



## Role Profile

### Details

Position:	Head of Investment Services
Grade:	Higher Executive Officer
Whole Time Equivalent:	Full-time – 5 days per week
Reports to:	Corporate Services Director

### A. Department and Role Overview

Building on the work that has taken place in Strategic Development in the context of MGAW in recent years, there is now an opening for a new role in Investment Services. This role is required to manage the daily work of the Investment Services Department (formerly Operations within the Corporate Services) as well as strategic business improvement in line with MGAW and the needs across the organisation.

In particular, the incumbent in this role will oversee our business process management critical to our functioning in relation to grant making:

### B. Key Responsibilities

#### As a Manager:-

- Drive the values, vision and mission of the Arts Council
- Actively contribute to the delivery of the Arts Council's strategic goals and the ten year MGAW strategy – Making Great Art Work;
- Contribute to policy and strategy development across a range of areas.
- Strive to develop and implement ways of working effectively to meet objectives;
- Lead the team/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.



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### As Head of Investment you will be responsible for:-

- Managing the effectiveness of schemes/awards
  - Work with colleagues in SDD and Arts Teams to establish the effectiveness of our schemes and awards
  - Analytically review/critique all schemes/awards on an on-going basis to ensure they are working consistently and efficiently
- Establish framework to continuously review and develop funding supports for programmes, schemes and initiatives including multi-annual funding;
- Incorporate the role currently covered by Artist Services;
- Publication of the investment strategy;
- Support Arts Teams to maximise their use of data in making assessments in particular including the arts activity report;
- Lead out on the scheduling of the schemes and awards annually with particular focus on the logic of the timing from an arts effectiveness point of view;
- Work with the strategic development department to improve monitoring and outcomes and impacts of Arts Council investment;
- Set up processes and procedures to manage funding agreements as the basis of recurring relationships with arts organisations;
- Create model for managing strategic partnerships;
- Manage the staff of the operations team (Grants/Awards and Payments);
- Take responsibility and manage the panel process for consistency across the organisation;
- Lead out on strategic planning in relation to our investment approach to ensure continuous business improvement in line with corporate strategy;

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

### C. Essential Skills, Knowledge and Experience

- Project management and resource planning
- Research techniques including quantitative and/or qualitative methodologies
- Strong analysis and problem solving skills
- Ability to communicate knowledge and experience clearly in person
- Excellent verbal and written communication skills
- Strong interpersonal skills
- Strong facilitation skills
- Arts Council ICT systems user knowledge
- Business process management experience and ability
- Ability to work at all levels in an organisation and build relationships with multiple colleagues
- Drive and patience
- Organisation skills, including time management and the ability to work under pressure and to deadlines
- The desire and ability to manage people

### D. 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.

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### 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

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### 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