

NORFOLK & NORWICH FESTIVAL

Augustine Steward House, 14 Tombland, Norwich, Norfolk NR3 1HF T +44 (0)1603 877750

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7 January 2019

Dear Applicant,

Development Manager & Communications and Development Officer Positions

Thank you for your interest in these roles at Norfolk & Norwich Festival. We have recently restructured to create a Communications and Development Team which brings together income generation and management of our public profile.

The Development Manager will lead income generation from sponsors, individuals, and support fundraising from trusts and foundations, across all activities and initiatives for Norfolk & Norwich Festival. The Communications and Development Officer supports the development and delivery of communication and development campaigns, taking the lead on all electronic communications. These are both exciting opportunities for people who have the skills and experience to meet the challenges of these jobs and who can bring energy to our organisation.

I joined the organisation as Festival Director in January 2018 and have been working with the board and staff to articulate a new direction for the organisation built around a 'festival spirit' of being creative, curious, inclusive, collaborative and strategic. We are working to build a dynamic festival programme in Norwich and around Norfolk and to extend our reach and influence year-round across East England through projects and initiatives. This is an exciting time to join us as we are taking this opportunity to refresh our artistic and organisational vision. We are also preparing to celebrate the Festival's 250th anniversary with a trio of Festivals from 2020 – 2022.

Norfolk & Norwich Festival welcomes applicants from a wide mix of people because we want to employ people from a diverse range of backgrounds. I'm really interested in hearing from people who possess transferable skills but might not have worked in the professional arts sector before. This includes people who identify as disabled and people from diverse cultural backgrounds (BAME – Black, Asian and Minority Ethnic). Our current office is in a grade II* listed building in an historic part of Norwich and there is no lift access. We are currently searching for a new office space that will enable us to achieve our ambition to be fully accessible both to our audiences and our workforce. If you are interested in working for us and have the skills and experience we seek, I encourage you to apply.

All the information you need about the post and the application procedure is provided in the accompanying documents. If you have any questions about the post feel free to email me via Gemma Layton, Executive Assistant on gemma@nnfestival.org.uk. The deadline for applications for the posts is noon on Monday 4 February 2019. Interviews for the Development Manager will be on Monday 11 February and for the Communications and Development Officer on Tuesday 12 February 2019.

I'm enjoying working closely with the team to build our reputation as an organisation 'belonging' to our city and region. I hope you will be interested in the exciting opportunities these positions offer. I look forward to receiving your application.

Best wishes,



Daniel Brine
Festival Director

Principal Funders



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**ARTS COUNCIL
ENGLAND**



**NORWICH
City Council**

Patrons Sir Timothy Colman KG and Caroline Jarrold
Chair Brenda Arthur
Festival Director Daniel Brine
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Norfolk and Norwich Festival Trust
Registered Charity No. 1164424
VAT Registered No. 230 8577 07

NORFOLK & NORWICH FESTIVAL

Norfolk & Norwich Festival

Norfolk & Norwich Festival shares exceptional arts experiences across East England. We lead and support celebration, creativity and curiosity in our community to make our part of the world a great place to live, work and play.

Norfolk & Norwich Festival takes place in Norwich and around Norfolk for 17 days each May. The Festival programme is multi-artform, contemporary, international and audience-centred. The Festival is distinctive because we collaborate with artists – from down the road and around the world – to explore the unique physical and cultural identities of our place and to make art which is meaningful to the lives of our audiences.

Year-round Norfolk & Norwich Festival brings our 'festival spirit' to initiatives – including Festival Bridge, Common Ground and Norfolk & Norwich Open Studios – which extend our reach and influence across East England.

- Festival Bridge creates and facilitates partnerships and networks that improve the cultural offer for all children and young people across Cambridgeshire, Norfolk, Peterborough and Suffolk.
- Common Ground enables young people from backgrounds of low cultural engagement to lead and develop new and exciting ways for themselves and their peers to engage in their local heritage.
- Norfolk & Norwich Open Studios celebrate the creative talents of the visual arts and crafts community in Norfolk. Over 16 days in May/June studio visitors meet artists, enjoy new art and can buy artworks directly from their creators.

Our festival spirit is to be:

Creative	We champion artistic excellence and value creativity in everyone.
Curious	We explore and reflect the changing social and physical contexts in which we live.
Inclusive	We are respectful of the diversity and difference of people and their views and values.
Collaborative	We work with artists, communities, peers, partners and stakeholders to achieve common goals.
Strategic	We balance artistic and social ambition with a sustainable business.

Find out more online www.nffestival.org.uk

NORFOLK & NORWICH FESTIVAL

Development Manager

Team:	Communications and Development
Reports to:	Head of Communications and Development
Responsible for:	No direct reports but supervising work of Communications and Development Officer, Communications and Development Trainees, casual staff and volunteers as required

Purpose of role

To generate income from sponsorship, local authorities, international funders, individuals, trusts, foundations, and project funders for the Norfolk & Norwich Festival and our other initiatives.

All staff work towards Norfolk & Norwich Festival's goals, which are:

- to have more people experience and value the arts
- to be a champion for excellence in the arts
- to be valued – locally and internationally – for our unique and distinctive arts festival
- to be embedded in Norfolk and Norwich and to extend our reach and influence across East England and beyond
- to be socially responsible, committed to questions and actions about a changing world including diversity and difference, environmental sustainability and technological change
- to have a stable and adaptive business structure with diverse income streams.

Introduction

The Development Manager's role is to secure funding for the Festival and its initiatives, with a particular focus on sponsorship and giving from individuals. The post holder needs to have a track record in fundraising from a broad range of sources and experience of managing relationships with donors and stakeholders.

Main duties

The Development Manager's responsibilities include:

1. Maximise income from sponsors, individuals, trusts, foundations, local authorities, international funders and project funders for the Norfolk & Norwich Festival and our other initiatives.
2. Lead approaches for corporate support and individual giving with Head of Communications and Development, in order to achieve fundraising targets.
3. Research prospects, pipeline management, develop and make proposals and pitches, and produce reports which demonstrate return on investment.
4. Ensure all marketing and promotional materials are designed and developed to satisfy sponsorship requirements, working closely with colleagues across the Communications and Development team.
5. Organise and manage sponsor hospitality and partnership events during the Festival, to include venue hire, catering, invitations, ticket allocations, branding as required.
6. Manage the creation, delivery and evaluation of year round Development events for sponsors, supporters, trusts, prospects and key stakeholders.
7. Brief and oversee the work of Communications and Development Officer and Trainees casual staff and volunteers.
8. Manage relationships with corporate stakeholders and partners.
9. Manage the development and delivery of the Friends membership and Supporter schemes.
10. Work with the Board of Trustees' Development Committee and providing the administration for the meetings.
11. Undertake training as identified and agreed with the Head of Communications and Development, which might include health and safety and first aid training.
12. Undertake any other duties which might reasonably be deemed to be within the status of the job and appropriate to the post.
13. Carry out all duties in accordance with appropriate internal and statutory procedures, including our environmental policy.
14. Adhere to Norfolk & Norwich Festival's employment policies and procedures with particular reference to Safeguarding Children and Adults at Risk, Equal Opportunities and Health and Safety.

Person Specification

It is **essential** that the Development Manager has:

- experience of securing corporate sponsorship and individual donations.
- a good understanding of charitable giving by individuals and trusts and foundations.
- strong organisation skills and an ability to keep accurate records.
- excellent verbal and written communication skills.
- experience of working on events.
- understanding of the role of cultural activity in relation to broader social and economic agendas.
- confidence in developing and maintaining good contacts with the business community and network/business membership organisations.
- experience of dealing with senior representatives of sponsors and stakeholder representatives.
- a good understanding of budget administration.
- experience of managing a busy workload.
- a passion for the arts.

It is **desirable** that the Development Manager has:

- experience of the arts, education and cultural sector.
- experience of working with a variety of funders.

All Norfolk & Norwich Festival staff are expected to be:

- team players.
- good communicators, using appropriate means in effective ways.
- flexible and proactive in their approach to work.
- willing to learn and develop.
- able to manage their own workload with minimum supervision.
- able to remain calm under pressure.
- reliable time-keepers with a good attitude to attendance.
- committed to equality in the workplace.
- computer literate, including possessing basic word processing and spreadsheet skills.

Terms and Conditions of Employment

This is a full-time, permanent post.

Salary	£27,500 per annum.
Annual Leave	Full-time entitlement for permanent staff is 28 days holiday per year in addition to bank holidays.
Pension	Norfolk & Norwich Festival operates an auto enrolment pension scheme.
Hours of Work	37.5 hours per week (excluding breaks). Core working hours are 10am to 4pm with a lunch break taken between 12 noon and 2pm. You should agree your working pattern to enable you to work your contracted hours with your line manager. The nature of the position means some evening and weekend work, for which Norfolk & Norwich Festival does not make overtime payments. Time off in lieu may be available for out of hours working at the Company's discretion.
Place of Work	The place of work will be the Festival's offices in Augustine Steward House, 14 Tombland, a grade II* listed building in central Norwich, and as required by NNF at such other places where the organisation carries on its proper business. The Festival uses a variety of venues throughout Norwich and Norfolk for performances and events.
Travel	You will be required to travel throughout the region, sometimes in rural and isolated areas, nationally and internationally. Travel expenses will be reimbursed on the basis of the cheapest available public transport fare or at the appropriate rate for mileage established by Norfolk & Norwich Festival.
Probation Period	Three months
Notice Period	One week's notice in writing on either side during the probationary period. Thereafter three months' notice in writing on either side once the appointment is confirmed.
Equal Opportunities	Norfolk & Norwich Festival is committed to a policy of equality of opportunity in its employment practices. Norfolk & Norwich Festival is working towards equal opportunities in employment, with the aim of ensuring that everyone who applies to work for us receives fair treatment. To help us to achieve this aim we ask you to complete the Equal Opportunities Monitoring Form. This information will be used to monitor the effectiveness of our Equal Opportunities Policy and for no other reason.

How to Apply

Deadline: **Monday 4 February 2019 (12 noon)**

Application Procedure

Application is by the completion of Norfolk & Norwich Festival's Application Form (a CV may be attached, in addition, if desired) which should be emailed to gemma@nnfestival.org.uk along with a completed Equal Opportunities Recruitment Monitoring Form.

Applications submitted without a completed application form (i.e. cv only) will not be considered.

Applications can also be posted to:

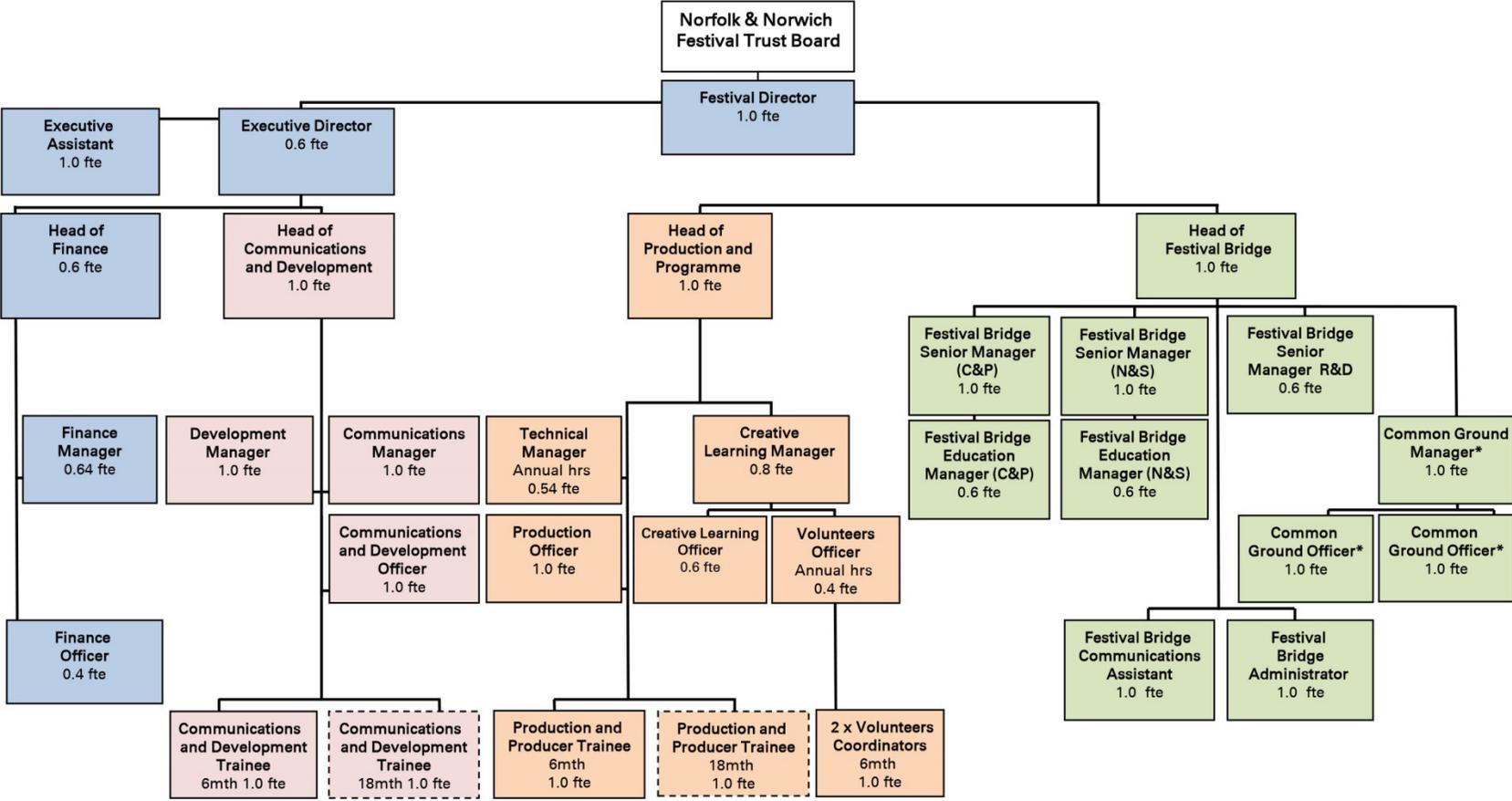
Gemma Layton
Executive Assistant
Norfolk & Norwich Festival
Augustine Steward House
14 Tombland
Norwich NR3 1HF

Deadline The deadline for receipt of applications is 12 noon on Monday 4 February 2019. No applications can be considered after the closing date.

Interviews We anticipate that interviews will take place in Norwich on Monday 11 February. Please advise us in your application if you are unavailable on this date.

Applicants will be notified if they have been shortlisted for interview by 5pm Thursday 8 February 2019. If you have not heard from us by this date, please assume that your application has been unsuccessful.

Norfolk & Norwich Festival – Organisational Structure



Casual Festival Contracts
 variable
 Technical crew, bar staff, event managers, box office, publicity team, volunteers coordinator(s), security, Spiegel tent front of house, etc.

DNS
IT Support

The Corner Shop
Publicist
(Freelancer/
Agency)

Co-Curators
 Britten Sinfonia – Classical Music
 Serious – Contemporary Music
 National Centre for Writing – Literature

HR Dept
(Freelancer/
Agency)

Design Consultant
(Freelancer/
Agency)

From 2 January 2019

* denotes subject to funding

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How we use your data for recruitment purposes

Background

This privacy policy covers how we, Norfolk & Norwich Festival Trust, collect, use, store and protect the data that is supplied to us by job applicants and agencies.

Our commitment to job applicants

We believe completely in equal opportunities and will treat all applicants fairly with no discrimination. We never knowingly provide misleading information about the nature of the role. We are committed to managing your personal information securely and with respect in accordance with the General Data Protection Regulation requirements.

The information we collect may cover the following:

- contact information (name address, phone number and email address)
- information from CV or application form or covering letter (education, skills and qualifications)
- psychometric tests
- health records (such as health questionnaires) where required as part of the role
- occupational health reports (if higher level screening is required for role) with access to medical records consent being given by the applicant
- Disclosure and Barring Record where a requirement for the role
- references from the named referees that the applicant provides and only with the applicant's consent
- visa and proof of the right to work in the UK documents, such as a copy of or details from your passport
- employment records (including job titles, work history, working hours, training records and professional memberships)
- salary, annual leave, pension and benefits information
- access to your DVLA portal and details you supply of your car insurance where relevant.

We may also collect, store and use "special categories" of more sensitive personal data which require a higher level of protection such as information about your race or ethnicity, religious beliefs, sexual orientation and political opinions, in addition to information about any criminal convictions and offences.

Purpose of data collection

The purpose of collecting this information is to find suitable candidates to fulfil a specific role within our Company, and to check that you are entitled to legally work in the UK. We collect personal information either directly from candidates or sometimes from an employment agency. We may sometimes collect additional information from selected background check agencies; for example, where appropriate to the role we may ask for DBS checks to be undertaken.

Where appropriate, we will collect information about criminal convictions as part of the recruitment process. We are allowed to use your personal information in this way to carry out our obligations to ensure those recruited are suitable to deliver our work, for example compatible with our safeguarding procedures.

Principal Funders



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How the information is held.

Most information is transmitted by email and is stored on our computers, and our paper based filing. We use a secured server which supports our email servers and any cloud-based file storage system. All this information can only be accessed by authorised staff within our Company. Our staff are trained to understand the importance of keeping personal data secure. Our computers are safeguarded by anti-virus software and the regular changing of security passwords.

The information on unsuccessful candidates for specific roles will be held for 6 months in line with CIPD recommended best practice. After which paper files will be securely disposed of and computer records deleted. Only if we have asked, and you have given your consent, then we will continue to hold your data beyond six months for an agreed period.

Disclosure

We may disclose selected information for the purpose of obtaining references. Where additional information is required the information may be disclosed to the Disclosure and Barring Service, your G.P or an Occupational Health professional only after you have given your consent.

You have specific rights in connection with personal information: to request access to your personal information; **request correction** of the personal information that we hold about you; **request erasure** of your personal information; **object to processing** of your personal information where we are relying on a legitimate interest; **request the restriction of processing** of your personal information; **request the transfer** of your personal information to another party and the **right to withdraw consent**.

Complaints

Privacy complaints are taken very seriously and if you believe that we have breached your privacy you should in the first instance write to Clare Lovell, Head of Operations, who has responsibility for Data Protection within our Company stating the details of your complaint. We would ask that you provide us with as much detail as possible to allow a thorough investigation. Your complaint will be acknowledged within 72 hours and we aim to resolve any complaint within 21 days. However, depending on the complexity of the complaint and availability of external agencies it may on occasions take longer.

Should your complaint show that we have breached our duty of care we will report the breach to the Information Commissioner's Office. If you are not satisfied by our response you may complain to the ICO.

14 May 2018