



Digital Skills Manager - Recruitment details

Application Reference no: DSM21

Job title: Digital Skills Manager

Reporting to: Partnerships Director

Responsible for: Freelancers (as required)

Hours: 37.5 hours per week

Salary: £35,000 to £37,000 per annum (with room for negotiation depending on experience)

Location: Culture24's office is in Brighton but we are open to remote working arrangements

Term of contract: permanent, starting ASAP

Annual leave: 28 days

JOB DESCRIPTION

Overall purpose of role: To support the leadership team to develop, manage and deliver a range of programmes, services and products in support of Culture24's mission, vision, aims and objectives.

Main responsibilities:

- Successfully deliver high quality programmes of work to support museums and other arts and heritage organisations in building their digital skills, literacies, capacity and confidence
- Work with colleagues and external stakeholders to develop, manage and deliver relevant, effective products and services
- Project manage and deliver collaborative action research and development projects with and for cultural sector partners around a range of digital challenges and issues
- Write, edit, produce and project manage Culture24's online resources for museum professionals and volunteers
- Ensure and evidence that all projects, programmes and resources meet partner, participant and stakeholder needs
- Manage, nurture and shape communication with our network of partners through published articles, email and online community platforms

Main tasks:

- Work with the leadership team to develop, manage and deliver projects within Culture24's Let's Get Real, ACE Sector Support and wider digital capacity-building programmes, in the UK and internationally
- Empower people to become agents of change inside their own organisations and to embrace experimental working as a way to develop digital confidence, literacy and understanding
- Design and deliver a range of workshops, mentoring calls, webinars and conferences for cultural sector people, from new volunteers to experienced professionals
- Build and sustain proactive participant engagement within programmes, reaching a diverse range of people, sharing information, nurturing conversations and ensuring our cohorts are supportive and successful
- Plan, write, edit, signpost and publish digital support resources for the Digital Pathways website, drawing from Culture24's projects and programmes and in response to audience needs
- Write, edit and produce research reports and other project documentation
- Implement project plans ensuring project management, research, delivery, reporting and analysis is carried out in a thorough, robust and timely manner

- Line manage colleagues as and when required
 - Manage relationships with freelancers and associates, as required
 - Monitoring project budgets and reporting to the leadership team
 - Represent Culture24 in a range of contexts including partnership work, training and advocacy
 - Any other 'ad-hoc' duties as assigned by line manager
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PERSON SPECIFICATION

Essential

Skills and experience:

- Track record of designing, leading and delivering workshops and events, online and in person, creating relevant, active learning experiences that meet participant needs
- Highly digitally skilled and confident in using a range of digital tools including social media, digital publishing and analytic platforms; project and community management and communications platforms (e.g. WordPress, Slack, Trello, Zoom, Outlook, Google Analytics, Mighty Networks and/or others)
- Confident, clear and compelling written and verbal communication style, able to adapt to Culture24 house styles as required
- Experience of creating high quality, clear, informative, reader-friendly articles, resources, blog posts, reports or similar for cultural sector audiences
- Effective project management skills and experience, including successful management of communications and liaison across multi-partner projects and/or programmes
- Track record of researching, measuring, analysing and reporting on impact and success in digital contexts

Knowledge:

- High levels of digital literacy and understanding in personal and professional contexts
- Strategic and practical understanding of the ways in which arts and heritage organisations are tackling the challenges and opportunities digital technologies bring
- Understanding of digital behaviours, motivations and culture and their impact on society

Attitudes:

- An open, enquiring mind, willing to ask difficult questions
- Commitment to social purpose and inclusivity
- Goal-oriented and self-motivated with high energy levels
- Confident in working with a high degree of autonomy
- Open to reflecting honestly on what works, what doesn't and why, as you work
- Able to retain sense of humour and clear judgement under pressure
- Willingness and ability to travel within UK and occasionally internationally to deliver elements of this role
- Flexibility around running or attending events in the evenings and at weekends where required

Desirable:

- Experience working in the museum or heritage sectors
- In depth understanding of the cultural sector in the UK
- Teaching, training, coaching or other formal education experience

Culture24 is strongly committed to diversity. We strive to recruit, retain and advance people of all backgrounds and particularly encourage applications from individuals who are underrepresented in the cultural sector. We are committed to cultivating a fair and healthy environment, where everyone can be themselves and thrive. We are happy to discuss flexible working options for all roles, including job share applications.

HOW TO APPLY

1. Please write us a letter (max 800 words) explaining:
 - why you want this job
 - how you meet our person specification, giving examples where possible
 - what you'll bring to our team and our programmes
2. Please send this letter with a copy of your CV via email to Judith@culture24.org.uk

Deadline to apply: 10am Monday 15th March 2021

Applicants notified: Friday 19th March at the latest

Interviews: Tuesday 23rd of March and Wednesday 24th March 2021

Applications received without the covering letter asked for will not be considered. Sorry no agencies.

SUPPORTING INFORMATION

Culture24 is an independent charity that brings arts and heritage organisations closer to audiences. Our vision is for a thriving and relevant cultural sector able to connect meaningfully with audiences of today. Our mission is to support arts and heritage organisations to have the confidence, imagination and skills to make this happen.

Our values: We challenge outdated notions of what arts and heritage organisations are and offer new ways of working through our unique brand of action research, digital publications, festivals and events. We lead the sector in developing the necessary skills and literacies to use digital as a force for positive change, building resilience and capacity.

Our ethos is based on learning together, learning from others and learning by doing. We help arts and heritage organisations listen to, understand and respond to changing audience needs and cultures. We bring organisations together to do things they couldn't do on their own, create shared opportunities and overcome shared problems together. We champion creative ways to help them exploit their assets and make the necessary strategic and practical changes to create value for the widest possible audience.

- Find out more about Culture24: <https://weareculture24.org.uk/>
- Download and read our current business plan: <https://weareculture24.org.uk/ambition-business-plan/>
- Read about our Arts Council England-funded Sector Support role: <https://weareculture24.org.uk/sector-support-organisation/>
- Read about our latest collaborative action research project, beginning in February 2021: <https://weareculture24.org.uk/lets-get-real-10-years-on/>
- Digital Pathways is our online resource bank that provides people working in and with museums with the tools and knowledge they need to build their digital skills: <https://digipathways.co.uk/>