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**CREATIVE QUARTER MANAGER**

**APPLICATION PACK**

Thank you for your interest in the above vacancy. We’re really happy that you’ve found us.

Details of the background and context to this role can be found in this pack.

**How to apply**

Your completed application should include the following:

1. An application form
2. A personal statement in written or recorded format
3. Your up to date CV

Once you have completed your application documents, please return them before the closing date to:

Lyn Maytum  
Executive and Project Assistant

Creative Folkestone

Quarterhouse  
Mill Bay

Folkestone

Kent CT20 1BN

Or alternatively, please email your completed application to: [lynmaytum@creativefolkestone.org.uk](mailto:lynmaytum@creativefolkestone.org.uk)

If you have any questions relating to this vacancy, please contact Fiona Kingsman by email: [fionakingsman@creativefolkestone.org.uk](mailto:fionakingsman@creativefolkestone.org.uk) or phone 01303 760744 for an informal chat

**Deadline**

Closing date for applications: **5pm Friday 7 May 2021**

**Interview process**

Interviews will take place on **Monday** **24 and Tuesday 25 May 2021**

**ABOUT CREATIVE FOLKESTONE**

Creative Folkestone is dedicated to transforming Folkestone through creative activity to make it a better place to live, work, study and visit. We believe that everyone is creative and that creativity has the power to change people and places. We have developed five key projects that form the foundation of our work :

1. The Creative Quarter has transformed the Old High Street into a hub of independent shops, artists’ studios and live-work spaces.
2. Folkestone Triennial transforms the town every three years into an outdoor sculpture park with newly commissioned artwork by national and international artists.
3. Folkestone Artworks is the UK’s largest collection of public contemporary art in a town.
4. Folkestone Quarterhouse is a performing arts centre that hosts live events across theatre, dance, music, comedy, film, family shows and festivals.
5. Folkestone Book Festival is one of the UK’s most established festivals of literature, books and ideas.
6. We also do other projects!

We have declared that **FOLKESTONE IS AN ART SCHOOL** and all our projects are underpinned by an inspirational learning and engagement programme that works with schools, community groups and the people of Folkestone across art-form, age and ability.

[www.creativefolkestone.org.uk](http://www.creativefolkestone.org.uk)

**CREATIVE QUARTER MANAGER**

**JOB DESCRIPTION**

**Reports to:** Deputy Chief Executive

**Line management**

**responsibility for:** Creative Workspaces Managers (Contracts and Community); Tenant Liaison Assistant

**Location:** Based at Quarterhouse, Mill Bay, Folkestone, Kent CT20

**Salary:** £39,000 per annum

**Hours:** Full time. Out of office hours working may be required.

**Who are you?**

We are really interested in working with people who can bring their life experiences, skills and interests to this role. You will be able to demonstrate an interest in the arts and in how creativity can bring about change but you don’t need to have qualifications in an arts subject or have been to university.

Most of all, you will be open to new ideas, ready to share your own ideas, keen to learn and able to support the Creative Quarter as a good humoured and well organised member of the team.

**What will you do in this role?**

You will help and support a vibrant Creative Quarter, that is best able to regenerate Folkestone and any other sites as necessary. You will be focussed on how to maximise our net income from the Creative Folkestone managed property portfolio, whilst contributing towards our charitable objectives.

**Who will you work with?**

You will join the Creative Quarter team but will work with colleagues across all the Creative Folkestone projects.

**Main Duties**

1. To oversee the Creative Quarter and ensure that visitors to the Quarter have the best possible experience.

2. To actively engage with all Creative Folkestone tenants, managing their tenancies from point of enquiry onwards and identifying ways of continuously improving the tenant experience within the Quarter.

3. To identify and maximise opportunities to create the right mix of tenants within the Quarter to achieve maximum income balanced with Creative Folkestone’s overall creative remit.

4. To work closely with the Marketing and Communications Manager to help attract and retain suitable tenants at every opportunity.

5. To develop and deliver an on-going property management plan, ensuring that properties are maintained, managed and tenanted within the Creative Folkestone budget and creative remit.

6. To manage IT support for Creative Folkestone staff and tenants through effective management of the IT contractor.

7. To work closely with the rest of the Creative Folkestone team in building a sustainable creative environment and community that attracts visitors and tenants alike.

8. To undertake such duties as may be required to successfully realise the purpose of this role.

|  |  |  |  |
| --- | --- | --- | --- |
| **A drawing of a face  Description automatically generated** | **CREATIVE QUARTER MANAGER**  **PERSON SPECIFICATION** |  |  |
| **KNOWLEDGE & EXPERIENCE** | | **Essential** | **Desirable** |
| 1. Proven success in managing positive tenant relationships | | x |  |
| 2. Proven success in instigating and developing productive relationships with external stakeholders | | x |  |
| 3. Experience in motivating and developing direct reports | | x |  |
| 4. Experience in actively gathering and acting on colleague and tenant feedback | | x |  |
| 5. Understanding of the needs and expectations of commercial and residential tenants during a regeneration process | | x |  |
| 6. Excellent team worker with the ability to use own initiative to analyse situations and solve problems | | x |  |
| 7. Physically fit, able to undertake regular property visits | | x |  |
| 8. Experience of issuing and managing contracts and/or service level agreements, e.g. for tenants, suppliers, sub-contractors or similar | |  | x |
| 9. Practical knowledge of current Health & Safety legislation as applicable to residential and public buildings | |  | X |
| 10. Understanding of preventative and remedial property maintenance programmes | |  | x |
| 11. Experience of working within or supporting a creative community | |  | x |
| **SKILLS** | | **Essential** | **Desirable** |
| 12. Diplomatic and effective negotiating skills | | X |  |
| 13. Effective forward planning / project management skills | | X |  |
| 14. Astute budget management skills | | X |  |
| 15. Articulate and confident communication skills, including within public meetings and group presentations | | X |  |
| 16. Able to identify, research and approach potential creative tenants | | X |  |
| **ATTRIBUTES** | | **Essential** | **Desirable** |
| 17. Calm, focussed and motivated under pressure | | X |  |
| 18. Business-appropriate demeanour and personal presentation | | X |  |
| 19. Discretion and confidentiality | | X |  |
| 20. Positive response to working in a target-driven environment | | X |  |
| 21. Hard working and energetic | | X |  |
| 22. Committed to Folkestone’s regeneration through the arts | | X |  |

**Terms and Conditions:**

This is a full-time, permanent position.

Starting salary: £39,000 per annum + contributory pension.

Full conditions are as per the written statement of employment.

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**CREATIVE QUARTER MANAGER**

**APPLICATION FORM**

**SECTION 1: APPLICANT DETAILS**

|  |  |
| --- | --- |
| **Name:** |  |
| **Address:** |  |
| **Mobile number:** |  |
| **Home telephone:** |  |
| **Email address:** |  |

|  |
| --- |
| Are you legally eligible for employment in the UK? |
| How did you hear about this vacancy? |
| What is your notice period / earliest availability to take up a new position? |

**SECTION 2: DECLARATION**

Please sign below to indicate that you are providing full and accurate information in your application, your CV and any subsequent interview; and that you understand that withholding or misrepresenting information may be grounds for dismissal.

Signature: Date:

|  |
| --- |
| (FOR OFFICE USE ONLY)  DATE RECEIVED:  DATE OF INITIAL RESPONSE: |

**SECTION 3:**

**WE’D LIKE YOU TO PROVIDE A PERSONAL STATEMENT ABOUT WHY YOU ARE INTERESTED IN BEING THE CREATIVE QUARTER MANAGER AND WHAT YOU FEEL YOU CAN BRING TO THE ROLE.**

**YOU ARE INVITED TO RESPOND EITHER IN WRITING USING NO MORE THAN 1000 WORDS OR WITH A 2 MINUTE VIDEO/SOUND FILE.**

**SECTION 4:**

Please provide details of two referees, one of whom should be your current or most recent employer and indicate at which stage you consent for these references to be taken up.

|  |  |
| --- | --- |
| **Name:** | **Relationship to you:** |
| Organisation: | Contact number: |
| Email address: | □ contact at any point  □ contact on offer of first round interview  □ contact on offer of second round interview  □ contact only on offer of employment |

|  |  |
| --- | --- |
| **Name:** | **Relationship to you:** |
| Organisation if relevant: | Contact numbers: |
| Email address: | □ contact at any point  □ contact on offer of first round interview  □ contact on offer of second round interview  □ contact only on offer of employment |

**Equal Opportunities Monitoring Questionnaire**

We are asking all applicants to complete the below equal opportunities monitoring questions as part of the recruitment process.

The data you give us will be stored in anonymous aggregate form and held according to Creative Folkestone’s Privacy Policy. It will help us to evaluate our recruitment procedures and gather the most consistent and robust data possible.

**Job Title:** **CREATIVE QUARTER MANAGER**

**Monitoring Questions**

Please circle, highlight or put a X by your answer

|  |
| --- |
| **Where are you currently based?** |
| East Midlands  East of England  London  North East  North West  Northern Ireland  Scotland  South East  South West  Wales  West Midlands  Yorkshire and the Humber  Prefer not to say |

|  |
| --- |
| **How would you describe your gender?** |
| Female  Male  Non-binary  Prefer not to say  Prefer to self-identify (please fill in the free text space below)  Not known |

|  |
| --- |
| **What is your age range**? |
| 0-18  18-19  20-24  25-34  35-44  45-49  50-54  55-64  65+  Not known  Prefer not to say |

|  |
| --- |
| **How would you describe your ethnicity?** |
| Arab  Asian or British Asian – Indian  Asian or British Asian – Pakistani  Asian or British Asian – Bangladeshi  Asian or British Asian – Chinese  Asian or British Asian - Other Asian background  Black or Black British – African  Black or Black British – Caribbean  Black or Black British - Other Black/African/Caribbean background  Latin  Mixed - Asian and White  Mixed - Black African and White  Mixed - Black Caribbean and White  Mixed - Other mixed/multiple ethnic background  White – British  White – Irish  White - Gypsy or Irish Traveller  White - Other White background  Any other ethnic background  Not known  Prefer to self-identify (please fill in the free text space below)  Prefer not to say |

|  |
| --- |
| **Do you identify as disabled or do you have a long-term health condition?** |
| No  Yes - d/Deaf/Hearing Impairment  Yes – a long-term health condition  Prefer not to say |

|  |
| --- |
| **How would you describe your sexual orientation?** |
| Bi Man  Bi Woman  Gay Man  Gay Woman/Lesbian  Heterosexual/Straight  Queer+  Prefer not to say  Prefer to self-identify (please fill in the free text space below)  Not known |

|  |
| --- |
| **Is your gender identity the same as the one assigned to you at birth?** |
| No  Yes  Prefer not to say |