



Support Manager

Role Profile

Details

Position:	Support Manager
Grade:	Higher Executive Officer
Duration:	6 month fixed term contract
Whole Time Equivalent:	Various
Reports to:	Arts Director

Background

The Arts Council's responsibility within the artform/arts practice area extends to a broad range of artists and organisations, and a correspondingly wide audience. As the largest funder of the artform/arts practice area nationally the Arts Council has a critical responsibility to ensure that it is developed and that funding is wisely invested and monitored.

Role Overview and Purpose

This role offers an exciting opportunity to contribute to the management of the one of the Arts Teams. The role arises due to changing work arrangements. As the development supports, funding schemes and budgets of Council have expanded additional skilled, knowledgeable people are needed to support the work of the team. The team is responsible for policy formulation, development initiatives, funding and relationship management.

Working closely with the permanent Head of Team, the Support Manager will manage a specific number of funding and grant assessments, including limited relationship management in the arts/practice area; motivate and collaborate with the Arts team; sign-off on and oversee a number of award payments.

This post holder will report to the Arts Director and will partner the Head of Team across their responsibilities, the management of the team and other staff in the implementation of specific cross-organisational projects to deliver the objectives of the ten year MGAW strategy - [Making Great Art Work](#).

Key Responsibilities

General Manager Responsibilities:-

- Actively contribute to the delivery of the Arts Council's strategic goals and the ten year MGAW strategy - [Making Great Art Work](#);
- Lead the project teams by example, coaching and supporting individuals as required;
- 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 projects and work activities at the same time;
- Delegate work effectively, providing clear information and evidence as to what is required;
- Practice and promote a strong focus on delivering high performance and service delivery;
- Contribute to strategic decision-making where required;
- Create and maintain collaborative internal and external relationships;
- Make clear and timely decisions on important issues as required.

Support Manager Specific Responsibilities:-

- To partner with the Head of Team in policy formulation, development initiatives, grant and relationship management, to deliver the Arts Council strategic objectives and corporate plan.
- To lead designated arts staff.
- Lead, motivate and support team members (and adviser/s if applicable)
- Establish, develop and manage funding relationships in your area as agreed.
- Deliver funding rationale and recommendations.
- Establish current profile and emerging trends and opportunities
- Provide expertise and intelligence to support on development of sound policy making and strategy.
- Develop and implement agreed initiatives/programmes

Any other duties appropriate to the Grade that may be assigned from time to time

Skills, Knowledge and Experience

Essential

- A minimum of five years' relevant experience;
- A demonstrable commitment and interest in the development of the art form;
- An understanding of the policy environment for arts development, in particular for this art form and its related areas;
- An understanding of the key strategic issues relevant to arts development in the current environment;
- An ability to think analytically and communicate complex ideas clearly and effectively;
- Good interpersonal skills, including an ability to listen and negotiate;
- Evidence of experience/ability in strategy development and implementation;
- Evidence of experience/ability in managing funding and other client relationships;
- Excellent standards of written and oral communication;
- A commitment to high standards of public service;
- A proven ability and experience in management and

administration.

Desirable

- Experience working in an international environment, particularly within the relevant Artform /art practice context
- A full driving license
- The ability to converse in the Irish language, both verbally and in writing.

Qualifications

- The successful candidate will ideally be academically strong with at least a primary degree, and preferably a post-graduate or professional qualification in a relevant area.

Required Competencies for the Role

In addition to the aforementioned duties and requirements, the successful candidate must be able to demonstrate that they possess the requisite competencies required for this middle management position. The required competencies for the role of Higher Executive Officer (H.E.O.) are outlined below.



Source: Public Appointments Service

Higher Executive Officer Level Competencies

Effective Performance Indicators

Team Leadership	Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise
	Provides clear information and advice as to what is required of the team
	Strives to develop and implement new ways of working effectively to meet objectives
	Leads the team by example, coaching and supporting individuals as required
	Places high importance on staff development, training and maximising skills & capacity of team.
	Is flexible and willing to adapt, positively contributing to the implementation of change
Analysis & Decision Making	Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors
	Takes account of any broader issues and related implications when making decisions
	Uses previous knowledge and experience in order to guide decisions
	Makes sound decisions with a well reasoned rationale and stands by these
	Puts forward solutions to address problems
Management & Delivery of Results	Takes responsibility and is accountable for the delivery of agreed objectives
	Successfully manages a range of different projects and work activities at the same time
	Structures and organises their own and others work effectively
	Is logical and pragmatic in approach, delivering the best possible results with the resources available
	Delegates work effectively, providing clear information and evidence as to what is required
	Proactively identifies areas for improvement and develops practical suggestions for their implementation
	Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively.
	Applies appropriate systems/ processes to enable quality checking of all activities and outputs
Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers	
Interpersonal & Communication Skills	Builds and maintains contact with colleagues and other stakeholders to assist in performing role
	Acts as an effective link between staff and senior management
	Encourages open and constructive discussions around work issues
	Projects conviction, gaining buy-in by outlining relevant information and selling the benefits
	Treats others with diplomacy, tact, courtesy and respect , even in challenging circumstances
	Presents information clearly, concisely and confidently when speaking and in writing
Specialist Knowledge, Expertise and Self Development	Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department/ Organisation and effectively communicates this to others
	Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work
	Focuses on self development, striving to improve performance
Drive & Commitment to Public Service Values	Strives to perform at a high level, investing significant energy to achieve agreed objectives
	Demonstrates resilience in the face of challenging circumstances and high demands
	Is personally trustworthy and can be relied upon
	Ensures that customers are at the heart of all services provided
	Upholds high standards of honesty, ethics and integrity