

## Relationship Manager – Night Out

## Role Description

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| Salary grade: |  | D |
| Reference number: |  | RMNO |
| Team: |  | Arts |
| Reporting to: |  | Head of Engagement and Communities (incl. Night Out) |
| 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, whereas 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 Night Out is a vibrant, high-impact role for an enthusiastic advocate who will become a recognised and trusted voice within Wales’s community arts ecosystem. You will be the essential bridge who strengthens relationships across all communities and art forms, ensuring that Night Out continues to bring professional arts experiences to the heart of Welsh communities at every level.

As a dedicated champion for community-led arts, you will work as part of a specialist team alongside the Head of Engagement and Communities and other Community Enabler colleagues, taking operational responsibility for delivery of the Night Out scheme. Together, you will build meaningful connections with community promoters, venues, performers, and local organisations throughout Wales. Your active presence at community events will be crucial to implementing the Head of Engagement and Communities' strategic vision through authentic, sustained engagement with promoters and communities. You will work closely with Business Enabler colleagues to support the community organisations and venues participating in the scheme.

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 communities.

### Principal responsibilities

As part of your role, you will:

* Build and maintain strategic relationships across Wales’s diverse community promoter networks
* Support the Head of Engagement and Communities in implementing Night Out operational strategies and community engagement initiatives
* Help to coach and mentor the team enabler
* Serve as primary contact point for select community promoters, performers and venues
* Advocate for Night Out at key community and sector events
* Facilitate connections between community promoters, performers, venues and broader infrastructure
* Monitor and report on scheme developments and emerging community opportunities
* Support community promoters in accessing Night Out services and maximising their events
* Contribute to community engagement policy development through on-the-ground intelligence and feedback
* Foster inclusive practices within Wales’s community venues and promoter networks
* Champion diversity across all communities and art forms within the scheme

#### Relationship Building & Community Engagement

* Develop and maintain comprehensive networks across Wales’s community promoter base
* Build trust-based relationships with community promoters, venue managers, and local organisations
* Facilitate introductions and connections within and beyond the community arts sector
* Attend Night Out events, community festivals, and local gatherings to maintain scheme presence
* Support community promoters in navigating and improving their use of Night Out services

#### Night Out Scheme Operations

* Work with the Head of Engagement and Communities to deliver the Night Out scheme
* Process applications, coordinate bookings, and manage the day-to-day administration of events
* Support implementation of scheme policies and community engagement initiatives
* Gather and share intelligence on emerging trends and challenges in community arts
* Facilitate peer-to-peer learning and collaboration within promoter networks
* Coordinate the Young Promoters programme and community engagement projects

#### Advocacy & Representation

* Represent Arts Council and Night Out interests at community events and meetings
* Champion the Night Out scheme from traditional community halls to innovative venues
* Advocate for diverse community voices and underrepresented areas
* Support the Head of Engagement and Communities in external representation activities
* Promote Night Out opportunities and celebrate community achievements

#### Quality & Impact Monitoring

* Monitor artistic quality and community impact of Night Out events across Wales
* Conduct site visits and attend performances to assess scheme delivery
* Provide specialist community knowledge to inform Arts Council decision-making
* Contribute to scheme analysis and reporting, including data collection and evaluation
* Support evaluation of community engagement programmes and initiatives

#### Partnership Development

* Maintain strategic partnerships with local authorities and community development agencies
* Build relationships with community venues, festivals, and local promoters
* Connect with funding bodies and community support organisations
* Foster relationships with performer networks and arts development agencies
* Support collaborative projects between community organisations
* Facilitate connections with education providers and youth organisations

####  Key Relationships

* Support the Head of Engagement and Communities (including Night Out) and Arts team colleagues
* Advise community promoters, venue managers, and volunteer organisers throughout Wales
* Advise performers, artists, and creative practitioners engaged with Night Out
* Engage with local authority community development and arts officers
* Advise Community venues, halls, and alternative performance spaces
* Champion Young Promoters participants and facilitators
* Attend and develop networks with community partnership organisations
* Foster peer to peer connections with national and regional community arts networks and partners

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, arts administration, or related degree and/or significant professional experience in community engagement or arts sector
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| Knowledge | * Strong knowledge of Wales’s community landscape and volunteer-led organisations
* Understanding of community arts practice and local cultural contexts
* Knowledge of equalities issues and their application to community development
* Understanding of the challenges facing rural and urban communities in Wales
* Awareness of community venue operations and volunteer management
 | • UK and Wales community arts sector knowledge and networks• Understanding of local authority structures and community development frameworks• Knowledge of digital platforms and emerging community engagement technologies• Understanding of rural community challenges and opportunities |
| Skills  | * Excellent relationship building and networking abilities
* Strong communication and advocacy skills
* Ability to work across diverse communities and geographical areas
* Strong IT and administrative skills, including database management
* Cultural sensitivity and inclusive practice skills
 | • Project coordination and event management experience• Database management and reporting skills |
| Experience | * Active experience working within Wales’s community or arts sector
* Experience building professional networks and community partnerships
* Experience supporting community organisations or volunteer groups
* Experience working with diverse communities and local practices
 | • Experience working across multiple art forms in community settings• Experience in public or charitable sector community development• Experience with grant administration or scheme management• Experience in coordinating events and community programmes |
| Attributes | * Passion for community arts and cultural democracy
* Outcome-focused with ability to work independently across Wales
* 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, including evenings and weekends
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| 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
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