

Learning & Participation Consultant

Full Time (Part Time considered)

Permanent Contract - £29,500 FTE

Description of the role and Person Specification

The Audience Agency is looking for a **Learning & Participation Consultant**. You will bring expertise and experience in supporting arts and cultural organisations to be engaging, accessible and relevant to everyone. You will be a confident advocate for the role arts and culture can play in people's lives and understand the multifaceted, rich and complex nature of issues around diversity, access and inclusion. Through your prior experience, most likely within diversity, engagement, learning or similar roles in the sector, you will have a strong network of relationships in the field and an excellent grasp of wider policy landscape. As a proactive networker, you will relish the opportunity to build our existing networks and develop new client relationships to share our learning, participation and engagement offer to a wider client base.

As Learning & Participation consultant you will deliver a range of services, which support cultural organisations to deepen their engagement with audiences and develop their engagement skills and practice. The post focusses on supporting cultural organisations to develop actionable insight and an inclusive approach to engage audiences that include, but is not limited to, younger audiences, local communities, learning audiences, elders and others who may share specific interests and needs. The post requires collaborative working with lots of individuals within a fast-moving environment, from working independently with clients on smaller scale projects, to working with colleagues on larger programmes.

The range of learning and participation services we offer includes:

- Support designing and setting up engagement, learning and participation strategies
- Community consultation
- Research and evaluation
- Training
- Facilitation, network support and monitoring.

Deadline for applications: **12pm Friday 9 March 2018**

Interviews will take place on **Monday 19 - Tuesday 20 March 2018** at our London office.

For full job and application details, visit: <https://www.theaudienceagency.org/careers>

Please see the Application Form for information about how to apply; please contact us on 0161 234 2956 or jobs@theaudienceagency.org if you require this information in an **alternative format**.

The Audience Agency

The Audience Agency is the national authority on audience behaviour and strategy. We are an experienced team of arts and culture specialists that provides a wide variety of consultancy and research services. As a thriving, fast growing not-for-profit organisation we work with hundreds of clients that are comprised of organisations of all sizes across the sector providing sound advice, cutting edge intelligence and breakthrough ideas to develop and grow their audiences.

For more information about our organisation and team please see www.theaudienceagency.org/about

Primary responsibilities of the role

Relationship building and consultancy

- To provide consultancy and support services to arts and cultural organisations on engagement, learning, diversity, inclusion, access and participation
- To design, manage and support key engagement, learning, diversity, inclusion, access and audience development projects and initiatives
- To cultivate clients and partners
- Working to individual and team income targets, with an expectation of creating a proactive approach to prospecting and securing new work
- To work within our consultancy approach and framework, making the most use out of our systems (such as CRM) and agreed approaches to consultancy
- To supervise and support occasional project, freelance, casual staff and volunteers as appropriate

Representation and external liaison

- To represent the company externally to clients, strategic partners, funders and policy makers as required
- To contribute to external events, as a speaker at conferences and seminars, or by aiding colleagues

Resources and communications

- To create relevant resources for The Audience Agency
- To provide relevant content and resources for The Audience Agency website, general newsletter and other communication channels

Best practice

- To model best practice in equal opportunities and diversity based on the company's policies in these areas

Monitoring and reporting

- To set up and maintain effective project administration systems
- Effective day to day management of relevant project budgets
- To collate and draft information for funding applications and reports
- To ensure all work undertaken is compliant with Data Protection and other relevant legislation

The Audience Agency as a learning organisation

- To take an active part in all team planning, learning and training
- To share internally the insights and learning gained from your work
- To contribute to developing a cross functional collaborative style of working
- To be aware of and act within the guidelines laid out in The Audience Agency Equal Opportunities and Diversity policies
- To be aware of The Audience Agency's values and to conduct business with clients in their spirit

Additional job details

Progress monitoring

In accordance with standard business practice this role is subject to the successful completion of a three month probationary period. During this period we will review with you your on-going performance and suitability for the post.

Salary

The post is offered on a permanent full-time contract, although part-time would be considered for the right candidate. The role is offered at an annual salary of £29,500 inclusive of London Weighting for a full-time member of staff.

Location

Although the role has a national remit, it will have a specific focus on London and the South, so the role would suit someone with an understanding of, or a background in London and South to complement the rest of the team. This role will be based from our London office.

Hours

The role is offered full time basis, which is 35 hours across 5 days per week. Core office hours are between 10am - 6pm daily, although hours for this role may vary depending on project need.

The Audience Agency will try to be flexible and understanding in allowing staff to adopt hours which suit individual circumstances as long as these hours do not affect work effectiveness.

Holiday

The leave entitlement is 25 days per annum pro-rata. Public/Bank holidays are in addition to this personal leave entitlement.

Contract

The post is offered on a permanent full time contract (part-time considered).

For more details of the specific role please contact Lucie Fitton, Head of Learning & Participation Email: lucie.fitton@theaudienceagency.org

Person Specification – Learning & Participation Consultant

Please give concrete examples in your application of where and how you've acquired and applied the necessary skills and experience.

Essential (E) Desirable (D)

Experience

- Significant experience leading and project managing learning, engagement, diversity, inclusion, or participation work in a cultural organisation (E)
- Proven experience working with at least three of the following audiences or subject areas: families, elders, local communities, disabilities, young people, those experiencing challenging circumstances or social isolation, access, diversity, inclusion (E)
- Experience of training and workshop design and delivery (E)
- Experience of interpretation and application of research/evaluation findings (E)
- Experience of working in the cultural or charity sector (E)
- Facilitating consultation (D)
- Delivering training with cultural professionals (D)

Qualifications

- A qualification or comparable experience in arts, culture, or heritage (D)

Knowledge

- Excellent knowledge of the cultural sector and engagement and diversity landscape nationally (E)
- Understanding of the barriers that prevent potential audiences engaging with arts and culture (E)
- Good knowledge of audience development, and research principles (E)
- Understanding of cultural policy and funding landscape, especially in relevant areas (E)

- Good knowledge of key relationships and good contacts and networks within the cultural industry, especially within learning and engagement departments and organisations (E)

Skills

- Good communicator, both in person and writing (E)
- Good project manager (E)
- Good facilitator and has ability to respond and listen to client needs and audiences/participants (E)

Personal Qualities

- Able to demonstrate a solution focused collaborative approach to working - especially cross team (E)
- Ability to support the Head of Learning & Participation in their overall strategy for this strand of The Audience Agency work, making a positive contribution to success in this area (E)