



Creative Learning Manager

Job Description
Person Specification

May 2022

Wycombe Swan is one of twelve regional theatre and live entertainment venues within the **Trafalgar Entertainment** group. Trafalgar Theatres (Previously HQ Theatres & Hospitality) manage twelve venues on behalf of local authorities across the UK; from live music venues and concert halls to large auditoria presenting top West End productions, high profile live music and comedy, ballet, opera and family theatre, and recognised for providing industry-leading hospitality and first class customer experiences.

Wycombe Swan is located in the heart of the High Wycombe town centre and comprises of three distinct spaces to provide the people of Buckinghamshire with top-quality musicals, drama, comedy, dance, family shows, one night events, and a world-class pantomime. With a capacity of 1,076 seats, the Main auditorium boasts superb acoustics, a large stage and adaptable seating. The historic Old Town Hall offers a smart, distinctive, multi-use space with staging and seating up to 400 and 600 standing. Rounding off the spaces is the ornate Oak Room, providing a glorious and elegant setting for events of up to 120 people. More than just high quality programming seen in the main space, Wycombe Swan regularly hosts conferences, graduations, parties and weddings, with exquisite food provided by the in-house catering team.

The Wycombe Swan and Old Town Hall has always been at the heart of the Wycombe community. We are proud to be a venue that supports local community hires, alongside nurturing the young talent of Bucks through our youth drama activities. Playing our part during the Coronavirus pandemic operating as a vaccination centre for the NHS, we are now looking to grow our team with passionate and talented individuals.

Employment type: Full Time

Salary: c. £27,000 p.a. dependent on experience, ability and potential

Hours: 40 per week over 5 days out of 7, subject to variation to meet business requirements. This may include evenings, weekends and bank holidays.

Work location: You will be based at Wycombe Swan, High Wycombe and may be required to travel to and work at other Trafalgar Theatres venues. Approved travel expenses will be reimbursed.

Purpose of the role: The post holder is responsible for successfully devising and implementing an innovative education and outreach programme which compliments and enhances the Wycombe Swan's artistic programme, as well as managing the theatre's relationship with community partners and stakeholders.

Our ideal candidate: An experienced, organised, self-motivated and creative individual with a genuine passion for arts and education in the community and a proven track record of successful engagement and delivery in this field of work. Appointment to the post is subject to DBS clearance.

Closing date: Monday 13th June 2022, 12pm

How to apply: Please complete an Application Form available at wycombeswan.co.uk and submit with a covering letter to admin@wycombeswan.co.uk with the subject title 'Creative Learning Manager. Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board! Please feel free to attach a CV too if you wish.

REPORTING

You will report directly to the Theatre Director

You will work closely with the Wycombe Swan senior management team, including the Marketing Manager, Technical & Buildings Manager, Hospitality General Manager and Theatre Administrator.

The posts you will line manage in this role include freelance practitioners, workshop leaders, casual staff, work placement students and volunteers.

KEY ACCOUNTABILITIES

Strategic

- Develop, implement, and coordinate an innovative creative learning and outreach strategy linked to the core programme, aims and objectives of Wycombe Swan.
- Develop a high-quality education, youth engagement, creative projects and professional development programme, sourcing partnership funding and seeking to maximise return on investment, participation, and quality of experience.
- Prepare reports and evaluations of all community and creative learning activities, as required.
- Create and develop sustainable relationships, partnerships, and projects with groups of organisations across the range of communities in the region, in particular the education sector, thereby facilitating ways of making Wycombe Swan economically, culturally and intellectually accessible whilst at the same time maximising use of the venue.
- Explore new ways of engaging with young people, through the formal education and other activities, to grow youth involvement and collaboration with Wycombe Swan.
- Explore ways of involving adults in the theatre's creative learning activities, encouraging increased use of the venue for this purpose.
- Research and engage the skills of artists and companies with expertise to deliver high quality participatory workshops, education, and outreach work, which include, but not limited to, Music Memory Café, Spring and Summer Youth Projects, Youth Theatre, Family Open Days, backstage tours and holiday workshops.
- Ensure educational and creative learning at all times promotes inclusivity and diversity.

Operations

- Coordinate and manage Wycombe Swan's work experience placements in accordance with the Company's Safeguarding Policy.
- Represent Wycombe Swan at industry and local events, nurturing the venue's external partnerships, creating links with the local community and at all times acting as an advocate for creative learning and education through the arts.
- In collaboration with the marketing team, design and produce educational and creative learning promotional material.
- Utilise Wycombe Swan's database for targeted direct mail, email and other promotional functions, monitoring, and reporting on their effectiveness, as required.
- House manage performances and participatory events as required.

Line Management

- Ensure recruitment of staff and/or engagement of volunteers, freelance and other external partners is carried out in accordance with the Company's Safeguarding Policy and Buckinghamshire Council's guidelines.
- Act as Wycombe Swan's leader and representative on all matters pertaining to safeguarding of children, young people and/or vulnerable adults, in accordance with the Company's Safeguarding and Policy and guidelines and Buckinghamshire Council guidelines.
- Effectively undertake all management responsibilities of casual staff, volunteers and the freelance creative learning team including inductions, rostering, training and development as applicable.
- Ensure that objectives, targets and work performance standards are understood and owned by your direct reports through appropriate communication and participation.
- Ensure your teams are kept up to date with and has access to the latest versions of Company policies, health and safety and/or other relevant information pertaining to their role.

Financial

- Effectively manage and control Wycombe Swan's creative learning budget, ensuring that expenditure is contained within approved limits.
- Ensure agreed creative learning income targets are achieved.

Administration

- Ensure up to date Company policies, health and safety and other relevant information is sent to clients and host organisations as required.
- Adopt a reactive and flexible approach to planning, prioritising, and implementing day to day administrative duties relevant to the job role, including but not limited to drafting and preparing emails, letters, reports, minutes, forms and procedures, as appropriate.
- Organise, plan, lead and proactively contribute to education, community and other meetings as required.

Health & Safety

- Act as Wycombe Swan's designated Safeguarding Officer (SO), undertaking all associated responsibilities and ensuring compliancy with child protection legislation and the Company's Child Safeguarding Policy.
- Ensure the Creative Learning Department complies with health, safety, licensing, and child protection policies at all times.
- Organise DBS checks as applicable.
- Support managers in the dissemination, implementation and promotion of Company and local health and safety procedures and best practice.

Recruitment, Training and Development

- Effectively plan and co-ordinate training, development and learning requirements within the venue's training budget limits.
- Ensure staffing levels are always appropriate to meet business and service requirements.
- Effectively manage recruitment and on-boarding in collaboration with senior management and the Theatre Administrator, with the aim of always attracting and engaging the best available talent.

Other Responsibilities

- Undertake any relevant training and development that may be required, and to keep abreast of relevant industry developments.
- Adherence to all Group and Theatre Health & Safety at Work procedures, to minimise the risk of injury and accidents, personal and to others.
- Dress in accordance with Company uniform policy, and wear protective clothing where issued and instructed.
- At all times, act as an ambassador for the venue and Trafalgar Theatres.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Experience

- A minimum of three years' experience and evidence of effectively initiating, developing and project managing a creative learning, education and Outreach programme.
- A history of creating partnerships and working with theatre, dance, visual arts and/or theatre in education organisations.
- Proven experience of successful fundraising project management, including sourcing, researching, collating information and evaluating funding applications.
- Proven experience of budget control and maintaining accurate financial records.

Skills

- At least a good basic level of competency using Outlook, Word and Excel.
- Excellent written and verbal communication abilities in dealing with colleagues, the public, stakeholders and industry colleagues.
- The ability to communicate across multiple levels with sensitivity, discretion and confidentiality.
- Excellent organisational and planning skills and the ability to delegate effectively to others.
- That you are self-motivated and equally able to work independently or as part of a team.
- The ability to work calmly and effectively in a pressurised work environment.

Knowledge

- An in-depth working knowledge of protection and safeguarding legislation, policies and practice, including DBS.
- Knowledge or formal and informal education sectors, national arts policies, fundraising infrastructures, and Access issues pertinent to the theatre industry.

Attitude

- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues, peers, and partnerships.
- A presentable, professional, and approachable manner which sets an example for others to follow.
- A willingness to work evenings, weekends and/or Bank Holidays.
- A desire to undertake training, learning and development relevant to the job role.
- An interest in and enthusiasm for live theatre, entertainment, and hospitality.

Desirable

- Experience of marketing, sales, press and PR and understanding of the role these functions play in creative learning.
- Experience of successfully recruiting, engaging, and managing arts workers and practitioners.