



## **Engagement Manager**

### **MarketPlace Arts**

**(Part Time, 0.6)**

**Job Pack, April 2025**

Are you passionate about engaging diverse communities in cultural activity? Do you thrive in creative, collaborative environments? Are you inspired by managing digital communications, social media and building communities online and in-person? Are you an expert administrator able to support monitoring and reporting work?

We are looking for an Engagement Manager to join our team working with local communities and partners to develop inspiring arts and cultural programmes centred around our unique landscape and a sustainable future.

You will work collaboratively across our full programme with the MarketPlace Arts team growing innovative, dynamic and co-created projects with a wide range of communities. The role will benefit you if you are interested in both engaging with people and communities as well as providing vital, digital, community management and supporting evaluation work.

MarketPlace Arts is a charity and the lead partner for the Arts Council England Creative People and Places programme in Fenland and West Suffolk. MarketPlace Arts has an office base in March, Cambridgeshire but the role will require both work from home and regular travel across our programme areas in Fenland and West Suffolk.

**Key responsibilities:** engaging communities online, through social media and digital channels (i.e. website and regular newsletters), supporting the collection, analysis and reporting of monitoring and evaluation data as well as supporting the Creative Producers with administration relating to participant, audience and community engagement. Supporting our diverse communities through relationship management and attending creative and cultural events.



## **Job Description & Person Specification**

### **Engagement Manager**

MarketPlace Arts is funded through Arts Council England's national Creative People and Places (CPP) programme. It is an ambitious community engagement programme, which seeks to increase co-creation of cultural activity across Fenland and West Suffolk. MarketPlace Arts has been running since 2015 and is now in its third phase with a decision on funding through to 2029 expected in October 2025.

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| <b>Job Title:</b> | <b>Engagement Manager</b>  |
| <b>FT/PT:</b>     | <b>Part time, (0.6) 22.5 hours per week</b>  |
| <b>Location:</b>  | <b>March Town Hall, Market Place, March, Cambridgeshire<br/>(with work from home and project work across Fenland &amp; West Suffolk)</b> |
| <b>Salary:</b>    | <b>£25,000 per annum pro rata (full time equivalent)</b>   |

## **KEY DUTIES AND RESPONSIBILITIES**

### **Community Management**

- Manage day to day community administration, including; registration and communication of participants, audiences and community members as directed by the Creative Producers
- Attend and support the delivery of events and projects across 7 market towns
- Manage communication with all members of our community, including communicating details of activity, maintaining attendance records and other communication relating to engaging individuals in MarketPlace Arts activity
- Provide a welcome to all who engage with MarketPlace Arts activity.
- Manage the marketing and communications work of MarketPlace Arts by engaging communities online (i.e. social media platforms) and in-person (i.e. local advertising and communications)
- Create and send regular newsletters to our online community
- Manage the MarketPlace Arts website in collaboration with the wider team

### **Programme Assistance**

- Support the Programme Manager in all data, monitoring and reporting administration
- Share evaluation surveys with participants and audiences and monitor their return
- Work with the Creative Director & CEO and the Programme Manager to ensure accurate records are kept, including of the individuals who engage with us
- Support the Creative Producers to maintain up to date contact information for community groups and other partners
- Support all Equality, Diversity, Inclusion and Access work at MarketPlace Arts, ensuring that our programme is inclusive and representative of our communities.

### **Action Research and Sharing Learning**

- Attendance at and engagement with CPP Peer Learning sessions as agreed with the MarketPlace Arts Creative Director & CEO and/or Programme Manager.

## **Team and Stakeholder Management**

- Support the management of volunteers across the programme by maintaining up to date records and building strong relationships with community stakeholders.

## **General**

- Support the wider programme through attendance at activity with the MarketPlace Arts team, including some evenings and weekends
- Embody the MarketPlace Arts values of: Bravery, Creativity, Honesty and Welcoming
- Undertake appropriate training
- Take part in management evaluations
- Carry out any other specific tasks as may be reasonably requested by the MarketPlace Arts CEO and Programme Manager.

## **LINE MANAGEMENT**

The Engagement Manager is line managed by the MarketPlace Arts Programme Manager.

**MarketPlace Arts is an equal opportunities employer. We celebrate diversity and are committed to providing an inclusive environment for all our employees.**

This role will necessitate working during evenings and weekends. We operate a Time Off in Lieu (TOIL) system, so that additional time worked is taken off. This role will necessitate travel within the East of England, predominantly Fenland & West Suffolk by car. Non commuting business travel is reimbursed through expenses.

The post will be subject to an enhanced DBS disclosure. You will be required to provide the necessary documentation for the checks to be carried out. We also reserve the right to request additional DBS checks at any time in the future.

## PERSON SPECIFICATION

|                                | <b>ESSENTIAL</b>   | <b>DESIRABLE</b>  |
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| <b>Education and Training:</b> |  | Formal education in either/all; community arts, project management, administration, digital marketing   |
| <b>Knowledge of:</b>           | <p>A broad understanding of community arts and cultural practice</p> <p>Equality, Diversity &amp; Inclusion implementation in relation to ensuring everyone can engage in creative and cultural activity</p>   | <p>Fenland &amp; /or West Suffolk regions' infrastructure and heritage</p> <p>Regional and national community, arts and cultural networks</p> <p>Arts Council funded programmes including Creative People and Places priorities and learning</p>          |
| <b>Relevant Experience of:</b> | <p>Project administration and delivery</p> <p>Working collaboratively in creative environments</p> <p>Relationship building across diverse communities</p>   | <p>Experience of arts and cultural activity in a rural context or within market towns</p> <p>Work experience of open air and community festivals and street arts</p> <p>Supporting volunteers</p> <p>Evaluation and Monitoring / reporting to funders</p> |
| <b>Skills and Abilities</b>    | <p>Application of strong and clear judgement and decision-making</p> <p>Commitment to co-creation with communities</p> <p>To work on own initiative, prioritise and organise workload, including balancing pressure and expectations</p> <p>Communication and negotiation skills that are effective with a range of stakeholders</p> | Community facilitation in a variety of settings to build strong, trusting relationships   |

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|  | <p>Strong IT skills, including Microsoft Office and cloud-based / social media based tools</p> <p>Confident, professional, enthusiastic and resilient</p> <p>Able to work effectively in a team, whilst also being able to work independently</p> <p>Demonstrates energy and enthusiasm and the ability to motivate people and lead by example</p> <p>Supportive of others and able to share knowledge and skills effectively</p> |  |
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| <b>General</b> | <p>Willingness to work flexible hours including weekends and evenings</p> <p>Willingness to keep their knowledge about the wider CPP programme up to date and to participate in peer learning through Workplace and CPP Gatherings</p> | <p>Enthusiasm for professional development in order to achieve additional skills as this role develops</p> <p>A valid UK Driving License</p> |
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## HOW TO APPLY

Please apply by using the form on our website

Deadline: **Sunday 24th May 2025 (midnight)**

Interviews: provisionally held for: **Thursday 5th and Friday 6th June 2025**

Interviews: **in-person in March, Cambridgeshire** (*reasonable travel expenses reimbursed*)

**MarketPlace Arts is an equal opportunities employer. We celebrate diversity and are committed to providing an inclusive environment for all our employees.**

**To ensure a level playing field for those applicants who are least represented in the arts & cultural industries we will shortlist for interview anybody who ticks the protected characteristics box and enters a description of any barriers faced to working in the arts & cultural sector . If you identify as having a protected characteristic then please select 'Yes' and provide a brief description. You will then make it onto our interview shortlist and from this point in the process will be considered on the strength of your application.**

\*For a list of protected characteristics [please click here](#)