



Joint across Multi-disciplinary Arts Team and Key Performing Arts Organisations Team

Role Profile

A. Details

Position:	Arts Officer – MDA/KPAO
Grade	Executive Officer (EO)
Whole time equivalent	1 FTE (35 hours per week)
Reports to:	Head of MDA/Head of KPAO
Duration:	Permanent

B. Department & Role Overview

To Officer support and co-ordinate activities with designated focus jointly on MDA and KPAO in order to deliver the Arts Council Strategy: *Making Great Art Work*

C. Key Responsibilities

- Drive and support the values, vision and mission of the Arts Council;
- Have a clear understanding of the Executive Officer role,
- A good understanding of the work of the Arts Council and its strategic objectives as set out within its ten-year strategy *Making Great Art Work*;
- Strive to develop, implement and support new ways of working effectively to meet objectives;
- Actively share information, knowledge and expertise to help the team to meet its objectives;
- Engage in research as required
- Manage and maintain data processing and reporting
- Be flexible and willing to adapt, positively contributing to the implementation of change;
- Take responsibility and be accountable for the delivery of agreed objectives;
- Successfully manage a range of different work streams from the project plan at the same time;
- Practice and promote a strong focus on delivering high performance and service delivery;
- Create and maintain collaborative internal and external relationships;
- Utilise and promote project management guidelines and templates;
- The ability to lead and manage a team; and
- The ability to manage and lead on projects.

POLICY & STRATEGY

- Provide overall project management and administration support on policy development initiatives;
- Co-ordinate all information to feed into the mapping of the arts profile for your area;
- Provide statistics, research information;
- Invite people to focus groups, organise meetings and events, take minutes;
- Update team section of website so as to update on matters relating to policy.

FINANCIAL SUPPORT /FUNDING

Funding Applications

- Monitor queues in CRM, as appropriate, and distribute tasks as necessary;
- Liaise with artform/practice area Advisers to ensure inputs to assessments run smoothly.

Panels

- Attend part of panel meetings for purpose of recording minutes of decisions, as required, and recording these into CRM (in line with new protocol for streamlining of panel meeting processes);
- Respond to requests from applicants for written feedback from panel meetings, according to a new protocol.

Minute taking

- Provide minute taking support to Heads of Team as may be occasionally required and record any meeting minutes in CRM against appropriate record.

General

- Actively contribute to the management and smooth running of the team;
- Become proficient in all standard procedures and systems;
- Collaborate with other Arts Department Officers and team members, where appropriate, in identifying, agreeing and applying consistent processes and systems that maximise efficiency;
- Provide cover for other Arts Department Officers as required;
- Actively participate and manage team meetings, cross-team meetings, and department meetings;
- Actively participate as a team member with suggestions to continuously improve the funding process and service to the public, artists and organisations.

Monitoring funding relationships

- Where appropriate arrange meetings with client organisations;
- Where appropriate, ensure OLS based monitoring reports provided by funded organisations are accorded appropriate 'status' e.g. noted, issues raised/progressed, signed off.

Enquiries

- Support the team in relation to MDA and KPOA queries, including related cross artform / arts practice areas. To include:

- Provide cover for first point of contact with regard to the joint team queries, particularly in relation to relevant funding streams;
- Provide support, assistance and suitable responses to the joint team queries and other general queries;
- Provide support to colleague Arts Officers and Assistants in dealing with contact queries;
- Create suitable follow up and actions to enquiries as appropriate (i.e. resolve on first contact or assign to appropriate team member; or via CRM);
- Provide advice and support in relation to artform/ art practice area contact queries before funding decisions.
- Refer application queries to Corporate Services, where appropriate;
- Provide advice and support in relation to contact queries after funding decisions;
- Record and file all meaningful contact with clients in CRM against appropriate record;
- Provide advice/information on other funding
- Ensure team members are suitably informed of query and response activity.

PARTNERSHIP

- Provide support to partnership initiatives, as may be undertaken within your designated areas.

ADVICE

- Become confident and capable in setting up, supporting and managing relevant information clinics
- Provide advice and support in relation to contact queries as outlined under 'Financial Support/Funding';
- Coordinate inputs to and maintain designated artform/practice/MDA? sections of website using it as a tool to communicate with target groups likely to be seeking funding such as individual artists, groups, organisations and public, to include e.g. drafting, editing and updating FAQs, 'How To' guides as required.

ADVOCACY

- Provide support to advocacy initiatives, as may be required within your designated areas.

ARTS TEAM

- Provide inputs to team work planning to ensure sufficient resources available to maintain smooth operation of work of relevant arts areas;
- Provide overall project administration support on team policy development initiatives;
- Research information and generate outputs, e.g. statistics, to support team policy initiative;
- Plan focus groups, organise meetings and events, take minutes;
- Liaise with Advisers/Moderators;
- Log and track team actions according to appropriate timeframes.

CORPORATE

- Participate in project team(s) on specified projects driven by the Strategic Development Department;

- Pull information/old application files to support FOI requests;
- Gather data/funding history etc. as background to press releases/Minister speeches;
- Provide information to feed into annual report;
- Provide statistics, as required, in response to requests from government Departments or other official bodies;
- Provide information on dates of events in team artform/practice area;
- Provide training and support to new team/department/organisation members;
- Provide cover to other Departments as required.

D. Skills Knowledge and Experiences

- A minimum of two years' experience in a similar role;
- A proven track record in project management, with an emphasis on research, data processing and management and communications desirable;
- Excellent analytical skills and attention to detail skills, including the ability to gather, analyse reports and plans, to engage in critical analysis and express complex information in a clear, concise way;
- Excellent ICT skills and ability, which must include MS Office, in particular Outlook, Word, Excel, PowerPoint and Power BI;
- Excellent interpersonal skills, including the ability to be discrete, diplomatic and empathetic;
- Ability to forward plan and anticipate needs, to work effectively as a member of a team and to work on her/his own initiative;
- Excellent customer focus, verbal and written communications skills and the ability to be confident dealing with both internal and external customers and key stakeholders;
- A demonstrated commitment and ability to contribute positively to the team and to effective ways of working;
- Flexible and enthusiastic in the context of working in a busy and demanding team;
- Experience and/or working knowledge of MDA/KPAO practice in Ireland is helpful but not necessary;
- A commitment to high standards of public service;
- The ability to communicate through the Irish language, both verbal and written, desirable.