

COVENTRY CITY OF CULTURE TRUST CITY OF CULTURE DELEGATES MANAGER

Reports to the CHIEF EXECUTIVE

Role: City of Culture Delegates Manager
Salary: £32,000 - £35,000 per annum

CONTEXT

We are a diverse, modern city which is re-imagining the role culture can play in bringing people together. Coventry is a city of welcome, a city of activists and pioneers, a city of peace and reconciliation, a city of innovation and invention, a City of Culture.

The Trust is committed to:

- Welcoming 2.5m additional visitors to Coventry in 2021/22
- 80% of the city's residents experiencing at least three events in 2021/22
- Increasing audience attendance from under-represented communities by 20%
- Activating more than 16,000 volunteers and participants
- Making long-lasting, tangible social change in Coventry
- Transforming who holds the power to create and curate in the city
- Starting a wave of cultural investment across the region

In July 2020, we announced that Coventry's City of Culture programme will start in May 2021 and run for 12 months, allowing us to keep our promise to the city and region - to deliver an extraordinary year while providing some much-needed certainty and resources to our artists and communities.

This is your opportunity to be part of telling the story of the city that moves.

JOB DESCRIPTION

The Trust is looking to appoint a City of Culture Delegates Manager, managed by the Chief Executive. The postholder will establish an office to support visits to Coventry & Warwickshire in 2021/22 by delegates including, but not limited to, arts industry professionals, investors, sponsors, partners and Embassy officials. The postholder will develop itineraries and programmes for these important visitors, ensuring that they have an exceptional and fruitful experience, engaging with the cultural programme, connecting with the local arts sector and those responsible for the inclusive growth of the city and region beyond 2022.

**COVENTRY CITY OF CULTURE TRUST
C/O THE HERBERT ART GALLERY & MUSEUM, JORDAN WELL, COVENTRY, CV1 5QP
WWW.COVENTRY2021.CO.UK**

REGISTERED ADDRESS: THE HERBERT ART GALLERY & MUSEUM,
JORDAN WELL, COVENTRY, CV1 5QP, COMPANY NUMBER: 09808960
CHARITY NUMBER 1165639, LIMITED BY GUARANTEE
REGISTERED IN ENGLAND AND WALES

RESPONSIBILITIES

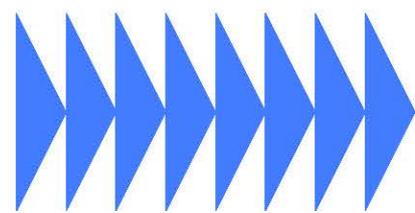
- To establish the Delegates office and function as the first port of call for potential delegates to the City
- Line Management of the Delegates Assistant
- Develop relationships with the local and regional cultural sector to understand their longer-term priorities, in order to broker relationships with visiting delegates
- Working with Trust colleagues and its partners to develop and deliver a promotion and cultivation campaign to attract target visiting delegates
- To work with the City Council's conference bureau and inward investment teams to maximise opportunities for collaboration
- To develop relationships with visitor accommodation and travel providers to assist with travel planning
- To devise a framework for delegate accreditation and distribution of travel and accommodation support and bursaries to delegates
- To develop and deliver in person and online itineraries that showcase the city and the cultural sector
- To develop and deliver, with Trust colleagues, in person daily briefings for visiting delegates
- Working closely with the Trust's Development and Fundraising team to ensure that visits to the city by funders and sponsors are facilitated effectively
- Follow up on visits to support development of positive, longer-term relationships between the cultural sector and the delegates
- Provide regular reports and updates to the Trust's Monitoring & Evaluation team
- To work flexibly as a member of the Coventry 2021 team and contribute to delivering other elements of the team's work programme as required
- Actively engage with the organisation's vision and policies regarding equal opportunities and diversity, artistic ambition, participation and engagement, health and safety, evaluation and monitoring
- To be aware of, and undertake to comply with the Trust's GDPR, Health and Safety and Diversity and Equality Policies

PERSON SPECIFICATION

- Experience of planning and delivering a high-profile delegate visits programme



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- An effective communicator, able to build and maintain relationships with colleagues, agencies, and partners
- Attributes of diplomacy, confidentiality, trust and respect for colleagues and partners
- Knowledge of the local and regional cultural sector
- Experience of building relationships with investors, funders and programmers
- Experience of line management
- Excellent administration and organisation skills with strong attention to detail
- Commitment to delivering exemplary customer service, considering access needs of all delegates when designing programmes and activities
- A can-do attitude with experience of working with multiple partners with competing demands
- Competent across IT and software, including a strong working knowledge of Microsoft Office, and willingness to learn other software programmes
- To be based in, or able to move within commuting distance of Coventry

GENERAL

We aim to reflect all the city's communities in our workforce and as such candidates from currently under-represented groups, including those with disabilities, are especially encouraged to apply.

We are looking to build a team of people from a range of backgrounds and range of experiences. We can provide mentoring and training/support to less experienced candidates. Training and talent development within the Trust team and within the wider sector is central to our approach. All postholders are expected to participate in training and development activity and to contribute time and expertise to supporting our training programmes on site and occasionally off site.

This list of responsibilities is not exhaustive and team members will be required to perform duties outside of this as operationally required.

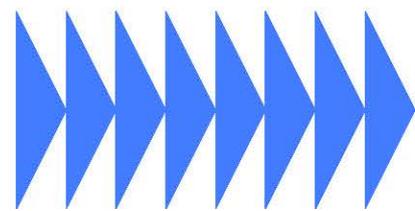
PROCESS

Please submit up to a 2-page letter plus an up to date CV addressing your interest and suitability for the post using the above person specification as a guide.

Coventry City of Culture Trust is committed to equal opportunities and will treat all applications fairly based on written submissions, please complete the anonymous equal opportunities form available at www.coventry2021.co.uk/jobs



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Applications should be sent in PDF format to recruitment@coventry2021.co.uk

TIMETABLE

Advertised	Monday 23 rd November 2020
Applications close	Monday 14 th December 2020, noon
Interviews	Thursday 17 th and Friday 18 th December 2020

Following government guidelines, interviews will likely be held via video conferencing software.

Salary – £32,000 - £35,000 per annum

TERMS AND CONDITIONS

- This is a fixed term post until end of June 2022
- The post is working 39 hours (excluding 30 minute/1-hour lunch) with frequent evening and weekend work. Flexible working may be agreed
- The salary is paid monthly in arrears
- If asked to work additional hours at the weekend, Time Off in Lieu will be given if approved in advance with the Line Manager
- Pension auto-enrolment is applicable and employer contributions are currently 3%. The Trust's appointed pension provider is NEST. Further details are available
- Holiday 33 days per annum including public holidays. Holiday must be taken at a time to suit all colleagues
- Main place of work will be the Trust's Retail and City Visits hub with frequent attendance at meetings offsite. However, given current government guidelines Trust employees are currently homeworking. The successful candidate will be welcomed into the Trust and supported through a remote induction process
- There is a probation period of three months during which time the notice period is one week; on confirmation of appointment the notice period is one month
- On appointment the successful candidate must be able to provide the correct documents as proof of their right to work in the UK for duration of the contract
- The candidate's contract of employment with the Trust does not come into force until the first day of work

For more information about Coventry UK City of Culture 2021 visit www.coventry2021.co.uk



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