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| Role Profile  Apprentices & Training Assistant Producer | | | |  | |
| Role Title : |  | **Apprentices & Training Assistant Producer (Fixed Term)** | | |
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| Hours of Work: |  | 35 hours per week – Fixed Term contract – 1 year | | |
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| Salary: |  | £24,000 per annum | | |
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| WMC is a home for the arts in Wales, and a cauldron of creativity for the nation. We fire imaginations by curating world-class, critically-acclaimed touring productions, from musical theatre and comedy to dance, cabaret and an international festival. We kindle emerging talents with fresh, provocative and popular pieces of our own, rooted in Welsh culture. And we ignite a passion for the arts in young people with life-changing learning experiences and chances to shine in the spotlight.  At long last, we are gearing up to gradually reopen Wales Millennium Centre, so that we can get back to doing what we do best - showcasing world leading performances and providing life enhancing experiences.  In the meantime, a great deal of work is going on behind the scenes to ensure that we are fully prepared for our reopening, based on advice from our colleagues in Welsh Government.  This is to ensure that we reopen safely, with visitors, staff and artists feeling completely confident that our building is COVID-safe. We are, therefore, planning a phased reopening over the coming months.  **We are Wales Millennium Centre. Fire for the imagination.** | | | | |
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| Primary Purpose**:** |  | To support the design and delivery of the Centre’s Apprentices and Training programmes, working across the Technical, and Creative Learning departments supporting both teams, and delivery partner Cardiff & Vale College with the day to day delivery of the full programme.  The role will concentrate on assistance across the varying types of apprentice programmes across the organisation. You will be working primarily on design, logistics, communication, scheduling, and project management, and work towards increasing access and inclusion for young people in line with the Centre’s Creative Learning strategy. The role will involve undertaking all aspects of administration support, project management, health & safety, compliance, and general assistance across the programme.  The role will support with the delivery of our four main objectives – create innovative work that showcases Wales to the world, increase access to the arts for all, raise aspirations of every young person in Wales and present the Centre as a world leading arts organisation.  This role will report to the Technical Director, & Senior Creative Learning Producer. | | |
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| Specialist  Accountabilities: |  | 1. Led by the Technical & Creative Learning departments you will support the delivery of the Apprentice & Training programme undertaking all aspects of project managment 2. Support in the ongoing development of the Apprentices and Training programme. 3. Liaise with, and support stakeholders in the programme including young people, partner organizations, tutors, staff, freelancers, and facilitators. 4. Lead on, support with, and undertake all relevant aspects of project management including contracting, scheduling, communication, evaluation and reporting. 5. Work with the Health and safety and compliance teams to develop strong risk management and contracting for all projects. Make sure Operational Orders are completed and signed off with Arts and Creative Project Manager. 6. Work alongside the wider Arts and Creative team and across the whole business, connecting the programme to other Centre based, or external opportunities that exist. 7. To support with the monitoring and recording of finances and budgets, ensuring processes are followed in order for suppliers to be paid on time. 8. Collate and input relevant data to the department’s Stats tracker, ensuring all the relevant information is entered ensuring the tracker is up to date. 9. To use the Centre’s software such as Office 365 to manage the departments folders within Share point 10. Input and extract data using Tessitura. 11. Support the Technical team, and Creative Learning team where required. | | |
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| Generic  Accountabilities: |  | |  | | --- | | 1. **Compliance –**To ensure that you are aware of and adhere to  * Safeguarding and apply correct actions including following the Centre’s own safeguarding Policy. * Comply with GDPR regulations when retaining personal data and manage data accordingly reporting any breaches and that confidentiality is maintained * Supporting the Creative Learning department and Line Manager with the Health and Safety of self, and others; | |  | | 1. **Administration –**  * Be the first point of contact for general enquiries both internally and externally into the Creative Learning department * To manage the Creative learning team’s correspondence through the Education inbox ensuring that all email enquiries are answered, or forwarded to the correct member of the team * Support the Creative Learning department with day to day tasks to support the management of projects; including administrative processes arranging meetings, and booking spaces. | |  | | 1. **Project assistance**   Play an active role, Project assisting in Departmental projects within Creative learning including, but not limited to;   * Radio Platfform, Creative Voice, Youth festivals, Youth Council, Digital, School engagement, and Together Stronger.  1. **Perform other functions incidental to the Departments activities as needed / requested** | | | |
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| Success Measures: |  | * *Success against PDR and annual objectives* * *Staff / Customer Satisfaction and Feedback* * *Internal Feedback Mechanisms* | | |
|  | **This role profile sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.** |  | | |

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| What We Are Looking For…  Apprentices & Training Assistant Producer |  |
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When preparing your written application you will need to provide evidence for the following essential and desirable competencies. In considering each, please use an example of where you have done this previously, either in a work or other situation.

A. Responsibility

Please refer to how you meet these essential requirements in your application.

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| **No** |  | **Essential** | **Desirable** |
| 1. | Taking a logical approach to allocated tasks including the planning and preparation of scheduled meetings | x |  |
| 2. | Adapt good ideas to help deliver improvements within the Creative Learning Department | x |  |
| 3. | To understand the demands and pressures of the Creative Learning team, including proactively preparing for their anticipated requirements | x |  |
| 4. | The ability to work under pressure and manage own time effectively | x |  |
| 5. | Experience / Health & Safety qualification |  | x |

B. Knowledge

Please refer to how you meet these essential requirements in your application.

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| **No** |  | **Essential** | **Desirable** |
| 1. | Ability to interpret and constructively use, and produce information in Microsoft Office packages such as Word, Excel and Outlook 365’s share point | x |  |
| 2. | An enthusiasm for working in a high profile organisation | x |  |
| 3. | Understanding of Box Office and CRM systems, such as Tessitura and finance systems such as Sage X3 |  | x |
| 4. | To be able to input / extract data on tessitura to include the creation of mailing lists, guest lists and artists development contacts |  | x |

C. Values

Please refer to how you meet these essential requirements in your application.

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| **No** |  | **Essential** | **Desirable** |
| 1. | Embed and to promote the values within your role, and the team | x |  |
| 2. | Positively representing the team and organisation in various forum’s | x |  |
| 3. | Being flexible and the ability to have a proactive approach to managing workload and multiple projects | x |  |
| 4. | Work with teams across the Centre to deliver projects and events in line with the Centre’s values and vision | x |  |
| 5. | A passion and commitment for working in the arts | x |  |

D. Communication

Please refer to how you meet these essential requirements in your application.

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| **No** |  | **Essential** | **Desirable** |
| 1. | Proactively sharing information with others | x |  |
| 2. | Feedback any salient information from both colleagues, supplier or guests | x |  |
| 3. | Asking for assistance when required | x |  |

E. Environment Please use **Level 1** of our values / competency framework as a guide

Please refer to how you meet these essential requirements in your application.

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| **No** |  | **Essential** | **Desirable** |
| 1. | Contribute to effective ways of working | x |  |
| 2. | Commitment to the provision of excellent customer service to both colleagues and customers always. | x |  |
| 3. | Deal with unexpected issues |  | x |

F. Welsh Language

Please refer to how you meet these essential requirements in your application.

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| **No** |  | **Essential** | **Desirable** |
| 1. | The ability to speak Welsh |  | x |
| 2. | The ability to listen and understand conversations in Welsh |  | x |
| 3. | The ability to write in Welsh |  | x |
| 4. | The ability to read Welsh language material |  | x |