

Job Description

Job Title:	Head of Business Services
Reporting to:	Chief Executive & Artistic Director

<p>Vision, Mission, and Values All British Ceramics Biennial team members work within the spirit of and contribute to the delivery of our vision, mission and core values.</p>
<p>Our Vision Making change through clay</p>
<p>Our Mission To develop, sustain and expand innovative ceramics practice and improve lives together with artists and creative communities</p>
<p>Our Values – The Way We Work</p> <ul style="list-style-type: none"> ▪ Bold ▪ Accountable ▪ Welcoming ▪ Significant ▪ Grounded ▪ Inclusive ▪ Connected ▪ Collaborative

<p>Job Purpose: As a member of the senior management team, work closely with the Chief Executive/Artistic Director to develop innovative business plans and strategies which support BCB's vision, mission and core values and ensure the organisation is responsive to opportunities and challenges. Oversee the implementation of income generation, business development and fundraising strategies so that funding and other business opportunities are capitalised upon. Oversee marketing and communications activity to raise the profile of BCB's work and attract new opportunities. Seeking professional advice when necessary, manage the budgeting process and ensure financial controls are in place so that all BCB activity is delivered within budget. Deputise for the Chief Executive when required.</p>

Responsibilities:

Business Planning

1. Support the Chief Executive with the development and implementation of an innovative, ambitious and comprehensive strategic plan, with the aim of achieving appropriate high-quality outcomes in accordance with BCB's vision, mission and core values.
2. With the Chief Executive, develop and implement strategies to support delivery of strategic plan objectives, covering development, marketing and communications, and insight in particular.
3. Monitor and track delivery of strategic plan objectives, in conjunction with the Chief Executive and managers.
4. Develop and implement access standards and a key performance indicator framework to provide evidence of the impact of BCB's work. Report to the Chief Executive and Board on access and KPI outcomes and recommendations.
5. Develop and maintain effective relationships and partnerships with key stakeholders including funders, artists, experts, partners, staff, Advisory Network and volunteers. Identify potential new partnerships and evaluate existing ones to ensure they add value.

Communications

1. Work positively with the Communications Manager to ensure audience/engagement targets are met and that the work, reputation and achievements of BCB are promoted as effectively as possible.
2. Oversee the implementation of a proactive marketing strategy and plan which supports the delivery of strategic business objectives for all BCB activity.
3. Work with all members of the team to identify and oversee implementation of new marketing and communications initiatives for raising the profile and awareness of BCB's work.
4. Manage relationships with key strategic partners to ensure the effective delivery of marketing campaigns including Arts Council England, DCMS, Stoke-on-Trent City Council, Staffordshire University, destination management organisations, corporate sponsors and programme partners.
5. Lead the design and implementation of an evaluation framework and demographic data monitoring process for the festival, key projects and recruitment/team reporting needs. Manage the process to ensure that Arts Council England and other key funders' monitoring, grant draw down and reporting requirements are met and accurate information is provided on time.

6. Support colleagues in sharing best practice and represent and promote BCB in meetings with key stakeholders and through public speaking, lectures, writing, and other activities.

Business Development

1. With the Chief Executive and the Development & Insight Manager, identify opportunities and implement proactive fundraising and development strategies linked to strategic plan objectives and adhering to Code of Fundraising Practice.
2. Gather intelligence about potential new funders and develop relationships with them as appropriate. With the Chief Executive, manage positive relationships with Arts Council England and other funders, ensuring that they are engaged and kept well informed.
3. Identify and implement new mechanisms to demonstrate the outcomes and value of BCB's work as evidence for business development purposes. Manage the procurement and contracting of services to evaluate the outcomes of BCB's work when required.
4. Ensure that all business development activity is shaped by research and insight data obtained from national bodies, key partners, funders, education organisations and community.
5. Oversee and contribute to fundraising bids, ensuring that quality bids are produced which reflect the value, quality and impact of BCB's work.
6. Agree business development targets with the Chief Executive and work proactively with the team to ensure they are achieved.
7. As a key member of the festival delivery team work collaboratively to ensure the festival achieves identified outcomes, manage artwork sales, retail, event and other revenue generating and sales targets during the festival and all year round. Identify and capitalise on commercial opportunities stemming from the festival and wider programme, including following up on any arising new business opportunities.

Finance and Resources

1. Take day to day responsibility for managing BCB's finances, oversee budgets, manage expenditure and grant draw downs, and ensure income and expenditure is within strategic plan targets.
2. Work closely with the Chief Executive and external finance/accountancy advisors to prepare and implement budgets and financial plans including cash flows. Monitor, review and re-forecast to ensure delivery within budget.

3. Work closely with the Finance & Resources Officer to ensure that accurate annual budgets, cash flows, management accounts and year end accounts are produced, made available to the Chief Executive and managers and reported to Committee or Board. Manage submission of Museums and Galleries Exhibition Tax Relief applications to HMRC.
4. Ensure that appropriate utilities and insurance cover is maintained and that goods and services are procured in accordance with agreed financial procedures and that best value for money is obtained. Ensure that contractual arrangements are negotiated and correctly applied to support effective contract management.
5. Act as Company Secretary, including ensuring that annual returns are completed and submitted on time and legal compliance processes are met, including UK GDPR.
6. Oversee payroll activity, ensuring that changes and deductions are made accurately and on time and all HMRC, pension and statutory employment obligations are addressed.
7. Implement and manage the arrangements for the effective audit of BCB's work, when required, and manage delivery of annual report and financial statements.
8. Manage an effective volunteering programme across all BCB activities, ensuring that volunteer skills are used to best effect and that volunteers have a rewarding experience.
9. Develop and take ownership of the Resource Reduction and Re- Use Strategy in accordance with strategic objectives. Evaluate its impact, prepare reports on strategy for Board and take action to address any arising issues.

Leadership

1. Deputise for the CEO when required.
2. Effectively line manage the Communications Manager, Development & Insight Manager and Finance & Resources Officer, including agreeing work targets, agreeing TOIL/annual leave, holding productive 1:1s and agreeing personal development activity, ensuring that their skills and abilities are utilised to best effect.
3. Work with the Chief Executive to annually review DBS requirements and manage DBS processes for all PAYE and freelance staff, Board members and volunteers.
4. Act as a role model for all members of the team, instilling high standards and a sense of pride in the achievements of BCB and helping team members reach their full potential so they can make their best possible contribution.
5. As a member of the senior management team, work closely with the Chief Executive and specialist advisors (particularly finance) to continue to positively develop the scope and impact of BCB's work and any capital opportunities.

6. Act as Deputy Designated Safeguarding Lead. Support Chief Executive in ensuring BCB meets its safeguarding and health & safety responsibilities including overseeing effective risk assessment procedures.
7. Identify and implement methods of growing talent and diversifying BCB's role as a good employer, for example through apprenticeships.
8. Strive to ensure that BCB's Board, staff team and programme reflect the UK's demographics and effectively implement equality, diversity and inclusion policies and monitoring processes.

Governance

1. With the Chief Executive and Finance & Resources Officer, ensure that an effective programme of governance is in place, prepare agendas and other papers, managing schedule of policy review and ensure that they are circulated within required deadlines.
2. Attend and report to Board, sub-committees and other meetings associated with the effective governance of the organisation.
3. Ensure that all meetings are accurately minuted and that there is effective follow up on actions.
4. Act as a point of contact for queries from Board members.
5. Oversee and manage BCB's risk framework, ensuring it is regularly reviewed and action is taken to mitigate key risks. Ensure Board is kept updated.

General Requirements:

- Contribute positively and work in accordance with BCB's culture, values, aims and objectives
- Work diligently to meet the requirements of this job description
- Always seek to continuously improve so that the highest quality standards are achieved
- Participate positively in internal/external events, meetings and training as required
- Positively participate in one to ones and appraisals
- Ensure that relevant policies, procedures and working practices are adhered to at all times
- Act as a positive ambassador for BCB
- Positively contribute to BCB's team working environment, taking ownership of issues and supporting colleagues where appropriate
- Be flexible and willing to undertake any other duties that may be reasonably required
- Positively contribute to the evaluation of the impact of BCB programmes and other key business plan objectives.

NB: This job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed in consultation with the employee. As a general term of employment, BCB may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

[In accordance with BCB's Safeguarding procedures, this position requires a basic DBS check]

I confirm that I have read and accept the duties and responsibilities contained in this job description

Name (Please Print)

Signed

Dated

Person Specification

Qualifications	Essential	Desirable	Method of Assessment*
Graduate and/or relevant professional qualification (relevant experience may compensate)	*		A, C
Management qualification		*	A, C
Evidence of commitment to own and others' continuing personal development	*		A, I

Experience	Essential	Desirable	Method of Assessment*
Management experience in a similar role, ideally within a similar organisation	*		A, I
Experience of successfully leading, developing and motivating a team	*		A, I
Financial management – experience of setting budgets and delivering financial targets	*		A, I
Setting and achieving deadlines, managing simultaneous tasks and objectives	*		A, I
Fundraising – experience of working with relevant funders and having submitted funding bids for both large scale and smaller projects and programmes	*		A, I
Broad ranging partnership working experience including work with cultural and health sectors, local authorities and HEIs	*		A, I
Partnership working experience with international agencies		*	A, I
Marketing and communications experience – managing and delivering innovative campaigns	*		A, I
Insight work – research and data analysis to inform business plan objectives		*	A, I
Working with a broad range of people, including those with limited previous exposure to creative practice and people impacted by complex and sensitive situations	*		A, I
Experience of formulating and delivering business plans		*	A, I
Managing high level stakeholder relationships	*		A, I
Uploading applications and reporting data to Grantium and other digital funding management systems		*	A

Knowledge & Skills	Essential	Desirable	Method of Assessment*
Knowledge and understanding of BCB's operating environment.	*		A, I
Able to contribute positively and collaboratively to strategic business planning	*		I
Excellent verbal communication skills – able to engage others in an appropriate manner	*		I
Excellent written communication skills – able to produce complex business plans and reports	*		A, I
Clear evidence of leadership skills – managing and motivating a team	*		I
Willingness to contribute to all aspects of BCB's activities across commissioning, events, community engagement, professional development, research, digital commissions and publications	*		I
Skilled at identifying and nurturing productive high-level partnerships	*		I
Understanding of key funding streams including Arts Council England 'Let's Create' strategy and funding requirements		*	I
Able to produce and/or contribute to fundraising bids and other development activities	*		I
Marketing and communications skills and the ability to deliver impactful plans and campaigns	*		I
Project management skills – able to manage multiple projects and achieve desired results	*		I
Able to work effectively with a wide range of key stakeholders	*		I
Sound financial management skills	*		I
Sound understanding of UK GDPR, Data Protection, safeguarding, Equality Act and fraud prevention regulations	*		I

Personal Attributes	Essential	Desirable	Method of Assessment*
Strong leadership style – coaching and developing team members	*		I
Able to work calmly and professionally under pressure	*		I
Team player – work efficiently and effectively with colleagues and associates	*		I
Appreciation of the need for equality of opportunity for all – able to tailor approach accordingly	*		I
Excellent attention to detail and accuracy	*		I
Ability to be innovative, identifying new opportunities	*		I
Significant enthusiasm for the work of BCB	*		I
Interest in the social, cultural and financial context within which BCB operates	*		I
Creative flair balanced with analytical outlook	*		I
Committed to broadening cultural diversity, inclusion and access across all aspects of BCB's operations	*		I
Proactive approach, a self-starter	*		I
Operates with integrity and honesty at all times	*		I
Strongly identifies with BCB's core values and able to champion them	*		I

* A – Application / C – Certificate / I – Interview / AT - Assessment Test