

<b>Job Description</b>		
<b>Job Title</b> <b>Captivate Project Co-ordinator</b>	<b>Inspire: Culture, Learning and Libraries</b>	<b>Grade Hay A</b>
<b>Job Purpose</b>		
<p>To develop and deliver the Takeover – Pathways into Work project creating volunteering opportunities for young people.</p> <p>To co-ordinate and support the planning, development, delivery and evaluation of project activities and events.</p>		
<b>Key Responsibilities</b>		
<ol style="list-style-type: none"> <li>1. To develop and co-ordinate delivery of a multi-faceted volunteer programme for young people.</li> <li>2. To engage with young people, project partners, artists, creatives and stakeholders to ensure the programme is targeted and accessible.</li> <li>3. To assist with the recruitment and management of programme participants including induction training and pastoral support.</li> <li>4. To develop and encourage new volunteer roles to ensure a broad offer is available.</li> <li>5. To ensure effective marketing and promotion of the volunteer programme as required.</li> <li>6. Ensure internal and external communications with young people, partners, artists, and venue staff are timely, relevant, and of high quality.</li> <li>7. To support all aspects of project delivery as needed, as directed by the Captivate Partnership Manager.</li> <li>8. To work flexibly in location and time to meet project needs.</li> </ol>		
<p>The post holder will work in accordance with all Inspire policies and procedures, Inspire Brand guidelines, Nottinghamshire County Council contractual requirements, and professional best practice</p>		
<b>Education and Knowledge Required for the role</b>		
<ol style="list-style-type: none"> <li>1. Graduate/postgraduate qualification in Arts, Culture or Community development or Project Management qualification.</li> <li>2. A current understanding of best practice across the arts and cultural sectors.</li> <li>3. Good working knowledge of the principles and practice of people, performance, risk and project management.</li> </ol>		
<b>Skills and Experience</b>		
<ol style="list-style-type: none"> <li>1. Experience of working with children and young people</li> <li>2. Experience of working within a community/arts/cultural service context.</li> <li>3. Experience of planning and delivering projects, events and activities within relevant sectors.</li> <li>4. Excellent organisational skills, delivering projects to time, budget and quality standards.</li> <li>5. Experience of working collaboratively and in partnership to deliver services, with multiple stakeholders</li> <li>6. Experience of providing information to the public or customers using good communication skills.</li> <li>7. Experience of organising own work.</li> <li>8. Confident user of Microsoft Office packages including Outlook, Word, Excel and Power Point.</li> <li>9. Ability to work flexibly including evenings and weekends.</li> <li>10. Willingness to travel to venues and possession of full clean driving licence and use of a vehicle.</li> </ol>		
<b>Role Dimensions</b>		
<ol style="list-style-type: none"> <li>1. To engage with young people in Mansfield and Ashfield specifically targeting hard to reach individuals.</li> <li>2. To work across Inspire as required and with Captivate partners.</li> <li>3. To support Captivate Partnership Manager with project budget management and reporting requirements to funder.</li> </ol>		

*Please attach a structure chart*

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<b>Inspire Competencies</b>			
<b>Competency</b>	<b>Level</b>	<b>How we work at Inspire</b>	
Customer Service	3	<ol style="list-style-type: none"> <li>1. Demonstrates effective customer service skills – in person, online or on the phone - identifies and satisfies customer needs, adjusting their style with a friendly and professional approach as appropriate for the customer</li> <li>2. Responds positively to customer concerns, acts to resolve or reassure customers as needed, agrees solutions with the customer or hands over to an appropriate colleague</li> <li>3. Responds positively to any complaint or suggestion and seeks to resolve it within limits of their authority or hands over to a more senior manager as appropriate</li> </ol>	
Deliver the service offer	4	<ol style="list-style-type: none"> <li>1. Advises and promotes the Inspire Service Offer to customers – to meet their immediate needs and other services that could be of interest or benefit them</li> <li>2. Embraces any changes to the offer and any associated changes to processes or working practices positively</li> <li>3. Shares feedback about the Inspire offer with their line manager and contributes to meetings, discussions and related activities to ensure service delivery and/or improve our offer</li> <li>4. Leads work to develop, enhance or create new elements of the Inspire service offer and where appropriate ensure there is an integrated customer offer and journey</li> </ol>	
Communicating Well	4	<ol style="list-style-type: none"> <li>1. Communicates effectively in person, one-one-one, and in writing respectfully and in a style appropriate to the person and situation</li> <li>2. Communicates effectively in a meeting or other group situation, respectfully and in a style appropriate to the group and situation with a solutions / can do approach</li> <li>3. Debates or discusses positively with colleagues and line manager, sharing views and acknowledging and respecting the views of others and reaches agreement</li> <li>4. Communicates complex information concisely and clearly, negotiates effectively across teams, services or with external partners and reaches agreement with all affected parties</li> </ol>	

*Please attach a structure chart*

Working Together	4	<ol style="list-style-type: none"> <li>1. Adopts a friendly, helpful, supportive and respectful manner when working with others</li> <li>2. Acts in a way that shows they are trustworthy, reliable and transparent in their dealings with others</li> <li>3. Makes and implements decisions fairly, using good judgement and with integrity, in line with Inspire values and role modelling Inspire management and leadership behaviours</li> <li>4. Forms and maintains effective internal and external working relationships across the organisation, with partners and stakeholders motivated by achieving the best for our customers and in best interests of all concerned</li> </ol>
Managing Others	NA	
Leading the Way	3	<ol style="list-style-type: none"> <li>1. Incorporate the spirit of Inspire’s mission, vision and values in the work they do with customers, colleagues and stakeholders</li> <li>2. Articulate and share Inspire’s mission, vision and to enthuse and focus the efforts of colleagues</li> <li>3. Contributes to the decision-making process, stands by decisions made and owns them implementing them</li> </ol>
Working Efficiently & Cost Effectively	3	<ol style="list-style-type: none"> <li>1. Uses Inspire resources and their time effectively to meet service demand, objectives and/or targets</li> <li>2. Plans ahead, making best use if time and resources available to achieve service delivery, maximising the use of technology available, minimising unnecessary travel or waste, prioritising work and working within spending limits</li> <li>3. Resolves competing or conflicting demand for resources and time effectively to meet the needs of themselves, colleagues and customers</li> </ol>
Skills and Qualifications	Level 5	Experienced qualified (3years or more): Foundation Degree or service specific qualification or relevant HND

*Please attach a structure chart*