**Manchester City Council**

**Role Profile**

**Delivery Support Officer (EYS and Families), Grade 5**

**Art Galleries Service, Neighbourhoods Directorate**

**Reports to: Cultural Engagement Manager**

**Job Family: Community Learning**

**Key Role Descriptors:**

The roleholder will deliver effective management of the service in order to provide a range of initiatives that promote educational attainment and ensure positive outcomes for Manchester residents through the development of skills and increase of opportunities.

The roleholder will deliver a professional function within a community setting establishing excellent relationships with customers and stakeholders and ensuring quality customer focused services that are tailored to meet the needs of learners.

The role holder will provide professional consultation, support and guidance for team members and colleagues to assist in professional decision making and approve specific decisions.

**Key Role Accountabilities:**

Manage the design and delivery of educational programmes providing a comprehensive approach that takes into account learning styles to maximise successful outcomes for a diverse range of customers.

Ensure that all service enquiries are dealt with efficiently and effectively within designated timescales, in accordance with the city councils policies and procedures and all relevant legislation

When required assisting in the development of Service Level Agreements (SLA’s) and ensure the team work within the agreed agreements, maintaining relationships with the business to ensure the highest standard of service delivery to all areas of the community

Roles at this level may be accountable for the management and monitoring of budgets in accordance with policies and service priorities, forecasting resource requirements if appropriate.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Council adopts and maintains best practice in areas of specialism, providing ad hoc advice as required and ensuring compliance in any statutory obligations

Produce and provide appropriate documentation, reports and correspondence to support the needs of the service in line with agreed objectives ensuring clear and effective channels of communication

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulted in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

**Manchester City Galleries**

Manchester City Galleries are proudly part of Manchester City Council and belong to the people of Manchester. We believe that creativity can be a powerful force in making a healthy society and achieving positive social change. We meet the needs of Manchester’s varied communities, connecting art and people through exhibitions, engagement and education. Art can expand our knowledge of the world and our sense of place within it.

At our three sites – Manchester Art Gallery, Platt Hall, and our Conservation and Research Centre in Queens Park - we care for a collection of over 50,000 objects including art, craft and design and clothing. In our 200th year, we are taking stock of our collection, working with and for the people of Manchester to shape our future.

We are committed to working in partnership, offering free social spaces and building collaborations with communities, agencies, charities and other council services. We place people at the centre of all that we do, using our resources to make the city a fairer place. This commitment to social justice includes actively working to address the inequalities of class, race, gender, sexuality, age and disability as well as improving our environmental sustainability.

**Learning and Engagement Department:**

As part of the larger programming team, the learning team at Manchester Art Gallery use active participation to connect art and people. Learning Managers are often the bridge between people who have never connected with, or been aware of, the city’s art collection and buildings. They create and deliver a diverse selection of programmes that reflect the needs and interests of the City’s residents, all rooted in expression through art and creativity. Currently the team focuses their energy on targeted intentional work alongside a free, open to all public programme led by volunteers and freelancers. Additionally, the learning team are vital collaborators in the wider public offer, working alongside the curatorial team to produce exhibitions, interventions and multi-disciplinary projects. Using their expertise in non-didactic learning, each learning manager has a subject specialism, based around a different audience group

**About the Role**:

The EYS and Families Delivery Support Officer supports the Cultural Engagement Manager to develop and deliver MAG’s wide-ranging programme for EYS and Families. Half of the role-holder’s time will be spent delivering programmes to families and EYS audiences, but the role-holder engages with and supports the development of the programme and managing administrative tasks for the small team. They will also, on occasion, organise and manage the use of additional support from freelancers. The EYS team engage in a number of high-profile externally funded programmes, which the roleholder will provide support on.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues.
* **Planning and organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
* **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken
* **Creative Skills**: Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
* **People Management**: Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.
* **Administrative Skills**: Have some familiarity with information technology, including excel and word packages.

**Technical Requirements (Role Specific)**

* Background in the arts/creative sector either through personal/professional practice or education.
* Some experience of delivery, of informal learning programmes for in a gallery or museum setting.
* Good level of demonstrable knowledge in subject specialist area, particularly practical experience in programme delivery