# Business Support Officer

## Role Description

|  |  |  |
| --- | --- | --- |
| Salary grade: |  | D |
| Reference number: |  | BSO |
| Team: |  | Arts (Arts Funding Services) |
| Reporting to: |  | Head (Business Development) |
| Line managing: |  | No line management responsibility |
| Location: |  | Cardiff |
| Travel: |  | Frequent |

### 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

The Business Support Officer leads on the delivery of business monitoring and improvement. At the heart of the role is ensuring that the Arts Council has a thorough understanding of the performance of the organisations and initiatives it is supporting, monitoring activities which can include the performance of RFO’s, analysis of financial and business information and the delivery of capital projects.

The precise breakdown of responsibilities between the two Officers will be managed by the Head (Business Development) and will depend on the programme of activity (which is expected to vary from time to time).

### Principal responsibilities

Lottery Capital – oversees the management and delivery of our capital programme to include:

* leads on the development of capital applications in line with our Capital Strategy, Arts Council of Wales Corporate Plan and Welsh Government agendas to deliver strategic priorities through offering advice and support to potential applicants throughout the process
* assessing project applications for all strands of the Capital Programme, review project information and make recommendations to Capital Committee and Project Officer Groups
* attending decision making groups such as Capital Committee and Project Officer Groups, preparing and presenting Officer Reports and commissioning and presenting other reports and advice from external assessors as necessary
* responsibility for the commissioning, co-ordination and selection of External Assessors and Monitors (where applicable) reviewing project information and providing technical and business advice to applicants through the duration of capital projects
* instructing Arts Council’s Legal Advisers in order to execute legal arrangements and other relevant documentation.

Monitoring – reviews financial data and other information including:

* monitoring of capital projects including reviewing information submitted by recipients of Lottery funding
* commission, review and respond to external monitors’ reports and report to Capital Committee on progress at each meeting
* attending site visits and monitoring meetings on a monthly basis or when required
* checking financial information and other data from funded organisations in receipt of Capital funding
* identifying and addressing financial problems, discrepancies or risk and resolving any issues identified
* providing monthly drawdown information, detailing the cash requirements for all capital projects.

Risk management – ensuring the financial and organisational health of key capital projects through:

* identifying risks and recommending appropriate actions to mitigate those risks
* the development of risk based procedures.

Corporate compliance – adheres to those policies that protect the Arts Council 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 policies.)

Additional duties – any reasonable duties consistent with the above.

### Knowledge, experience and attributes

We want to attract to our organisation people who have an interest in the arts, a commitment to the principles of open and accountable public service, and the flair to work with a diverse range of customers. We believe in setting the highest standards in all aspects of our work. Every member of staff is therefore an ambassador for the company and we expect everyone to respect and uphold our reputation.

We aspire to be an innovative, forward looking organisation. We look to our staff to work collaboratively with each other to ensure that we’re efficient, effective and useful.

We take for granted that our staff will be competent in their management of routine administration and that they’ll have developed good organisational skills. So we’re particularly interested in staff who have the ability to work imaginatively and flexibly to tackle the challenges that they’ll face – staff who have the initiative and drive to thrive in a busy work environment and who derive satisfaction from achieving ambitious and stretching targets.

In addition, this role requires the following specific knowledge, experience and attributes. Applicants will be assessed against the essential and desirable criteria set out below:

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Knowledge** | * An enthusiasm for the arts * Knowledge of funding programmes, including support for capital projects * Knowledge of building project management and the delivery of capital schemes * Sound knowledge of business planning |  |
| **Skills** | * Competent IT and administrative skills |  |
| **Experience** | * Part qualified accountancy qualification and/or relevant technical and professional experience * Proven experience of implementing and evaluating financial processes and procedures * Experience of charity and public sector finance and accountability * Sound experience of capital grant schemes * Experience of project management, including monitoring and evaluating * Experience of risk analysis and control mechanisms |  |
| **Attributes** | * Outcome orientated with the determination to drive projects through to practical completion * The ability to identify the strategic issues facing arts organisations * Ability to work well with colleagues, clients and outside agencies * Excellent spoken and written communication skills – the ability to be an effective, credible and persuasive advocate. Building and maintaining effective relationships, both internally and externally * Capable of making decisions outside of the established framework and understanding the impact that would have on the area of work * Commitment to high standards of customer care * Able to provide business advice to range of clients * The ability and willingness to frequently travel throughout Wales, and to work unsocial hours when the need arises |  |
| **Welsh language** |  | * Fluency in Welsh (both written and spoken) |