

## The Newcastle upon Tyne Hospitals NHS Foundation Trust

### Job Description

#### Job Details

<b>Job title</b>	Arts Programme Assistant
<b>Band</b>	4
<b>Directorate:</b>	Chief Executive
<b>Department</b>	Newcastle Hospitals Charity

#### **Essential Requirements**

- Educated to A Level or equivalent diploma
- Demonstrable experience of the arts and/or arts in community settings
- Experience of working with data entry and accurate record keeping
- Awareness of best practice for working with artists and arts commissioning
- Specific experience in moving and caring for artworks
- Excellent organisation and communication skills.
- Well-developed IT skills/proficient in the use of Microsoft Office and Outlook.
- Ability to develop arts projects and maintain basic budgets
- Diplomacy, negotiating skills/abilities, well developed social skills.
- Able to work without direct supervision
- Flexibility approach to fulfil the duties in an environment with ever changing and/or conflicting priorities, including unsociable hours as and when the role requires
- Capable of working under pressure and meeting deadlines
- Friendly and approachable personality and able to motivate others
- Motivated and flexible
- Empathetic and reassuring and be able to comfortably manage highly emotive situations/experiences

#### **Desirable Requirements**

- Knowledge of NHS Charities
- Experience of arts in healthcare settings
- Project Management
- Familiarity with NHS Charity fundraising, healthcare or cultural sector arts production and or commissioning
- Have knowledge of Arts best practice, regulation and procedures.
- Knowledge of regulatory and legislative guidance to ensure all arts activities are compliant (e.g., health and safety; gambling regulations).

#### Job Purpose

- Work as part of the Charity team, play a key role in delivering the ambitious Charity strategy, and be a key link between the hospital charity, NHS staff member, the

- local community and the local cultural community.
- Promote and encourage support for the NHS internally, in the local community and the local cultural community, providing energy and enthusiasm to inspire others.
  - To give wide-ranging administrative and delivery support to the Arts Programme, guided by the Arts Programme Manager.
  - First point of contact for Trust staff and general enquiries (internal and external) with regards to the Charity's Arts Programme
  - Responding to enquiries and/or passing these on to another member of staff where necessary
  - Coordination with Trust Staff on Arts Programme delivery and engagement
  - Assist in managing the Art Programme Manager's diary
  - Setting up software for meetings (e.g., Zoom, MS Teams, Eventbrite) and attending as appropriate
  - Taking notes or minutes at meetings where appropriate
  - Assisting with written copy for the Arts Programme, supporting coordination of image collection and capture
  - Represent the Charity and the Trust in internal and public face forums and events and deliver confident speeches and presentations.
  - Work closely with the Charity communications team in helping to publicise and promote the Arts Programme.
  - Supporting with presentation materials such as PowerPoint presentations
  - Supporting in-person events or meetings
  - Supporting data collection for evaluation (e.g., surveys, feedback forms, attendee numbers)
  - Updating arts programme activity log, and Charity team planning documents
  - Support with administration of logistics of exhibition displays and commissions such as loan agreements, artist agreements, condition reporting, artwork transportation
  - Assisting with travel arrangements, for freelancers and arts team members
  - Support with procurement processes, e.g., ordering and invoicing
  - Work closely with Charity finance team to ensure accurate record keeping and reporting in relation to charity arts activities.
  - Keeping informed of current Arts and Health (Creative Health) practice by undertaking research
  - Support programme research for the future arts programme.
  - Undertake other administrative duties as required

### **Dimensions**

To assist with the delivery of the Charity Arts Programme and Strategy

### **Organisational Arrangements**

**Reports to:** Arts Programme Manager

**Professionally accountable to:** Arts Programme Manager

## **Knowledge Training and Experience**

- See essential requirements

## **Skills**

### **Communication and Relationships**

- Able to communicate effectively with patients, families and staff.
- Provide and receive complex information persuading and negotiating where necessary and may need to overcome barriers to communication including speech, hearing and language You will ensure compliance with the arts and wider operational policies and procedures of the Charity, across the Trust and within the Charity Team.
- You will interact with patients and families and must ensure that all relationships are built and maintained with the highest level of professionalism and confidentiality.
- You will be motivated and flexible, working across the Trust to develop effective working relationships and will have a positive partnership-based approach with a wide range of individuals, including patient groups, clinical staff, managerial and professional staff within and external to the Charity and the Trust.
- Promote the Charity and the work of the Trust to a range of audiences.

### **Analytical and Judgemental Skills**

- Analyse and resolve queries about the Programme, exercising judgement and make decisions in order to deliver a successful and credible arts programme.
- Effective budget control, maximising value for spend at all times.

### **Planning and Organisational**

- Work as part of a small directorate with a Trust-wide and public facing role, must be able to successfully deliver on a significant volume of work to a consistently high standard within frequently tight deadlines, requiring excellent prioritisation skills in relation to your own workload.
- Deliver a range of programmes and plans to deliver a successful Arts Programme
- Plan, implement and evaluate the delivery of efficient and professional Arts programme for the Charity.
- Monitor budgets and the reporting of all arts income and expenditure, to meet the timetables of various Committees and deadlines.
- Adapt to unplanned events or unforeseen changes and recommend / implementation as required and appropriate.
- Work alongside the Communications team with the planning of specific developments to meet the Charities strategic objectives.
- Ensure that the Charity's 'Arts Strategy' (in development) is understood and upheld by all Trust and Charity staff and volunteers

### **Physical Dexterity**

- Standard keyboard skills to ensure speed and accuracy.

## **Key Result Areas**

### **Patient / Client Care**

- Liaise with patients, carers, staff, visitors and supporters face to face and on the telephone.
- Provide non-clinical information about the Charity and the Trust as requested.
- Work as part of the Charity team, play a key role in delivering the ambitious Charity strategy, set an example of excellent client care (both internal and external) and ensure customer queries/complaints and any problems which arise are dealt with in a timely, pleasant and professional manner.
- Support marketing and promotional activities.

### **Policy and Service Development**

- Expected to continually review working practices and procedures as appropriate
- Implement policy/procedural changes within own work area.
- Ensure confidentiality in accordance with Trust Policy and GDPR

### **Financial and Physical Resources**

- Monitor arts programme planning and Key Performance Indicators (KPIs) for the Charity, regularly reporting to Committees and other forums as required.
- Exercise personal duty of care when using expensive equipment e.g., computers/printers/photographic equipment.
- Stock control of charitable materials as appropriate.

### **Human Resources**

- Conform to Trust Policies, Procedures and Guidelines and guidelines, policies and procedures of the charity.
- Comply with dignity and respect at work policy
- Promote equality and diversity
- Comply with Trust Health and Safety policies
- Monitor Health and safety of self and others
- Maintain own knowledge of Art Programme
- Maintains personal and professional development in line with Personal Development Plan.
- Manage and develop key partnerships for the charity
- Deputise for the Arts Programme Manager as required.

### **Information Resources**

- Maintains computer -based filing systems.
- Use IT systems to generate reports and or transfer of information
- Use a range of information systems to monitor and report on charity progress against key performance indicators.
- Transcribe meeting notes at meetings when appropriate

### **Research and Development**

- Responsible to undertake surveys or audit when requested
- Research, monitor and develop opportunities for the charity.
- Research and monitor other charity practice to inform the arts activity.

**Freedom to Act**

- The postholder will work within charity policies and procedures, and their work will be managed rather than supervised.
- Able to and manage to achieve agreed performance objectives.
- Ensure compliance with Trust policies.

**Effort & Environment****Physical**

- Compliance with moving and handling policy.
- Combination of sitting, standing, bending and stretching required.
- Requirement for sitting in restricted positions for long period of times at VDU
- Occasional requirement for moderate physical effort Particularly during arts engagement programmes such as live music sessions, and visual arts displays, exhibitions and installations including standing and lifting materials and equipment.
- Adheres to Health & safety policy regarding fire safety, hygiene, manual handling, accessing training to keep updated.

**Mental**

- Ability to take notes at meetings and type up.
- Frequent requirement for concentration, to plan and deliver to a high professional standard.
- Range of regular deadlines to be met, some with short notice and requiring immediate action
- Mature and diplomatic approach to relationship management with patients/carers/public.

**Emotional**

- Frequent indirect exposure to challenging and potentially distressing and emotional circumstances for example contact with patients and families.

**Working Conditions**

- Exposed to a VDU for long periods during each working day
- Hours of work flexible to meet the needs to the charity.

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*Agreed post holder ..... Agreed manager .....*

*Date .....*

*Date .....*

## The Newcastle upon Tyne Hospitals NHS Foundation Trust

## Person Specification

JOB TITLE: Arts Programme Assistant

BAND: 4

Directorate: Chief Executive

<b><u>REQUIREMENT</u></b>	<b><u>ESSENTIAL</u></b> Requirements necessary for safe and effective performance of the job	<b><u>DESIRABLE</u></b> Where available, elements that contribute to improved/immediate performance in the job	<b><u>ASSESSMENT</u></b>
<b>Qualifications &amp; Education</b>	<ul style="list-style-type: none"> <li>Educated to A Level or equivalent diploma</li> </ul>		
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>Demonstrable experience of the arts and/or arts in community settings</li> <li>Experience of working with data entry and accurate record keeping</li> <li>Awareness of best practice for working with artists and arts commissioning</li> <li>Specific experience in moving and caring for artworks</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of NHS Charities</li> <li>Experience of arts in healthcare settings</li> <li>Project Management</li> <li>Familiarity with NHS Charity fundraising, healthcare or cultural sector arts production and or commissioning</li> <li>Have knowledge of Arts best practice, regulation and procedures.</li> <li>Knowledge of regulatory and legislative guidance to ensure all arts activities are compliant (e.g., health and safety; gambling regulations).</li> </ul>	
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Excellent organisation and communication skills.</li> <li>Well-developed IT skills/proficient in the use of Microsoft Office and Outlook.</li> <li>Ability to develop arts projects and maintain basic budgets</li> <li>Diplomacy, negotiating skills/abilities, well developed social skills.</li> <li>Able to work without direct supervision</li> </ul>		
<b>Values / Behavioural / Attitudes</b>	<ul style="list-style-type: none"> <li>Flexibility approach to fulfil the duties in an environment with ever changing and/or conflicting priorities, including unsociable hours as and when the role requires</li> <li>Capable of working under pressure and meeting deadlines</li> <li>Friendly and approachable personality and able to motivate others</li> <li>Motivated and flexible</li> <li>Empathetic and reassuring and be able to comfortably manage highly emotive situations/experiences</li> </ul>		
<b>Core Behaviours</b>	<ul style="list-style-type: none"> <li>Alignment to Trust Values and Core Behaviours</li> <li>Take personal responsibility to:               <ul style="list-style-type: none"> <li>engage with the Trust's Climate Emergency Strategy and Sustainable Healthcare in Newcastle (SHINE) initiatives.</li> <li>assist in embedding our sustainability values into everyday</li> </ul> </li> </ul>		

	<ul style="list-style-type: none"><li>○ practice; and help ensure such practice is applied consistently by you and your colleagues</li></ul>		
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CANDIDATE:

REFERENCE NO:

SIGNED BY:

DATE:

DESIGNATION: