

Job Description

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| Job Title: | Deputy Director |
| Reporting to: | Director |
| Direct reports: | Finance Manager, Building & Facilities Manager, Marketing Manager, Visitor Experience Manager, Visitor Experience Supervisor, Third Party Cleaners, Third Party Café, Events Manager |

Role Overview

The Deputy Director works closely with the Director and in collaboration with the Senior Leadership Team (SLT) on the strategic direction and business planning of the organisation. The Deputy Director is responsible for the effective internal operation of the organisation, embracing its administrative, facilities, financial, personnel, IT and legal functions as well as its income generation growth strategy. The post holder has executive responsibility for the development and delivery of all aspects of the Business Plan and Arts Council England's National Portfolio funding agreement, monitoring all Key Performance Indicators. The Deputy Director works with the Director and SLT to shape a sustainable future for the Gallery, maximise income generation and reduce environmental impact.

Main Responsibilities

Strategic Management

- Develop operational policies, procedures and documentation, including risk management, ensuring they are up to date and reflect the organisation's values and align with the Arts Council's Investment Principles.
- Lead the organisation's business plan alongside the Director and with support from the SLT, ensuring this is in line with the organisation's vision, offer, purpose and values.
- Maintain effective financial, technical and administrative systems to support the delivery of Nottingham Contemporary's objectives.
- Provide timely reporting on progress against operational plans and KPIs, keeping the Director informed of all critical matters.
- Develop the audience development strategy for Nottingham Contemporary, including identifying and communicating with stakeholders and understanding our audience profiles to ensure growth of new and existing audiences.
- Develop communication strategies and oversee plans and activities for the organisation, including programmes, campaigns and events.
- Manage the departmental budgets to ensure value for money.
- Manage the preparation and submission of annual applications to key public sector funders, including Arts Council England, Nottingham City Council and HE partners by providing relevant departmental data and information.

- Define a dynamic marketing and brand strategy in collaboration with the Marketing Manager that delivers growth and raises the profile and reputation of Nottingham Contemporary as an international centre of contemporary art.

Financial Management

- Lead responsibility for all aspects of financial management and administration of the organisation, including related regulatory reporting.
- In collaboration with budget holders, ensure efficient and effective budget management, maximising cost-savings and value for money across the organisation.
- In liaison with the Director and SLT, set and manage annual and multi-year budgets and resources, providing suitable reporting on a regular basis to the Director, budget holders and Trustees.
- Oversee the work of the Finance Manager, ensuring that bookkeeping systems and accounting records are maintained accurately, together with the production of monthly management accounts, including forecasts and variance analysis for the Director, budget holders and Board of Trustees.
- Ensure the effective management of contracts and relations with external providers so that they make a demonstrable contribution to supporting the needs of the organisation and provide value for money.
- Prepare year-end accounts, financial statements, statutory accounts, and annual reports in compliance with the Charity Commission and Companies House.
- Oversee and manage the annual audit with support from the Chair of the Finance and Audit Committee.
- Oversee the payroll and pensions process in conjunction with Finance Manager and People and Executive Officer, ensuring compliance with HMRC and other regulators.

Governance

- Act as the lead with key public sector funders including Arts Council England and HE partners to lead the preparation and submission of annual applications, monitoring arrangements (including KPIs) and reports as required by these bodies, working closely with the SLT.
- Ensure that all insurances, including business, public liability, employer's liability and exhibition and off-site project insurances are properly in place, and manage insurance claims.
- Ensure that legal responsibilities of Nottingham Contemporary are met including charity, company and health and safety, liaising with solicitors as required.
- Attend and report at Board and Committee meetings and support governance processes.

Operational, Building and Facilities Management

- Oversee the work of the Building & Facilities Manager, maintaining overall control of facilities and building management, ensuring health and safety compliance.
- Liaise with Nottingham City Council to negotiate and maintain the lease, business rates and building-related issues, working closely with the Director and the Building & Facilities Manager.

- Ensure the organisation's business continuity and emergency plans are maintained and regularly updated.
- Managing the gallery's insurance cover ensuring that it meets a risk/ cost profile
- Ensure the organisation maintains its required licences and complies with the lease, and all relevant legislation, regulations, and tenancy agreements.
- Ensure regular Health and Safety risk assessments take place.
- Oversee the ongoing maintenance and operation of the building, its plant, fittings, equipment and facilities management systems, taking into consideration the exhibitions programme and schedule of public, educational and corporate events.
- Ensure the efficient maintenance and excellent presentation of the building.
- Leading the organisation's environmental sustainability as co-chair of the Green Team. Ensuring that environmental sustainability is prioritised and appropriately incorporated within the gallery's operations, from energy use to materials sourcing, to reduce the environmental impact.
- In collaboration with Managers, ensure appropriate safety and security provisions for both staff and the public using the building and its grounds.
- Ensure the effective management of all external contracts, including cleaning, maintenance, security and stewarding, and liaison with professional advisors.
- Management of the third-party ICT supplier, ensuring that all ICT and data systems are optimised and legislatively compliant.
- Oversee the development of policies and systems and deliver staff training where applicable.
- Oversee procurement, ensuring value for money and adherence to policies and procedures.

Commercial/ Trading/ Income generation leadership

- Spearhead income generation strategies in the business plan with support from the Director and Senior Development Manager to diversify and increase the gallery's revenue streams. This includes; charged admissions, membership, external hire, consultancy and ticketed events.
- Explore new commercial income streams maximising the value of the organisation's brand, building and other assets, in collaboration with the Director and with the support of the Senior Development Manager.
- Ensure the efficient and entrepreneurial operation of Nottingham Contemporary's trading operations to maximise its revenue and positively reflect its brand and purpose.
- Lead the trading arm of Nottingham Contemporary, and report regularly on progress to the Board in conjunction with chairing and supplying papers to the Finance and Audit Committee.
- Ensure revenue from the shop is maximised, working in liaison with the Visitor Services Manager and Senior Development Manager.
- Lead on the development and delivery of retail and catering strategies that reflect the organisation's standards and ethics and achieve or surpass financial targets with the support of the Senior Development Manager.
- Oversee and maintain good relations with the third-party café provider.

Audiences/ Visitors/ Communications

- Oversee the Visitor Services Manager and Front of House Manager to enable the day to day running of our front of house areas, ensuring the team provides exceptional visitor experiences.
- Review and act upon visitor feedback to ensure the organisation's continuous development.
- Oversee the promotion and communication of Nottingham Contemporary's artistic and educational programmes and commercial activities across all platforms, including print, press, digital and social media.
- Develop and manage Nottingham Contemporary's narrative in collaboration with the Director and each department, working closely with PR agencies to maximise opportunities to promote this.
- Produce branding and communication guidelines, in line with our values, for the organisation, carrying out training where applicable.

Partnerships

- Support the Director and SLT in building the organisation's profile amongst local, regional, national and international partners and funders to ensure the organisation is included on all relevant artistic, cultural, political and regeneration agendas.
- Develop and manage key local and regional partnerships, and working relationships with regional and national tourism organisations, including Marketing Nottingham & Nottinghamshire.
- Represent Nottingham Contemporary and maintain a high profile at meetings with key partnerships, and give talks as required.
- Deputise for the Director.

People Management

- Be an outstanding member of the SLT, upholding our values and contributing to Nottingham Contemporary being a high-performing organisation and an excellent and inclusive employer.
- Lead, motivate, develop and support relevant teams and across the organisation to deliver high-quality work.
- Carry out performance management of direct reports, including regular one-ones and annual performance development reviews, identifying development opportunities and skill/ knowledge sharing as appropriate.
- Support direct reports with their work duties during peak work periods.

Other

- Act as a registered key holder, on 24-hour call out in case of emergency.
- Complete relevant training and meetings to support the organisation's values, your role and development.
- Contribute to Safeguarding practice, ensuring Safeguarding policy and principles are a core part of your work.
- To undertake any other duties as reasonably requested.

Person Specification

| ESSENTIAL CRITERIA | |
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| Knowledge and Experience | <ul style="list-style-type: none"> • Entrepreneurial business skills applicable to an ambitious non profit with commercial activity • Significant experience of business planning and strategy at a senior level • Understanding of finance and financial control • Strong experience of setting, monitoring and managing multiple budgets • Experience and knowledge of operational policies and procedures, including risk management • Strong experience of stakeholder management • Experience of managing multiple teams and team building • Understanding of building management |
| Skills and Abilities | <ul style="list-style-type: none"> • Strategic thinker • Excellent attention to detail • Excellent organisational and planning skills, with the ability to multi-task • Commercial acumen • Ability to work calmly under pressure and problem solve • Self-motivated and proactive approach to work • A supportive and pro-active team-member • Able to develop and manage external partnerships |
| Personal Attributes | <ul style="list-style-type: none"> • Brave to challenge, take risks and be accountable • Collaborative and inclusive • Hopeful, conscientious and able to create experiences which inspire • Resourceful, respectful and professional & resourceful approach to work and colleagues • Availability and willingness to work ad hoc weekends and evenings • Flexible approach |
| DESIRABLE CRITERIA | |
| Qualifications and Education | <ul style="list-style-type: none"> • Fire marshal at work certificate |
| Knowledge and Experience | <ul style="list-style-type: none"> • Experience of contracting services including tender processes, contracts, managing outsourced services and service specification • Previous experience of front of house / visitor experience management • Previous experience of marketing, branding and/or PR • Previous experience of audience development • Sound knowledge of payroll and pension processes • Previous experience of building / facilities management • Knowledge of conducting risk assessments. |

- Knowledge of operational practices in building based arts or cultural organisations
- Previous experience working in the charity sector