



Client Relationships Executive Information Pack

May 2021



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Welcome

Dear candidate,

Thank you for your interest in joining our team. Below you will find some details on thrive and then what we are looking for in the person to fill this post.

If you have any specific questions after reading this information or want to know more about what the job is like, our Client Relationships Executive, Claire Rose Canavan would be happy to have a chat with you. You can contact Claire Rose at client@wewillthrive.co.uk.

Overview

We are Thrive Audience Development and we've been around since 2004 working with arts, heritage and cultural organisations across Northern Ireland to build relationship with their audiences, visitors, and the public.

We are a team of six based in the Crescent Arts Centre in Belfast. We work hard and we are passionate about driving audience-led change throughout the cultural sector. No two days in thrive are the same and that diversity of what we do and who we do it with makes for an energetic and stimulating workplace. And the culture of the organisation is as important to us as the work we do. New ideas, open communication and a dedication to personal and professional development are values that we hold dear. We want to learn, improve, change and most importantly, have an impact.

We offer flexible working, a company pension scheme, 25 days of annual leave and 11 statutory days. Plus you get an extra day of annual leave for every year you work in thrive and a day off each year to celebrate your birthday.

We are now looking for a new Client Relationships Executive, who will help our clients to develop their thinking on audience development and help them bring about audience-led change.

If you feel you have the relevant skills and experience, share our passion and values, and are inspired by the role, we would very much like to hear from you.

What thrive does

Thrive are the audience development experts for cultural and heritage organisations in Northern Ireland. And we have developed our own language around what that means in reality. For us, the focus is on building and protecting relationships with people – be they audiences, visitors or participants.

And good relationships are built on communications, trust, and respect. To build effective relationships you've got to listen, to find out about people's lives and needs and use that at the heart of all your activity to shape what you do, when you do it, and how you communicate it. This is easier said than done.

The cultural sector is full of brilliant creative people with a passion for their art and cultural expression but cultural organisations are often small and under-resourced. So being able to get and use insight about people's lives and make the changes needed can be hard.

That's where thrive comes in. We offer a range of products and services that help organisations get the insight they need and the support to make people-led change.

We receive core funding from Arts Council NI which means we can give a lot of this support for free and we have diversified our income across other funders and paid-for contracts. We work across Northern Ireland with arts, heritage and cultural organisations and the people who work with, and in, those organisations. We offer sector support that makes a difference and helps arts, heritage and cultural organisations positively impact Northern Ireland's society.

Who we work with

We work with arts, heritage and cultural organisations of all shapes, sizes and remits from across Northern Ireland. We are lucky to work with organisations who create and present dynamic and stimulating arts, heritage and cultural content that meets the needs of many different types of audiences.

We work with those who fund and shape cultural content, as well as those who transform the funding into work that makes a difference to people's lives every day. We nurture our relationships through how we support organisations and individuals. We take no relationships for granted and always strive to make an impact and improve what we do.

Here are just some examples which give a flavour of the diversity of the projects we deliver and the people we collaborate and partner with across our work.



Insight and data

We've worked with Derry City & Strabane and Donegal County Councils to deliver a comprehensive baseline of cultural engagement across the North West. This provided completely new data and insight that is now shaping cultural strategies and activity in both areas.

We've spoken to thousands of arts, heritage and cultural audiences across Northern Ireland to see how Covid has changed their lives and the part culture plays in their lives through our **After the Interval** and **Culture Beyond Covid** projects. We are using this insight to help cultural organisations reset their audience relationships as we move out of the current health crisis.



Audience development

We were part of **The Late Shift** project that created late night events in 9 regional museums across Northern Ireland and attracted a new audience to appreciate what local museums have to offer.



Communications

We've worked with EastSide Arts Festival in Belfast to help them segment their audiences to their festival and design a customer-led communications strategy which resulted in a significant increase in ticket sales.



Partnership

We are delivering a major business support programme for the Northern Ireland heritage sector, with our partners Arts & Business NI. The programme is funded by the National Lottery Heritage Fund.



Impact measurement

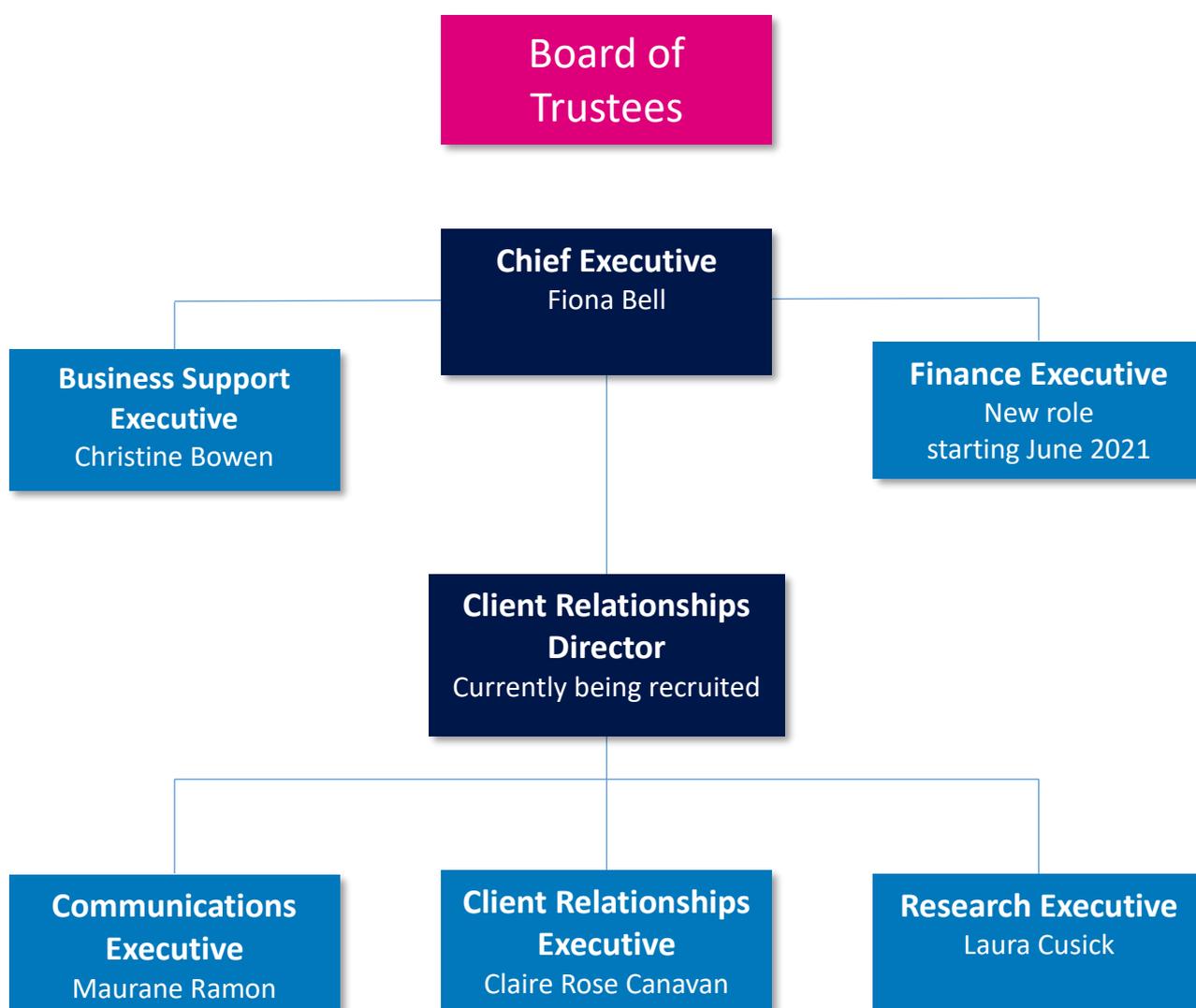
We have designed evaluation frameworks and data collection processes for Belfast Community Circus School, among others, to help them tell the story of their impact on the lives of adults, children, and young people.

Our team

Thrive has a staff team of six who deliver a busy programme of projects and services across Northern Ireland.

We operate a matrix staff structure i.e. although people have specialist skills and areas of responsibility, each project or piece of work will use the right team members at the right time. This prevents silo working, gives our clients access to the best expertise we have and develops staff.

In addition, we work with freelancers on a project basis to enhance our skills and knowledge and we regularly collaborate with other cultural organisations to amplify the impact we make.



[Click here to find out more about the team.](#)

Purpose of Client Relationships Executive role

Our Client Relationships Executive is the person who supports our project delivery and runs our events, with the aim of helping organisations understand their relationships with audiences, visitors and participants.

This role is at the heart of thrive's client relationships and is often the first point of contact for our customers. The Client Relationships Executive helps to shape our events and content, making sure our advice is up-to-date and appropriate to the audience.

You will make sure our work is of the highest standard, and you will provide practical support and resources.

This role is for someone who is great at project management and can make sure we are on track with all our delivery deadlines. You will have fantastic attention to detail, and be a master at a to-do list. You are a 'completer finisher', who can juggle many different tasks at once.

You will be a 'people person', always wanting to find out more and to help people make a change or do something differently. You will be empathetic and great at developing relationships.

You will enjoy the opportunity to put your own ideas into action, and create and deliver thrive events at regular intervals.

If you like to feel at the end of the day that you have helped someone – to solve a problem, pointed them in the right direction, connected them to someone else who can help, or given them a chance to talk through ideas and plans – then you could be thrive's Client Relationships Executive. You are motivated by doing a good job and have a flexible approach that allows you to see a way around challenges rather than letting them get in your way. You will be someone clients can trust to understand what they need, challenge them to clarify those needs and be able to deliver for them while supporting our organisational development.

You will work across project teams, to make sure all thrive work is delivered to the agreed brief, some of which you may lead and in other instances you will report to another team member.

Role specification

We need you to:

- Proactively develop trusted relationships with the arts, culture and heritage sectors through understanding their collective and sectoral needs.
- Create programmes, products and services to meet those needs within agreed budgets and timeframes, making use of digital technology as relevant.
- Deliver those programmes, products and services to agreed outcomes and action plans, working with suppliers, associates, external trainers and speakers.
- Make sure that all thrive events are managed and organised to the highest standards, by anticipating issues and dealing with them before they arise.
- Stay up-to-date with thinking around audience development and audience-led thinking.
- Focus on thrive outcomes and showing the impact of thrive's work to meet organisational objectives.
- Produce resources for thrive's digital channels that will complement thrive event content.
- Be able to translate data into insight and communicate this to cultural organisations.
- Spot opportunities for thrive to generate income.

This is not an exhaustive list and duties will arise that the Client Relationships Executive will be required to deliver.

Person specification

This section outlines the experience, knowledge, skills and attributes we require for our next Client Relationships Executive.

It is your response to each of these criteria that will determine whether you are invited to interview. We appreciate not all applicants may fulfil all criteria and we will take this into account at the shortlisting stage.

Experience and skills

- Experience of project management and overseeing multiple projects running at the same time.
- Experience of event management – this will include event logistics, but also shaping the content of the events and suggesting external speakers, if required.
- Experience of satisfying the needs of customers, clients, funders or stakeholders. You will have worked in an environment which requires delivery of projects, initiatives, and programmes to agreed outcomes and standards.
- Experience of working in a role that demands excellent levels of communication – both written and verbal.

Influencing

- Good teamworking skills, particularly in developing and maintaining effective partnerships.

Communicating

- Able to communicate clearly (both in writing and verbally) with small and large groups.
- Shows active listening skills and uses skilful questioning to make sure issues are understood.

Research and development

- Shows a commitment to continued learning and research.

Decision-making

- Able to use logical and creative thinking to solve problems and make decisions.
- Able to analyse data and produce information to plan and develop services and make decisions.

Taking initiative

- Anticipates situations and identifies solutions to avoid problems.
- Able to respond imaginatively when managing situations.

Efficiency

- Manages time well and helps other people to do the same.

Knowledge

- Understands the principles of audience development and audience-led change.

Terms and conditions

The salary is £22,500 per annum. This is a permanent role.

Thrive has a remuneration and reward process which will be outlined as part of the induction process. We offer flexible working, a company pension scheme with 5% employer contribution, 25 days of annual leave and 11 statutory days.

You also get an extra day of annual leave for every year you work in thrive (up to a maximum of 5 days) and a day off each year to celebrate your birthday.

We work 37.5 hours per week. We are currently working from home and expect a phased return to the office within government Covid-19 guidelines.

Disclosures

Thrive will seek confirmation that the successful candidate has the right to work in the UK. Any offer will be made subject to verification of right to work and obtaining positive references.

Referees will not be contacted until we have permission to do so.

Process

Please complete the application form and return to recruitment@wewillthrive.co.uk by **12pm on Monday 14 June 2021**.

Late or postal applications will not be accepted.

Applications will be acknowledged.

Blind shortlisting will take place on 18 June 2021. **The shortlisting panel will only see the criteria as addressed by each applicant.** The shortlisting panel will not be supplied with any information that can identify the applicant.

All applicants will receive a response after this first stage by 21 June 2021.

Those selected by the shortlisting panel will be asked to attend an interview that will take place via Zoom on Friday 25 June 2021.

Should you not be able to attend interview on that date, **an alternative date will only be provided if the panel do not appoint following interviews on 25 June.**

The interview panel are:

- Fiona Bell, CEO thrive
- Niamh Flanagan, Director, Theatre and Dance NI
- Simon Bird, Technical Manager, the MAC

Equality and diversity

We strive to make sure that opportunities to work with thrive are open to all. We treat all job applications equally, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation and any other equality characteristics.

We particularly encourage applications from people who identify from ethnic backgrounds, LGBTQIA+, d/Deaf, disabled, neuro-diverse, have long-term health condition/s or are from a lower socio-economic background, as people from these groups are currently underrepresented in the cultural sector.

Thrive will address any access requirements provided on the application form.

Find out more about thrive



wewillthrive.co.uk



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