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## Relationship Manager – Engagement and Communities

## Role Description

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| Salary grade: |  | D |
| Reference number: |  | RMEC |
| Team: |  | Arts |
| Reporting to: |  | Head of Engagement and Communities |
| Line managing: |  | No line management responsibility |
| Location: |  | This role can be based at any one of the Arts Council of Wales offices in Cardiff, Colwyn Bay or Carmarthen |
| Travel: |  | Frequent |

### The Arts Council of Wales

Arts Council of Wales is an independent charity, established by Royal Charter in 1994. It is a Welsh Government Sponsored Body whose members are appointed by the Welsh Government.

The Welsh Government provides the majority of our funding. We also distribute funding from the National Lottery and raise additional money for the arts where we can from a variety of public and private sector sources.

We’re ambitious for the arts in Wales. Our vision is of a creative Wales where the arts are central to the life and well-being of the nation, making our country an exciting and vibrant place to live, work and visit. The success of our vision depends on the imagination and creativity of our artists, the quality of their work and the efforts that are made to reach out to and inspire audiences. We work to create the environment in which ambitious, enterprising artists can grow and flourish, where as many people as possible enjoy and take part in the arts.

### Our values

As a public body we’re expected to uphold the highest standards of accountability and openness. We also value creativity and innovation. Our staff often work together in groups and teams to achieve our programmes of work. We place particular emphasis on flexible, collaborative working and support our staff to nurture and develop these skills.

### About this role

The Relationship Manager for Engagement and Communities is a transformative, high-impact role for a committed advocate who will become a recognised and trusted presence within Wales’s community engagement ecosystem. You will be the crucial connector who strengthens relationships across diverse communities and cultural organisations, ensuring that underrepresented voices are heard, celebrated, and empowered at every level.

As a passionate champion for cultural democracy, you will work as part of a specialist team alongside the Head of Engagement and Communities (including Night Out) and other C & E Enabler colleagues, taking responsibility for implementing community engagement strategies and building authentic partnerships with communities across Wales. Together, you will build meaningful connections with community leaders, arts organisations, equality-focused groups, and cross-sector partners throughout Wales. Your visible presence at community events will be essential to implementing the Head of Engagement and Communities' strategic vision through genuine, sustained engagement with historically excluded communities. You will work closely with Business Enabler colleagues to support the organisations and community partnerships we invest in.

Throughout all aspects of this role, you will consistently integrate the Arts Council's key cross-cutting themes: Welsh Language development, Diversity and Inclusion, and Climate Justice. Underpinned by the Wellbeing of Future Generations Act, and aligning with Welsh Government priorities, you will take a long-term, collaborative approach that considers the cultural, social, economic, and environmental well-being of Wales’s diverse communities.

### Principal responsibilities

As part of your role, you will:

* Build and maintain strategic relationships across Wales’s diverse communities, particularly those historically excluded from arts participation
* Support the Head of Engagement and Communities in implementing community engagement strategies and cultural democracy initiatives
* Help to coach and mentor the team enabler
* Serve as primary contact point for select community leaders, equality-focused organisations and MYFOs
* Advocate for inclusive arts practices at key community and sector events
* Facilitate connections between communities, arts organisations, and cross-sector partners
* Monitor and report on community engagement developments and emerging opportunities
* Develop and support communities and organisations in accessing Arts Council funds and services
* Contribute to community engagement policy development through grassroots intelligence and feedback
* Foster inclusive practices within Wales’s arts organisations and community groups
* Champion diversity and address barriers facing underrepresented communities

#### Relationship Building & Community Engagement

* Develop and maintain comprehensive networks across Wales’s diverse communities
* Build trust-based relationships with community leaders, grassroots organisations, and equality-focused groups
* Facilitate introductions and connections within and beyond the community engagement sector
* Attend community events, cultural festivals, and equality forums to maintain sector presence
* Support communities in navigating and improving their engagement with Arts Council services and opportunities

#### Community Engagement Strategy Implementation

* Work with the Head of Engagement and Communities to implement community engagement strategies and cultural democracy frameworks
* Support development of place-based initiatives that resonate with local identity and community needs
* Gather and share intelligence on emerging trends and challenges in community engagement
* Facilitate peer-to-peer learning and collaboration within community networks
* Support initiatives that address historic inequities in arts access and participation

#### Advocacy & Representation

* Represent Arts Council interests at community engagement events and equality forums
* Champion cultural democracy and community-led arts from traditional practices to innovative participatory approaches
* Advocate for diverse community voices and underrepresented groups
* Support the Head of Engagement and Communities in external representation activities
* Promote Arts Council community engagement programmes and opportunities

#### Quality & Impact Monitoring

* Monitor impact and effectiveness of community engagement activities across Wales
* Conduct site visits and attend community events to assess supported work and partnerships
* Provide specialist community knowledge to inform Arts Council decision-making
* Contribute to community engagement analysis and reporting
* Support evaluation of community programmes and initiatives using innovative methodologies that capture community stories

#### Partnership Development

* Develop strategic partnerships with local authorities and Welsh Government departments
* Build relationships with disability arts initiatives and access-focused organisations
* Connect with health, education, and social justice partners
* Foster relationships with Welsh language organisations and networks
* Support collaborative projects between arts organisations and community groups
* Facilitate connections with equality-focused organisations representing diverse communities

#### Key Relationships

* Support the Head of Engagement and Communities (including Night Out), Relationship Manager (Night Out) and Arts team colleagues
* Advise and advocate for community leaders and grassroots organisations throughout Wales
* Advise and advocate for equality-focused organisations representing diverse communities, Disability arts initiatives and access-focused organisations
* Work with Local authority community development and equality officers, Welsh language organisations and networks
* Engage with cross-sector partners in health, education, and social justice
* Advise, arts organisations and practitioners committed to community engagement
* Foster peer to peer connections with Welsh Government departments and public sector equality networks, national and regional community development and equality networks

Corporate compliance – adheres to those policies that protect the Arts Council and its staff against potential exposure to reportable risks and incidents. These include Anti-Fraud, General Data Protection Regulations, Welsh Language Standards, Wellbeing of Future Generations and Cyber Security/ICT use. (Staff responsibilities are defined in the relevant Arts Council policies.)

Additional duties – any reasonable duties consistent with the above.

### Knowledge, experience and attributes

We want to attract to our organisation people who have an interest in the arts, a commitment to the principles of open and accountable public service, and the flair to work with a diverse range of customers. We believe in setting the highest standards in all aspects of our work. Every member of staff is therefore an ambassador for the company, and we expect everyone to respect and uphold our reputation.

We aspire to be an innovative, forward-looking organisation. We look to our staff to work collaboratively with each other to ensure that we’re efficient, effective and useful.

We take for granted that our staff will be competent in their management of routine administration and that they’ll have developed good organisational skills. So, we’re particularly interested in staff who have the ability to work imaginatively and flexibly to tackle the challenges that they’ll face – staff who have the initiative and drive to thrive in a busy work environment and who derive satisfaction from achieving ambitious and stretching targets.

In addition, this role requires the following specific knowledge, experience and attributes. Applicants will be assessed against the essential and desirable criteria set out below:

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|  | Essential | Desirable |
| Qualifications | * Community development, equality and diversity, or related degree and/or significant professional experience in community engagement or equality work |  |
| Knowledge | * Strong knowledge of Wales’s diverse communities and equality landscape * Understanding of community engagement methodologies and participatory practice * Knowledge of accessibility frameworks, inclusive design, and disability arts * Understanding of barriers facing underrepresented communities in arts participation * Awareness of local authority structures and community development frameworks in Wales | • UK community engagement and equality sector knowledge and networks  • Understanding of co-creation and community-driven decision making  • Knowledge of innovative evaluation methodologies capturing community impact   * Understanding of public art strategy and community-led cultural development |
| Skills | * Excellent relationship building and networking abilities * Strong communication and advocacy skills * Ability to work across diverse communities and cultural contexts * Competent IT and administrative skills * Cultural sensitivity and inclusive practice skills | • Project coordination and community development experience  • Facilitation and co-creation skills |
| Experience | * Active experience working within Wales’s community engagement or equality sector * Experience building professional networks and community partnerships * Experience supporting community organisations or equality-focused groups * Experience working with diverse communities and addressing barriers to participation | • Experience developing community engagement strategies that challenge traditional models  • Experience in public or charitable sector equality and community development  • Experience with participatory arts and community co-creation processes  • Experience in implementing frameworks with measurable community impact |
| Attributes | * Passion for cultural democracy and community-led arts * Outcome-focused with ability to work independently across diverse communities * Strong interpersonal skills and emotional intelligence * Commitment to diversity, inclusion, and community equity * Flexibility and adaptability in a changing community environment * Ability and willingness to travel frequently throughout Wales |  |
| Welsh language | * Everyone’s story with the language is different and we recognise that levels of ability and confidence vary from person to person. We are looking for an individual who understands the culture of the country; the varied relationship of the people of Wales with the Welsh language and who is committed to developing innovative use of the Welsh language both linguistically and culturally within the Arts Council and the wider sector. Learning Welsh language skills will be necessary when appointed. We will ensure you receive relevant support to increase or learn Welsh language skills |  |