximise service quality, efficiency and continuity.• Lead the development and implementation of complex or high profile initiatives to generate income and stimulate public interest. <p>Planning & Organising</p> <ul style="list-style-type: none">• Develop and ensure implementation and evaluation of longer term plans and proposals for the future scope and scale of the service in line with council strategy.• Plan, deploy and control all allocated resources to deliver the agreed service. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none">• Use analysis to identify issues and trends and drive service improvement. <p>Finance/Resource Management</p> <ul style="list-style-type: none">• Plan, control and monitor allocation and use of allocated budget/resources/funding effectively to ensure maximum value is delivered. <p>Work with others</p> <ul style="list-style-type: none">• Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon to enhance service delivery.• Work with a range of agencies and partners to develop innovative services, and to promote and coordinate initiatives to achieve business plan objectives and income targets. <p>People Management</p> <ul style="list-style-type: none">• Manage the service delivery of teams and units to ensure all relevant annual targets and goals are delivered within budgetary/resource constraint.• Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> |
| <p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p> | <ul style="list-style-type: none">• Degree or equivalent professional qualification plus substantial experience at a senior management level in specialist area.• Extensive knowledge of the service/functional area.• Excellent understanding of the methodology and technology needed to promote and maintain exemplary customer service.• Deep knowledge and awareness of broader contextual factors affecting national service delivery.• Ability to exercise a significant degree of interpretive and constructive thinking and evaluative judgement appropriately.• Extensive knowledge of the concepts of change management, project management and continuous improvement, and their practical application.• Proven ability to manage budgets and available resources to deliver effective support to their area of responsibility.• Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to build effective relationships with colleagues and a range of external partners.• Advanced problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change.• Clear evidence of political acumen.• Wide and proven experience in successful leading, motivating, coaching, mentoring and developing staff. |

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| Details of the specific qualifications and/or experience if required for the role in line with the above description | Degree and either specific postgraduate professional qualification appropriate to at least one of the constituent specialisms of the Arts Service (i.e. music education provision, arts development) or demonstrably equivalent intellect, expertise and knowledge. Evidence of continuing professional and personal development Ability to analyse business processes and design new or enhanced operational models. This includes the ability to oversee the implementation of such projects. Additional higher degree |
| Role Summary | Roles at this level plan, organise and deliver a customer or public engagement service for the benefit of Surrey's residents and/or to support organisational objectives. They manage large and complex teams or specific service areas. Their work usually includes policy development, developing and implementing operational plans and helping to develop and deliver strategy. Planning takes place over a longer period (year or more). They will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or council objectives. Roles at this level require extensive management experience and high level expertise. They exercise a significant degree of flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance. |

