

POSITION DESCRIPTION: Senior Adviser, Capability Services and Initiatives

Job Band:	5
Team:	Capability Services and Initiatives
Reports to:	Manager Capability Services & Initiatives
No of Direct Reports:	0
Financial Accountabilities:	Tbc
Location:	Wellington

CREATIVE NEW ZEALAND'S PURPOSE

Creative New Zealand is the national arts development agency developing, investing and advocating for the arts for the benefit of all New Zealanders.

WHAT WE DO

Creative New Zealand's support for the development of the New Zealand arts sector is provided primarily through our funding and investment programmes. We also deliver a range of programmes to build the capability of artists and arts organisations, and to advocate for the arts.

TEAM PURPOSE

The Capability Services and Initiatives team is responsible for providing exceptional client service to artists, groups and organisations by delivery of programmes and initiatives which build their capacity in the development and maintenance of audiences, organisational development and long term sustainability. This includes working collaboratively with key partners to facilitate relationships and build partnerships.

JOB PURPOSE

This role works with arts organisations to assist them with organisational development and long term sustainability.

ACCOUNTABILITIES:

KEY RESULT AREAS	CRITICAL TASKS	PERFORMANCE INDICATORS
<p>Capability development for arts organisations</p>	<p>Scope and coordinate the delivery of initiatives for arts organisations that align with Creative New Zealand’s investment strategy.</p> <p>Develop an understanding of capability needs of the arts sector in New Zealand.</p>	<p>Programmes are targeted and reflect objectives of Creative New Zealand’s strategic direction.</p>
<p>Initiatives</p>	<p>Work with Creative New Zealand teams and external stakeholders to scope, develop and deliver initiatives that support strategic interventions in the sector.</p> <p>Identify and maintain partnerships with external agencies and organisations to maximise benefits for the arts sector.</p> <p>Participate in organisation wide strategic thinking about the arts sector and opportunities for its continued development.</p>	<p>Able to effectively develop and deliver approved initiatives.</p> <p>Able to identify the linkages between strategic projects and initiatives and their impact on Creative New Zealand’s strategic directions.</p> <p>Able to communicate and promote strategic development ideas and initiatives with colleagues internally, as well as externally.</p>
<p>Planning</p>	<p>Manage the work plan to support the delivery and reporting of projects.</p> <p>Contribute strategically to an integrated offering of agreed capability building initiatives in line with needs analysis research and reviews conducted by Creative New Zealand.</p> <p>Assist with the planning of critical major projects such as Nui te Korero and other seminars, forums or master classes offered by Creative New Zealand.</p>	<p>Documentation reflects the shared vision, clear objectives and approach to achieve the vision, goals and objectives of capability building programme and initiatives.</p> <p>Provides input into work plans of other teams as appropriate.</p>
<p>Project management and implementation</p>	<p>Develop and maintain project plans that specify and track key tasks and milestones for specific initiatives.</p> <p>Follow approved processes and exercise sound judgement in the procurement, appointment and management of third party contracts, collaborating with internal stakeholders and escalating concerns to the relevant parties as necessary.</p> <p>Implement, manage, promote and report on agreed projects by:</p> <ul style="list-style-type: none"> - Delivering projects in the sector including calling for expressions of interest/proposals, providing advice to clients and organisations, and managing related systems and processes; -Monitoring contracts and funding agreements including analysis of reports and data; 	<p>All assigned projects have a current project plan that clearly assists the team to organise and deliver its work within agreed timeframes is developed and maintained.</p> <p>Appropriate procurement processes are followed in appointing third party service providers, robust contracts are in place, and performance managed against schedule of deliverables.</p> <p>All assigned projects are managed successfully – on time, reporting on key milestones, within budget, according to outcomes specified in the project scope and objectives.</p>

KEY RESULT AREAS	CRITICAL TASKS	PERFORMANCE INDICATORS
	<p>-Communicating and liaising with reference groups and key stakeholders;</p> <p>-Co-ordinating promotion of opportunities in conjunction with the Communications team; including liaising with external providers, sector groups and individuals;</p>	
Relationship management	<p>Build effective networks of service providers relevant to Creative New Zealand's investment strategy.</p> <p>Promote strong working relationships with internal stakeholders, Creative New Zealand's investment organisations, arts providers, practitioners, developers, consumers and educators and government agencies.</p>	<p>Relationships to be developed and maintained in order to support and promote Creative New Zealand and its intent.</p>
Customer Service	<p>Provide relevant, accurate and timely information and advice regarding capability building programmes and initiatives to arts organisations, external stakeholders, the Arts Council, and internal staff.</p> <p>Establish efficient and effective systems to deal with issue resolution.</p>	<p>Feedback from stakeholders indicates a strong customer services ethic.</p> <p>All capability building initiatives, procedures and processes are well understood by our customers and potential customers.</p> <p>Customer issues are dealt with efficiently and effectively.</p>
Team Contribution	<p>Fulfil assigned components of the team's work plan.</p> <p>Participate and promote team relationships to help encourage staff to achieve performance standards.</p> <p>Support and advise the Manager to ensure the team functions at maximum effectiveness.</p>	<p>All assigned components of the work plan successfully met on time and within budget.</p>
Creative New Zealand contribution	<p>Bring capability building perspectives to assist Creative New Zealand's arts policy and project development through sharing information, consultation, workshop participation and other actions.</p> <p>Promote a commitment to the purpose and policies of Creative New Zealand.</p>	<p>Policy position of Creative New Zealand and regular and effective interaction between Creative New Zealand and the arts sector is clear and well evident.</p>
Māori and Pacific Responsiveness	<p>Contribute to the development of Creative New Zealand's responsiveness to Māori and Pacific peoples.</p> <p>Actively support implementation of Māori and Pacific responsiveness within the Arts Development Team.</p> <p>Develop understanding and skills to work effectively with Māori and Pacific people.</p>	<p>Support key staff and management in the development of Māori and Pacific responsiveness across Creative New Zealand, including the implementation of strategies.</p> <p>Demonstrate understanding of and empathy for kaupapa and tikanga Māori whenever appropriate. Use and understand basic greetings in te reo and other Pacific languages.</p>

KEY RELATIONSHIPS

Internal: Manager Capability Services & Initiatives, Capability Services and Initiatives team, Senior Manager Arts Development Services, Manager Investment Services, Communications and Policy teams

External: arts organisations, arts providers, arts practitioners, arts developers, service providers and educators as relevant to specific projects; community bodies and organisations, relevant professional arts bodies, Ministry for Culture and Heritage, other government agencies – both central and local government.

EDUCATION, SKILLS, KNOWLEDGE, EXPERIENCE

Essential:

- Expertise in organisational needs analysis including design, delivery, monitoring, reporting and evaluation.
- Knowledge and experience in the application of project planning techniques and methodology.
- Exceptional stakeholder management skills, including ability to work with multiple and diverse stakeholders and customers to understand their needs and identify the appropriate means of meeting these.
- Demonstrated expertise and experience in capacity building and/or arts.
- Experience providing exceptional customer service, including internal and external consultation and partnership development.
- Tertiary qualification in a relevant area such as fine arts, social sciences.
- Experienced in delivering Government processes – particularly with regard to accountabilities associated with public funding.
- Demonstrates understanding and commitment to the principles and practice of the Treaty of Waitangi, and the implications of this for the work of Creative New Zealand.