



Head of Operations

Job Information

Job title: Head of Operations

Salary: £35-40,000 FTE per annum

Based at: The Factory, 319 Craigpark Drive, Glasgow (with regular time spent at Edinburgh and North Ayrshire offices)

Travel: Across central Scotland

Reporting to: Director

Responsible for: Programme Managers, Compliance and Evaluation as well as a team of Coordinators, Artists and Youth Workers


Duration of contract: Permanent, subject to satisfactory 3 month probationary period

Working Hours: 37.5 hours per week

Qualifications & Experience: Degree educated in relevant discipline

Other Essentials: Subject to Disclosure Scotland check

Closing date: Monday 20th Jan 2020 at 9am **Interviews:** w/c 27th January 2020



Expected Start Date: We are keen for the successful candidate to start as soon as possible but are happy to discuss a mutually agreeable start date.

Company Values

As a team of people we share the following values and embed them throughout our work:

Our values

CREATIVITY

We always place creativity at the centre of all that we do.

INTEGRITY

We are always honest and truthful and act with transparency.

EQUALITY

We value people's right to be different and ensure everyone has equal opportunity.

KINDNESS

We always treat everyone with care and respect.

AMBITION

We are always ambitious in what we want to achieve for our partners, participants and colleagues.



What We Do

Established in 1994, Impact Arts is a national arts organisation which tackles inequalities in Scotland through creative engagement. We envisage a Scotland where everyone values and benefits from the power of creativity to transform lives.

Our strategic objectives are:

- We will transform **Children and Young People's** lives through impactful arts and creativity.
- We will grow **Communities** to become stronger and empowered through creative engagement.
- We will support **Older People** the opportunity to take part in life enriching arts and creativity.

We place innovation, enterprise and creativity alongside outstanding delivery, sound management and a strong ethos of partnership to tackle society's big issues. Our talented in-house and freelance artists across Scotland and beyond ensure that our artistic programmes, exhibitions, performances and events are of the highest quality. We exist to inspire creativity in people and regenerate our communities through a deep and rewarding relationship with the arts.

We have over 40 staff and 100 freelance artists working on services across Central Scotland with our Head Office in Glasgow. We work with multiple partners and funders all with a strong ethos #artchangeslives. We are supported on an annual basis by over 40 funders including Cashback for Communities, Skills Development Scotland, Big Lottery, Corra Foundation, Scottish Government and a range of foundations and trusts.

Our Impact in 2018/19:

6161

PEOPLE ENGAGED IN
PROJECTS & EXHIBITIONS

122

PROJECTS DELIVERED

124

ARTISTS EMPLOYED

9

LOCAL AUTHORITIES

CHILDREN

383

CHILDREN
ENGAGED

100%

GAINED DISCOVER
ARTS AWARDS

92%

SHOWED
IMPROVED
WELLBEING

YOUNG PEOPLE

982

YOUNG PEOPLE
ENGAGED

414

ACCREDITATIONS
RECEIVED

384

POSITIVE
DESTINATIONS

OLDER PEOPLE

369

OLDER PEOPLE
ENGAGED

90%

FELT MORE
CONFIDENT

83%

REPORTED AN
INCREASE IN HEALTH
& WELLBEING

COMMUNITIES

9

ARTIST-LED CO-DESIGN
PROJECTS DELIVERED

12

PROJECTS SUPPORTED
COMMUNITIES TO
FLOURISH



Background to the Role

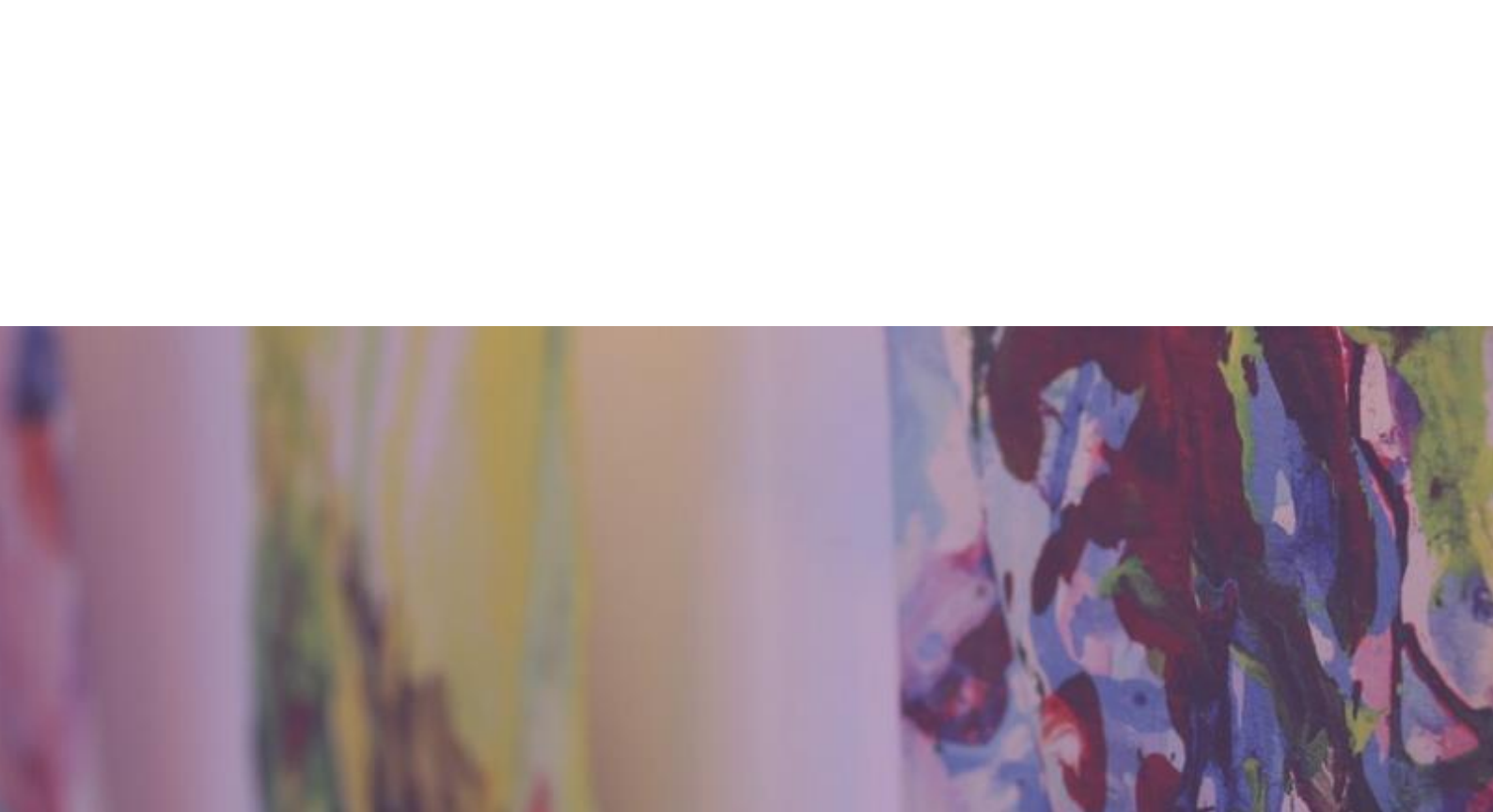
Impact Arts is motivated by people – our participants and our team - and is driven by the impact we achieve. We operate in a highly creative, fun and fast paced environment with up to 50 funders supporting us to work with 6000 people each year by contributing towards our annual 60+ projects and £2m turnover. We celebrated our 25th Anniversary in 2019 and are working to achieve the strategic objectives set out in our Strategy to 2022 which sets out a clear vision for the next 3 years supported by ambitious turnover and impact targets.

The Head of Operations is a key leadership role within the organisation and is central to us realising our ambitions. We are looking for someone who is dynamic, with significant experience in leading the operational delivery of a multifaceted and vibrant organisation and who has exceptional organisational and operational performance management skills. The Head of Operations will be able to demonstrate considerable experience in successfully leading a team to deliver quality and impactful projects; someone who is empathetic to the challenges facing the children, young people and older people we engage and who can support our team of creative Programme Managers to deliver excellent, high quality projects.

We are looking for someone who believes passionately in Impact Arts values and vision and who wants to join us in our mission in tackling inequalities across Scotland.

Contribution to Impact Arts

To lead the delivery of Impact Arts' programme of work within the organisation's strategic and business objectives, including overall budgetary control of the delivery plan, quality performance, achievement of targets, developing and maintaining key contacts.



To contribute to the strategic leadership of Impact Arts through input into the Strategic Plan (and annual operating plans), promoting the vision and values and representing Impact Arts across networks in the arts, public, private and voluntary sectors.

Main Responsibilities

Strategy


- As a member of Impact Arts' Leadership Team, responsible for developing organisational operational strategies and business plans which support Impact Arts' mission and objectives.
- Responsible for the successful planning and implementation of the effective delivery of Impact Arts' projects and programmes, ensuring the highest standards of artistic quality, social impact and customer service are upheld.
- Attendance at Leadership Team & Board meetings and contribution to wider organisational functions including strategic planning, development, marketing and people strategies.

Performance Management

- Lead and inspire the delivery team to successfully plan, develop and manage the provision of impactful high quality, creative projects and programmes.
- Lead the successful delivery of a wide range of contracts and service level agreements with funders and partner organisations from National stakeholders to local community led groups.
- Manage the delivery team, setting standards and targets and motivating the team to meet these.

Targets & Outcomes

- Responsible for setting organisational delivery KPIs in line with funder requirements and for communicating operational targets with Programme Managers and the delivery team.
- Responsible for ensuring that all areas of delivery meet organisational KPIs, objectives, delivery targets and funder or partner requirements through effective monitoring and evaluation.

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- Responsible for the quality assurance of all projects & programmes, leading on reviews of delivery content and design where appropriate to achieve desired outcomes.

Compliance


- Responsible for overseeing contractual requirements and ensuring our systems, paperwork and evidence are compliant. Support the development of toolkits to assist Impact Arts staff in gathering and storing the correct information.
- Implement internal controls, processes and systems to improve efficiency and compliance.
- Carry out and ensure that a variety of audits and compliance adherence are undertaken, including SQA practices.
- Ensure that Funding Agreement conditions, reporting, compliance and guidance are communicated effectively to staff to ensure compliance.

Evaluation & Reporting

- Lead on the organisational monitoring and evaluation of data using Impact Arts' Salesforce CRM
- Responsible for generating weekly, monthly and quarterly performance reports for the Director & Board
- Responsible for ensuring timely and quality funder evaluation and reporting across all our programmes of delivery.
- Regular monitoring of delivery & creative work plans to ensure continuous improvement and quality are prioritised.

People Support & Development

- Line-manage, motivate and support the Programme Managers and their delivery teams, including undertaking performance reviews and supporting development needs.
- Support delivery of a range of team meetings, ensuring consistency of delivery, quality assurance, evaluation and staff development are prioritised.
- Responsible for the direct line management of a team of Programme Managers, Compliance Officer and Evaluation Coordinator based across Impact Arts' three offices.

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- Responsible for ensuring wider delivery team of Coordinators, Artists, Youth Workers and Assistants are supported effectively, given clear objectives and offered appropriate training opportunities.
 - Hold regular supervision meetings, annual appraisals and 6 monthly reviews with direct reports.
 - Lead regular delivery team meetings, Youth Team Meetings and Bi Annual Project Review Meetings
 - Undertake staff training needs analysis and lead on design of annual staff training plan.
 - Responsible for recruitment of staff with support from HR Coordinator
 - Responsible for ensuring new staff are fully inducted in Impact Arts' processes and procedures

Partnerships and relationships

- Develop strategic partnerships with external organisations and agencies to further enhance quality project delivery and to achieve Impact Arts' strategic objectives.
- Ensure highest levels of customer service and effectively manage relationships with key partners and funders.
- Represent Impact Arts at conferences and external meetings to develop and promote the work to a range of stakeholders.

Finance

- Responsible for working with the Head of Finance to set and manage project budgets and to ensure these are fully communicated to the team.
- Responsible for working with Programme Managers to ensure project expenditure is within forecast and follows Impact Arts' financial processes and procedures
- Work with the Finance Manager to ensure that funding claims and reports are submitted to Funders in a timely and accurate manner, ensuring that all supporting evidence is stored and available for funder audits and meets all GDPR requirements.



Safeguarding


- Responsible for being Impact Arts' Dedicated Child Protection Officer (training can be provided) with ultimate responsibility for the safeguarding of participants across the organisation.
- Responsible for supporting Impact Arts' delivery team with safeguarding disclosures and ensuring the staff team are appropriately trained in dealing effectively with safeguarding concerns.
- Responsible for reporting on safeguarding concerns.
- Responsible for ensuring delivery staff and freelancers are fully informed of Impact Arts' Code of Conduct.

Development

- Liaise closely with Head of Development on funding developments for new and existing programmes of work.
- Support the development of new projects and programmes from an operational perspective bringing delivery and participant perspectives to the Development team.
- Work closely with the Marketing & Communications Coordinator to support development of marketing plans which effectively promote projects.

Other Duties

- Deputise for the Director when appropriate.
- Act as an ambassador for Impact Arts at events, meetings etc.
- Support and promote Impact Arts' Values.
- Participate in training, meetings and events as required.
- Carry out any other duties appropriate to the post in line with Impact Arts' needs.



Qualifications and Experience

Degree educated in relevant discipline (exceptions will be made for applicants who can demonstrate significant experience)

Professional qualification in a relevant sector e.g. management desirable

Minimum 5 years' experience in successfully leading and managing a staff team

Experience in planning, delivering and evaluating a wide range of projects and programmes

Experience of managing partnership work and negotiating contracts at the highest level

Experience in managing large scale and complex budgets

Experience in working empathetically with Impact Arts' client group


Technical Skills and Knowledge

Outstanding project management and leadership skills.

Excellent interpersonal, organisational and planning skills.

Excellent communication skills, both written and oral, including the ability to describe and contextualise the project when communicating with a wide range of people including staff, partners, funders and audiences.

Excellent IT skills including MS Word, Excel, PowerPoint, Outlook and Salesforce CRM



Knowledge of the key sectors in which Impact Arts operates e.g. youth employability, homelessness, health and wellbeing, placemaking

Knowledge of statutory and voluntary sector funding sources and practices

Understanding of the national and local policies and strategies that affect Impact Arts' work

Preferable: full driving licence

Personal Skills and Qualities

Commitment to Impact Arts' values

Demonstrable leadership skills

Ability to inspire and motivate a team effectively

Knowledge and a commitment and passion for the power of the arts to transform lives

Ability to build and maintain rapport internally and with existing and new partners


Strong positive and resilient attitude and an ability to find creative and flexible solutions.

Resilience when faced with a high workload, deadlines or changing situations

Ability to think strategically and imaginatively

Effective time management and ability to meet deadlines

Ability to prioritise and delegate tasks



Self motivated and able to act on own initiative, solving problems

Approachable and empathetic able to act as ambassador for Impact Arts, at ease with people from a wide variety of backgrounds

Disclosure Scotland

Successful candidates will be required to undertake a Disclosure Scotland check.

To apply:

Please visit <https://www.impactarts.co.uk/blogs/get-involved-work-with-us/> to download an application form.

All completed applications should be sent to jobs@impactarts.co.uk by **9am on Monday 20th January 2020** Interviews are scheduled to take place **w/c 27th January 2020**.