# Senior Project Manager, Access Scheme Development

## Role Description

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| Salary grade: |  | B (Arts Council England) |
| Reference number: |  | SPM-ACD |
| Team: |  | Arts Engagement |
| Reporting to: |  | Portfolio Manager  |
| Line managing: |  | No line management responsibility |
| Location: |  | Flexible – can work from any Arts Council of Wales office |
| Travel: |  | Limited |

### The Arts Council of Wales

Arts Council of Wales is an independent charity, established by Royal Charter in 1994. It is a Welsh Government Sponsored Body whose members are appointed by the Welsh Government.

The Welsh Government provides the majority of our funding. We also distribute funding from the National Lottery and raise additional money for the arts where we can from a variety of public and private sector sources.

We’re ambitious for the arts in Wales. Our vision is of a creative Wales where the arts are central to the life and well-being of the nation, making our country an exciting and vibrant place to live, work and visit. The success of our vision depends on the imagination and creativity of our artists, the quality of their work and the efforts that are made to reach out to and inspire audiences. We work to create the environment in which ambitious, enterprising artists can grow and flourish, where as many people as possible enjoy and take part in the arts.

### Our values

As a public body we’re expected to uphold the highest standards of accountability and openness. We also value creativity and innovation. Our staff often work together in groups and teams to achieve our programmes of work. We place particular emphasis on flexible, collaborative working and support our staff to nurture and develop these skills.

### About this role

Arts Council England are working collaboratively with Arts Council of Wales, Arts Council Northern Ireland, Creative Scotland and the British Film Institute (BFI) to develop a new UK wide access card scheme for disabled audience members. This role is funded by Arts Council of England and hosted by Arts Council of Wales.

The Senior Project Manager, Access Scheme Development is a new and exciting role to co-lead on the first phase of research and development work to inform the commissioning of a UK wide scheme. The scheme would build on the work of the Hynt programme already established in Wales: <https://www.hynt.co.uk/en/> , which is an Arts Council of Wales initiative.

The ambition behind the scheme is to:

* remove the barriers faced by Disabled, D/deaf, and Neurodivergent audiences when booking tickets both online and offline for arts and culture events
* provide support to participating venues and cultural organisations to develop accessible and inclusive spaces and programmes for audience members.

The scheme aims to:

* increase access to arts and cultural events for Disabled, D/deaf, and Neurodivergent audiences by removing barriers to booking tickets
* ensure venues can effectively cater for accessible performance requirements
* provide improved audience insight data reporting
* provide guidance and support to venues on best practice in relation to developing accessible, inclusive, and welcoming spaces and programmes which remove barriers for disabled visitors.

The successful candidate will co-work in teams based in Wales and England which will probably include a Senior Project Manager (England), a digital expert (England), and with support from the Diversity team at Arts Council England, and the Arts Engagement team at Arts Council of Wales. The Senior Project Manager will co-manage the delivery of the first phase of the programme and have joint lead responsibility for project management and to ensure work is delivered to time and budget.

The Senior Project Manager will be co-responsible for monitoring delivery and risks, producing regular reports on progress for the Portfolio Manager (Wales), and working collaboratively with other partners involved in the programme across the UK.

### Principal responsibilities

The Senior Project Manager will have overall strategic programme planning and management, and the principal responsibilities will include:

* setting project deliverables and give strategic and creative input into the programme
* responsibility for day to day project management of the research and development phase of the programme
* commissioning research/evaluation to inform the development phase as appropriate
* ensuring planned work is delivered to time
* managing the budget
* monitoring and reporting on project progress, risk management and mitigation
* reporting to the Project Oversight group including representatives from Arts Council of Wales, Arts Council Northern Ireland, Creative Scotland, the British Film Institute and Arts Council England
* ensuring active consultation with key internal and external stakeholders. This included disabled people, box office system providers, venues, and industry body representatives
* working with the communications teams in Arts Council England and Arts Council of Wales as appropriate on any internal and external messaging about the programme
* analysing and evaluating the work done to inform and present recommendations for the future.

Additional duties include any reasonable duties consistent with the above.

The Senior Project Manager will also be subject to corporate compliance, including adhering to those policies that protect the Arts Council of Wales and its staff against potential exposure to reportable risks and incidents. These include Anti-Fraud, General Data Protection Regulations, Welsh Language Standards, Wellbeing of Future Generations, and Cyber Security/ICT use. (Staff responsibilities are defined in the relevant Arts Council of Wales policies).

### Key relationships

These will include:

* working collaboratively with the Project Oversight group including representatives from Arts Council of Wales, Arts Council Northern Ireland, Creative Scotland, the British Film Institute and Arts Council England
* working with the Diversity team at Arts Council England and Arts Engagement at Arts Council of Wales
* engagement with external stakeholders including disabled people, box office system providers, industry bodies, venues and Welsh Government.

### Essential skills, knowledge and behaviours

Experience of management of complex projects with multiple stakeholders involving different organisations.

Experience of multi-partner projects, producing and managing detailed programme plans. Experience of good budget management skills will be required.

You will be highly organised with the ability to work on your own initiative and manage multiple priorities.

You will be able to plan and develop projects across more than one area of activity and create systems and processes to deal with large amounts of information.

You will demonstrate the ability to think strategically and be proactive - identifying and resolving issues at an early stage.

You will be able to lead and support small project teams and contractors and focus them on delivering agreed objectives and outcomes. This is particularly when working in a collaborative, interconnected structure where individuals have dual roles and a range of accountabilities.

You will have excellent interpersonal and communication skills, including strong advocacy skills to promote the access scheme to key stakeholders.

You will have the ability to communicate with diplomacy in a confident and engaging manner to actively involve and consult with key stakeholder groups.

You will understand the social model of disability.

### Desirable skills, knowledge and behaviours

You might have strategic partnership development experience, preferably with digital/technology projects.

You might understand how data can be captured, shared and reported on using online platforms.

We particularly welcome applications from applicants who identify as disabled, deaf and/or neurodivergent who can bring lived experience to this role.

We work in both English and Welsh and fluency in Welsh is desirable but not essential for this role.