



WE ARE  
HIRING

SUPPORT  
MANAGER  
ORGANISATIOAL  
DEVELOPMENT



## Role Context

Arts at The Mill (AATM) has grown significantly over the last few years, increasing its income, and expanding its team as well as the range of buildings we develop and inhabit whilst working to make Wigan borough a better place to live, work and grow old.

Arts At the Mill was grown from the ground up by a group of local people who had a desire to change things in Wigan borough. Together, our community created a grassroots, community-led arts centre - The Old Courts - with no prior experience of running an arts venue. We went from selling drinks on a trestle table for grassroots gigs, to running a packed multi-arts programme for people of all ages. Piece by piece, we transformed an abandoned listed courthouse into a major arts venue that now attracts 140,000 visitors a year, and is one of the largest local employers in Wigan Town Centre.

We've transformed the prosperity of Wigan borough's cultural scene by attracting and reinvesting over £4 million of income and grants, reviving disused cultural and heritage spaces, creating permanent jobs in the local cultural sector and sustaining further jobs in construction, retail and hospitality, providing cross-artform cultural opportunities for our community and supporting local artists and projects to apply for funding. Beyond our walls, we work in partnership as much as possible to leverage investment, regenerate public spaces and support the growth and development of grassroots, community-led cultural and social organisations in Wigan borough. We call the approach we are taking Cultural Community Wealth Building.

The positive impact we have made in Wigan has led to demand from organisations and local authorities across the country. Underserved towns are looking to use our approach to improve lives, local economies and access to opportunity through culture and creativity.





Nationally, we lead the Collaborative Touring Network (CTN), a growing collective of organisations based in Wigan, Torbay, Thanet, Peterborough, Medway, Gloucester, Scarborough, Bradford and Stoke-On-Trent, that has been running since 2013. Supported by Arts Council England and Esmée Fairbairn, with £1.7m funding over three years, CTN works with artists and communities to make and tour life-affirming, soul-shaking, perspective-changing shows across England. As lead of the network, we want to share what we've learned from taking a Cultural Community Wealth Building approach in Wigan with these typically underserved towns by empowering leaders on the ground to build organisational sustainability, diversify funding streams and support and grow a community's social assets.

The Support Manager: Organisational Development will work to support the case for longer term investment in the local communities we work with, both locally (Wigan Borough) and nationally (through the national Collaborative Touring Network) by empowering and upskilling partners, developing shared tools, and building a strong evidence base. This is a position ideally suited to an experienced professional who may have transferable skills from another sector and is looking to make a difference.





## Your New Commute

Wigan is in the heart of the North West with established travel networks, making it an ideal place to live and work.

Your new office in Wigan Town Centre is easily reached in less than an hour from Manchester and Liverpool. Easy access to the motorway network will make business trips a breeze via the M61, the M6 and M62 or the M61 and A56 (Manchester) and M58, A571 and A580 or the M62 (Liverpool). With two train stations in the town centre, the area also benefits from fantastic public transport links with a regular, speedy service to the surrounding cities.

We expect the post holder to regularly travel around the Wigan borough and to national meetings.

## Your New Office Base

Your new role will be housed at The Old Courts, home to Arts At the Mill CIC, a multi-arts centre situated just a two minute walk from both Wigan town centre train stations. The building also houses a range of other arts and community organisations, local enterprises, cafe/bars, record store, studio theatre, music venue and multi-use spaces.



# Support Manager: Organisational Development

## About You

As someone who is interested in, and passionate about the areas in which Arts At The Mill operates – arts, community and heritage – you are a highly motivated, organised individual who is able to think strategically, develop existing opportunities and identify new ones that push the organisation and its mission forward.

- You will be bringing expertise in organisational development, resilience, and finance to the role
- You will be a comfortable communicator, able to connect with a wide range of partners - from small, grassroots organisations to major businesses and Local Authorities
- You can provide strategic leadership and accountability, fostering a supportive and positive team culture that enables colleagues to thrive
- You will have expertise in employing economies of scale across large projects/networks

**Job Title:** Support Manager:  
Organisational Development

**Salary:** £32,000-£34,000 gross per annum

**Hours:** 37.5 hours per week

**Overtime:** No overtime payments

**Annual Leave:** 33 days including bank holidays

**Probation period:** 6 months, with a 3 month review

**Notice period:** 3 months

**Contract Period:** Permanent

**Workplace Pension:** Arts at the Mill CIC pension scheme provided by True Potential.

**Location:** Office (Arts At The Mill CIC T/A The Old Courts, Crawford Street, Wigan).

Whilst the role is predominately based in Wigan, it will be an expectation that you will visit each CTN partner location at least once within the first 12 months – a minimum of 6 and a maximum of 9 visits per year. Travel, accommodation, and expenses will be provided whenever this is required. This includes overnight stays.

This role is 5 days a week: usual office hours are 10am-6pm. We offer flexible working where possible. Some evening, weekend and bank holiday working may be required.

This post is subject to Disclosure and Barring Service Enhanced checks.

## How & Who the role works with

The Support Manager: Organisational Development will work closely with the Head of Development on local work in Wigan borough, and with the Project Director of Producing and external consultants on the national strand of our work, the Collaborative Touring Network (CTN).

Internally, the Support Manager: Organisational Development will work with the Development Team, Producing Team, Senior Management Team, Directors, Per-project Managers, Programming Team, Marketing Manager, Operations & Finance Team. Externally, funders, stakeholders and potential stakeholders including Local Authority and community groups.

## About the role

The Support Manager: Organisational Development is responsible for supporting a wide range of organisations and projects throughout the borough of Wigan, and nationally, through the Collaborative Touring Network.

Outlined below are several standard duties that this job role entails. This job description is a guide to the nature of the work. It is not wholly comprehensive or restrictive and may be reviewed as required; other responsibilities may be added depending on experience and need.



## Principle duties and responsibilities

**Support the sector to thrive:** The role is responsible for empowering organisations to become more 'funding ready'; developing governance, evidencing impact and unlocking investment that positively impacts organisations and the local communities they serve. This includes:

Locally:

- > Supporting the development other local creative and community businesses in Wigan borough by providing support bespoke to need
- > Working in partnership with others - from arts organisations to radio stations, community groups, local authority, and local businesses
- > Tracking and evidencing the support we give to other organisations and the positive impact it has on their confidence, growth, and sustainability
- > Representing Arts At The Mill CIC in key projects that champion our approach and support other organisations to thrive, such as Proper Good
- > Organising and growing a monthly networking event for Social Enterprise in Wigan, promoting local organisations, booking speakers and session trainers

Nationally:

- > Establishing guidance and process for Collaborative Touring Network partners to access flexible investment towards Cultural Community Wealth Building, ensuring that investment leverages further income into local areas for the direct benefit of communities
- > Assist partners in becoming 'bid-ready' for this investment; providing support, creating resources, and developing strategies with individual partners and the network as a collective

**Develop income:** The Support Manager, Organisational Development will explore new prospects for the Collaborative Touring Network and Arts At The Mill. This includes

Locally:

- > Responding to opportunities for Arts At The Mill CIC to develop and diversify its income streams, for example, through consultancy, training and public sector contracts
- > Supporting the project management of new income-generating projects such as Small-Scale DAB (SSDAB) at Arts At The Mill CIC

## Principle duties and responsibilities

### Nationally:

- > Identifying and honing the approach led by The Old Courts in Wigan into a model, championing Cultural Community Wealth Building in Wigan and across the Collaborative Touring Network nationally
- > Establishing income generating consultancy opportunities for CTN by packaging up expertise within the network and forging partnerships with other place-based initiatives such as Creative People and Places
- > Packaging CTN's tools, resources, and expertise, and sharing these to encourage more networked working nationally in place-based initiatives, whilst also developing a new income stream for the network

**Promote economies of scale:** The Support Manager: Organisational Development will be responsible for exploring and reviewing ideas which can reduce replication across Arts At The Mill's work and within the Collaborative Touring Network

- > Taking part in an internal working group focussed on ensuring efficiencies across Arts At The Mill's live projects
- > Prioritising economic and environmental responsibility across the Collaborative Touring Network spending.

**Support Organisational Development:** The Support Manager: Organisational Development will contribute to developing our organisation by:

- > Networking effectively with funders, and key stakeholders, attending events to represent Arts At The Mill as required
  - > Contributing to reports and data that evidence Arts At The Mill CIC's impact on the wider sector
  - > Support the Head of Development and/or Project Director of Producing with the development of relevant external facing documents and presentations when necessary
  - > Developing and maintaining effective working relationships with all departments, resident organisations and third parties
  - > Keeping informed on Arts At The Mill's upcoming programme, projects and events, and those of its resident and partner organisations
  - > Working actively within the Arts At The Mill's Equality, Safeguarding, Environmental, Health & Safety and other policies
- Undertaking any other reasonable duties as requested by the Project Director of Development and Managing Director.



## Person Specification

Experience	Desirable	Essential	Identified
Track record of meeting or exceeding income targets		X	Application / Interview
Demonstrable experience of successfully supporting other organisations to develop sustainability		X	Application / Interview
Demonstrable understanding of sustainable business models		X	Application / Interview
Experience in managing the distribution of small funding pots	X		Application / Interview
Experience of and a commitment to robust safeguarding	X		Application / Interview
Experience of working in areas of low arts engagement with diverse communities	X		Application / Interview

Skills & Abilities	Desirable	Essential	Identified
Able to maintain effective, positive and long-lasting working relationships with a wide variety of people and organisations		X	Application / Interview
Excellent time management skills		X	Application / Interview
Excellent written and verbal communication skills, negotiation and advocacy		X	Application / Interview
Strong numeracy skills, financial management skills and able to set and analyse significant budgets, cash flow and forecasts		X	Application / Interview
Commitment to equal opportunities and an ability to relate to people across the community		X	Application / Interview
Good IT skills with a good working knowledge of Microsoft Office Word and Excel, and ability to learn new project management software		X	Application / Interview
Ability to work flexibly according to the requirements of the post		X	Application / Interview

## Person Specification

Knowledge	Desirable	Essential	Identified
Good working knowledge of Wigan borough, its cultural landscape, communities and geography	X		Application / Interview

Special Working Conditions	Desirable	Essential	Identified
Compassion and care for social issues and an understanding of the organisation's mission		X	Application / Interview
Understanding and commitment to equal opportunities and an ability to relate to people across the community		X	Application / Interview
Happy to travel to each of our national CTN partner locations once per year		X	Application / Interview
A commitment to working with others to achieve agreed outcomes		X	Application / Interview

The **Essential** criteria are the qualifications, experience, skills or knowledge you must show you have to be considered for the job. The **Desirable** criteria are used to help decide between candidates who meet all the **Essential** criteria. If the 'Identified' column says 'Application' you must include in your application information to show how you meet the criteria using examples from paid/voluntary work or Education.





## How to apply

We are actively seeking diversity and lived experience in our workforce. We would love to receive applications from people who identify as working class, LGBTQIA+, deaf or disabled, care-experienced, young carers, young people of South, East and South East Asian heritage, African or Caribbean heritage, Gypsy, Roma or Irish Traveller heritage or Latinx heritage.

To apply, please send your CV and a cover letter to Shirley Bailey ([jobapp@theoldcourts.com](mailto:jobapp@theoldcourts.com)) with the subject line APPLICATION: SUPPORT MANAGER - ORGANISATIONAL DEVELOPMENT. Your application should not exceed three A4 pages and should include your work history, qualifications or equivalent lived experience and should refer to how your skills and experience mean that you fit the essential and/or desirable criteria for the role.

Application deadline:  
**Midday, Monday 13 March 2023**

Interviews:  
**27 - 31 March 2023**

If you would like support with access, please contact Head of People Shirley Bailey by email: [jobapp@theoldcourts.com](mailto:jobapp@theoldcourts.com)

We look forward to receiving your application.

