

## Relationship Manager – Innovation, Digital & Interdisciplinary Arts

## Role Description

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| Salary grade: |  | D |
| Reference number: |  | RMIDA |
| Team: |  | Arts |
| Reporting to: |  | Deputy Director of Arts  |
| Line managing: |  | No Line Managing Responsibility |
| Location: |  | This role can be based at any one of the Arts Council of Wales offices in Cardiff, Colwyn Bay or Carmarthen |
| 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 Relationship Manager for Innovation, Digital and Interdisciplinary Arts is a dynamic, outward-facing role for a passionate advocate who will become a recognised and trusted presence within Wales' emerging digital and creative technology ecosystem. You will be the vital connector who strengthens relationships across all innovation-focused creative practices, ensuring that Welsh digital arts voices are heard, celebrated, and supported at every level.

As an energetic champion for Welsh innovation and digital arts, you will work as part of a specialist team alongside the Deputy Director of Arts and other team members, sharing responsibility and knowledge across digital art, immersive media, AI-based creativity, extended reality (XR), creative coding, interactive installations, and emerging artforms. Together, you will build meaningful connections with artists, technologists, organisations, innovation hubs, research institutions, and creative technology studios throughout Wales and beyond. Your visible presence at digital arts events and technology showcases will be essential to implementing the Deputy Director of Arts ' strategic vision through authentic, sustained engagement with the sector. You will provide operational support for delivering the strategic vision, working closely with Business Enabler colleagues to support the innovation and digital arts organisations and practitioners we invest in.

Throughout all aspects of this role, you will consistently integrate the Arts Council's key cross-cutting themes: Welsh Language development, Diversity and Inclusion, and Climate Justice. Underpinned by the Wellbeing of Future Generations Act, and aligning with Welsh Government priorities, you will take a long-term, collaborative approach that considers the cultural, social, economic, and environmental well-being of Wales' innovation and digital arts communities.

### Principal responsibilities

As part of your role, you will:

* Build and maintain strategic relationships across Wales’ innovation, digital and interdisciplinary arts communities
* Support the Deputy Director of Arts in implementing digital transformation and innovation strategies
* Help to coach and mentor the team enablers
* Serve as primary contact point for select digital artists, creative technologists, developers, and innovation-focused organisations
* Advocate for Welsh innovation and digital arts at key technology conferences, digital festivals, and industry forums
* Facilitate connections between creative technologists, traditional arts practitioners, research institutions, and technology companies
* Monitor and report on innovation and digital arts sector developments and emerging technological opportunities
* Support innovation and digital arts organisations and practitioners in accessing Arts Council funds and specialist programmes
* Contribute to innovation and digital arts policy development through sector intelligence and feedback
* Foster inclusive practices within Wales' innovation and digital arts communities
* Champion diversity and accessibility across all creative technology forms and emerging practices

#### Relationship Building & Sector Engagement

* Develop and maintain comprehensive networks across Wales' innovation and digital arts ecosystem
* Build trust-based relationships with digital artists, creative technologists, developers, researchers, and innovation organisations
* Facilitate introductions and connections within and beyond the creative technology sector
* Attend digital arts festivals, technology conferences, innovation showcases, and R&D demonstrations to maintain sector presence
* Support creative technology practitioners in navigating and improving Arts Council services and opportunities
* Bridge connections between traditional arts practitioners and emerging technology communities

#### Innovation & Digital Arts Sector Development

* Work with the Deputy Director of Arts to identify emerging technology opportunities and sector development needs
* Support implementation of digital transformation initiatives and creative technology policies
* Gather and share intelligence on emerging trends, technologies, and challenges in creative technology practice
* Facilitate peer-to-peer learning and collaboration within innovation and digital arts communities
* Support the development of Wales as a testbed for pioneering digital arts practices

#### Advocacy & Representation

* Represent Arts Council interests at innovation events, technology conferences, and digital arts meetings
* Champion Welsh innovation and digital arts from experimental practices to applied creative technologies
* Advocate for diverse voices in creative technology and underrepresented communities in digital innovation
* Support the Deputy Director of Arts in external representation activities
* Promote Arts Council innovation and digital arts programmes and specialist funding opportunities

#### Quality & Impact Monitoring

* Monitor artistic quality and innovative impact of digital arts activities across Wales
* Conduct site visits and attend digital installations, interactive exhibitions, and technology demonstrations to assess supported work
* Provide specialist innovation and digital arts knowledge to inform Arts Council decision-making
* Contribute to innovation and digital arts sector analysis and reporting
* Support evaluation of creative technology programmes and R&D initiatives

#### Partnership Development & Operational Support

* Develop strategic partnerships with creative technology companies, innovation agencies, and research institutions
* Build relationships with universities, innovation labs, and technology transfer offices
* Connect with digital arts festivals, media arts centres, and technology showcases
* Foster relationships with international creative technology networks and innovation partners
* Support collaborative projects between arts organisations and technology companies
* Provide operational support for cross-disciplinary innovation teams and experimental programmes
* Assist in the development of specialist training and digital capacity building initiatives

#### Key Relationships

* Supports the Deputy Director of Arts and Arts team colleagues
* Advise digital artists, creative technologists, developers, and interdisciplinary practitioners
* Advise innovation and digital arts organisations including creative technology studios, media labs, and innovation hubs throughout Wales
* Advise creative technology education providers and skills development agencies
* Understanding of Research institutions, universities, and innovation labs
* Understnading of Technology companies, startups, and creative industry partners
* Understnading of Local authority innovation and economic development services
* Engage with Innovation and digital arts industry stakeholders and development agencies, AHRC, Immersive Arts, Digital Catapult, and other innovation agencies
* Foster peer to peer connections with national and international creative technology networks, digital arts festivals, and innovation partners

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:

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|  | Essential | Desirable |
| Qualifications | * Digital arts, creative technology, computer science, or related degree and/or significant professional experience in the innovation and digital arts sector
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| Knowledge | * Strong knowledge of Wales' innovation and digital arts landscape across multiple technological domains
* Understanding of creative technology practices, digital art forms, and emerging technological contexts
* Knowledge of equalities issues and their application to innovation and digital arts development
* Understanding of the challenges facing creative technology practitioners in Wales
* Awareness of R&D methodologies, innovation frameworks, and technology transfer processes
 | * UK and International innovation and digital arts sector knowledge and networks
* Understanding of creative technology education and skills development
* Knowledge of emerging technologies including AI, XR, immersive media, and interactive systems
* Understanding of intellectual property and ethical considerations in creative technology
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| Skills  | * Excellent relationship building and networking abilities across arts and technology sectors
* Strong communication and advocacy skills with ability to translate between creative and technical communities
* Ability to work across diverse creative technology forms and interdisciplinary practices
* Advanced IT and digital platform skills
* Cultural sensitivity and inclusive practice skills
* Technical literacy and ability to discuss emerging technologies and their creative applications
 | * Project coordination experience in technology development contexts
* Event planning and technology showcase management skills
* Experience with agile development methodologies and design thinking approaches
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| Experience | * Active experience working within innovation, digital arts, or creative technology sectors
* Experience building professional networks and partnerships across arts and technology domains
* Experience supporting artists, technologists, or innovation organisations
* Experience working with diverse communities and emerging practices
 | * Experience working across multiple creative technology domains and interdisciplinary practices
* Experience in public or charitable sector innovation development
* Experience with technology transfer, R&D programmes, or innovation funding
* Experience with international creative technology exchange programmes
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| Attributes | * Passion for innovation and digital arts across all forms and emerging technologies
* Outcome-focused with ability to work independently in rapidly changing environments
* Strong interpersonal skills and ability to bridge different professional communities
* Commitment to diversity, inclusion, and democratizing access to creative technologies
* Flexibility and adaptability in fast-evolving technological landscapes
* Comfort with experimentation and productive risk-taking
* Ability and willingness to travel frequently throughout Wales and beyond
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| Welsh language | * Everyone’s story with the language is different and we recognise that levels of ability and confidence vary from person to person. We are looking for an individual who understands the culture of the country; the varied relationship of the people of Wales with the Welsh language and who is committed to developing innovative use of the Welsh language both linguistically and culturally within the Arts Council and the wider sector. Learning Welsh language skills will be necessary when appointed. We will ensure you receive relevant support to increase or learn Welsh language skills
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