# A purple and orange text AI-generated content may be incorrect.Creative Steps Enabler

## Role Description

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| Salary grade: |  | B |
| Reference number: |  | CSE |
| Team: |  | Arts Development |
| Reporting to: |  | Portfolio Manager |
| Line managing: |  | N/A |
| Location: |  | Flexible – can work from any Arts Council office |
| Travel: |  | Occasional |

### The Arts Council of Wales

Arts Council of Wales is an independent charity, established by Royal Charter in 1994. We are the national public body for funding and developing 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, and 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 Creative Steps Enabler plays a vital role in supporting the delivery of the Creative Steps funding programme, acting as a key liaison between applicants, Creative Steps Mentors, Portfolio Manager, Development Officers, and the Team Coordinator. This position is crucial in ensuring the smooth administrative operation of the Creative Steps programme and supporting its mission to increase diversity in Wales’s arts sector.

The aim of the Creative Steps fund is to support individual artists and organisations who have experienced barriers to accessing our funding. The fund specifically aims to serve global majority, culturally diverse, disabled and neurodivergent people and helping them with their professional, business and organisational development.

### Principal responsibilities

Programme Administration:

- Serve as the first point of contact for Creative Steps Mentors and applicants including monitoring the dedicated Creative Steps inbox

- Manage and maintain the Mentor allocation system

- Track and process Mentor work logs and payment requests

- Liaise with Access Support Officer on access support requests

- Assist in organising and coordinating Creative Steps decision-making meetings

- Assign Development Officers to decision making meetings and liaise with Team Corordinator on preparation/sending of meeting documentation in a timely manner

Mentor Support:

- Coordinate Mentor assignments and maintain relevant contact databases

- Track Mentor hours and capacity

- Collect and organise Mentor feedback and progress reports

- Support Mentor induction and training administration

- Maintain regular communication with Mentors regarding programme updates

Relationship management (including applicant support):

- Ensures a high standard of customer service in dealing with the public

- Respond to initial inquiries about the Creative Steps programme

- Advise on eligibility and discuss programme requirements for application

- Direct applicants to appropriate Development Officers

- Track and follow up on applicant feedback

- Maintain records of applicant access requirements

Programme Support:

- Assist in maintaining programme documentation and guidelines

- Help coordinate internal and external programme communications

- Assist in preparing reports on programme progress and outcomes

- Support the implementation of programme improvements

- Attend decision making meetings

Continuous Professional Development:

Actively engage with Development Officers for mentorship

- Building knowledge of art forms and sectors

- Developing an understanding of policy and strategy within the arts sector

- Develop knowledge of quality monitoring and assessment

- Build expertise in funding processes

- Actively networking within the arts sector

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 clients. 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. We are 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** |
| **Knowledge** | * A understanding of equality, diversity, and inclusion issues and principles. | * Knowledge of the Welsh arts sector * Understanding of grant management processes * Knowledge of access requirements and support |
| **Skills** | * Good team working, communication and interpersonal skills * Competent IT skills (including Microsoft Office and Excel) * Competent administrative and organisational skills * Ability to work on own initiative and work effectively under pressure |  |
| **Qualifications/ Experience** | * Living experience related to: Global majority / Cultural Diversity / Neurodiversity / Disability * Experience in supporting diverse communities * Experience in providing customer service | * Experience of the arts sector |
| **Attributes** | * Passionate about the arts * A commitment to continuing professional development |  |
| **Welsh language** |  | * Fluency in Welsh (both written and spoken) |