

Job Title	Drama Development Intern
Job Family	Visitor Economy and Business
Service Area	Service Delivery
Grade	Grade 2
Job Reference	

Reporting to:	Responsible for :
Creative Programme Producer (theatre)	

Team Purpose

The Visitor Economy and Business teams have a clear focus on attracting customers, visitors and small/medium sized businesses to the Borough with a range of recreational, artistic and business services and activities across a number of venues and sites including Theatres, Country Parks and Wessex House. The teams will develop the visitor and customer experiences together with community engagement across the venues ensuring they are welcoming, professional, efficient and accessible to all visitors. The teams will generate income as well as promote artistic, enjoyable and sustainable environments and activities, and facilitate business opportunities and growth.

Role Purpose

To co-ordinate and administrate the work of the drama development department including the Point & Berry Youth Theatres under the management and vision of the Creative Programme Producer (theatre)

Key Accountabilities

- Responsible for the co-ordination, administration and smooth running of the Youth Theatre and drama development programme.
- To support the Creative Programme Producer and the two Drama Development Officers in creating professional projects; striving to achieve each project's full potential and working towards a shared vision for the Drama Development programme
- Undertake administration of education workshops, community theatre projects and YT events and shows.
- Deliver practical running of workshops for YT and Education establishments where necessary as instructed by the Creative Programme Producer with a focus on 5 to 11yrs.
- Undertake and produce evaluations for projects and workshops.
- Respond to requests for information about provision of Drama Workshops and YT from the general public.
- Attend training, development opportunities, sharing's and professional shows at The Point and Berry as well as through other organisations.
- Attend networking and development events regionally and nationally
- Coordinate and deliver the work experience programme
- Assist in the creation of external communication and documentation.

- General administrative duties, filing and database maintenance.
- Minute taking for meetings.
- Regular liaison and updates with Creative Programme Producer and drama team via team meetings

Key Objectives

Working with customers	Interacting and responding to internal and external customers through multiple channels. Able to identify and develop opportunities for improving the customer journey. Championing own ideas for improving the service/process, increasing customer self-service.
Effective and efficient management of resources	Ensure all resources within the service are managed and utilised as efficiently as possible.
Working towards the Corporate Plan	Contribute to Corporate Plan as required and the development of associated plans and policies. Accountable for the delivery of agreed objectives and services associated with the Corporate Plan, supporting and recommending progress to Strategy specialists.
Knowledge of services	Excellent understanding of creative industries as well as good knowledge of other council services
Using systems effectively	Highly developed skills in delivery systems and processes.

Specific Tasks

Case Management skills	Understand and support the case management approach across the council. Ability to quickly assess customer needs and provide appropriate solutions and support the team in doing so.
Team work and working with others	Work collaboratively across the Council to provide a seamless service to customers, collaborating on strategy and corporate projects. Support the leadership and management of the team and manage behaviours and ways of working to promote communication and empowerment within the team and in the way the team works with others Support the development of the team's skill levels to support multi skilling and knowledge transfer.
Enquiries, reports and service requests	Ensure advice and input is provided where required. Supporting the management of relationships with key stakeholders and partners. Prepare and present reports to Council Management Team and Cabinet portfolio holders and attend/provide specialist advice at other internal or external meetings if required.
Processing and administration	Access and accurately update all relevant information systems, ensure data is up to date and the Council is compliant in statutory requirements.
Ability to support corporate projects	Deliver key corporate objectives through effective programme management, policies, service and financial planning.
Strategy and policy	Contributing to the development and management of Council policies including responding to emerging legislation, best practice and guidance ensuring

	continuous development and improvement in services. Contributing to strategy, performance and quality control and service/financial planning for specialist areas as required.
Performance	Promote an organisational culture that empowers and motivates staff and achieves good communication, positive employee relations and effective employee development. Provide staff with positive leadership, guidance, coaching, direction and motivation that harnesses the strengths and talents of individuals, achieves their maximum contribution to the organisation and promotes their personal development.
Qualifications	
Professional qualification in relevant field	

Knowledge, Skills and Experience

- Strong organisational and administration skills.
- Practical knowledge and understanding of theatre in a community context.
- Ability to run practical drama workshops for YT and Education establishments.
- Ability to prioritise multiple tasks and meet deadlines.
- Good oral and written communication, good presentational skills and sound evaluation skills.
- Knowledge and ability in marketing and promotion.
- Computer literate.
- Able to initiate own ideas.
- Adaptable.
- Methodical.
- Work under pressure.
- Work in a team context.
- Ability to work unattended.

Specialist Knowledge

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Behaviours Framework

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the Council's Core Behaviours Framework. These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

Generic Staff Behaviours	Definition
Adaptability & Flexibility	Respond positively to change and adapt own behaviour or work practices when there is a change in the work environment.
Customer Service	Demonstrating an understanding that customers and customer satisfaction are the foundations of the organisations success.
Communication	The ability to communicate well through a variety of communication methods.
Personal Improvement (own learning & development)	The ability to see where personal improvements can be made, and the willingness to undertake development opportunities to achieve them.
Taking Responsibility and Achieving Results	The ability and willingness to focus on achieving individual and organisational goals.
Working with Others	The willingness to act as part of a team and work towards achieving organisational goals and outcomes.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to review and the Council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.