



Director of Public Engagement

Welcome Note

Thank you for your interest in our new Director of Public Engagement post at Theatre Royal Plymouth.

If you're looking for an opportunity to join a dynamic and creative organisation and make a meaningful contribution to the strategic direction of all we do, then this could be the role for you.

We're passionate about how our communities and audiences contribute to our success. We want to be as ambitious as we can for all those we work with in our city and region, and those who visit our buildings to see shows and take part.

You will lead fantastic teams who care passionately about the impact of creativity on people's lives, and you have two extraordinary buildings, TRP in the city centre and TR2 in Cattedown, as your canvas and places of inspiration.

You'll be part of our Strategic Leadership Team. Our SLT works closely together to set the direction of the charity supported by a wonderful board of trustees led by our Chair, Dame Darcey Bussell.

After reading the pack, if you're curious about learning more, please do reach out to Mary Caws, whose details are at the end of this pack, for an informal and confidential discussion.

We look forward to receiving your application.



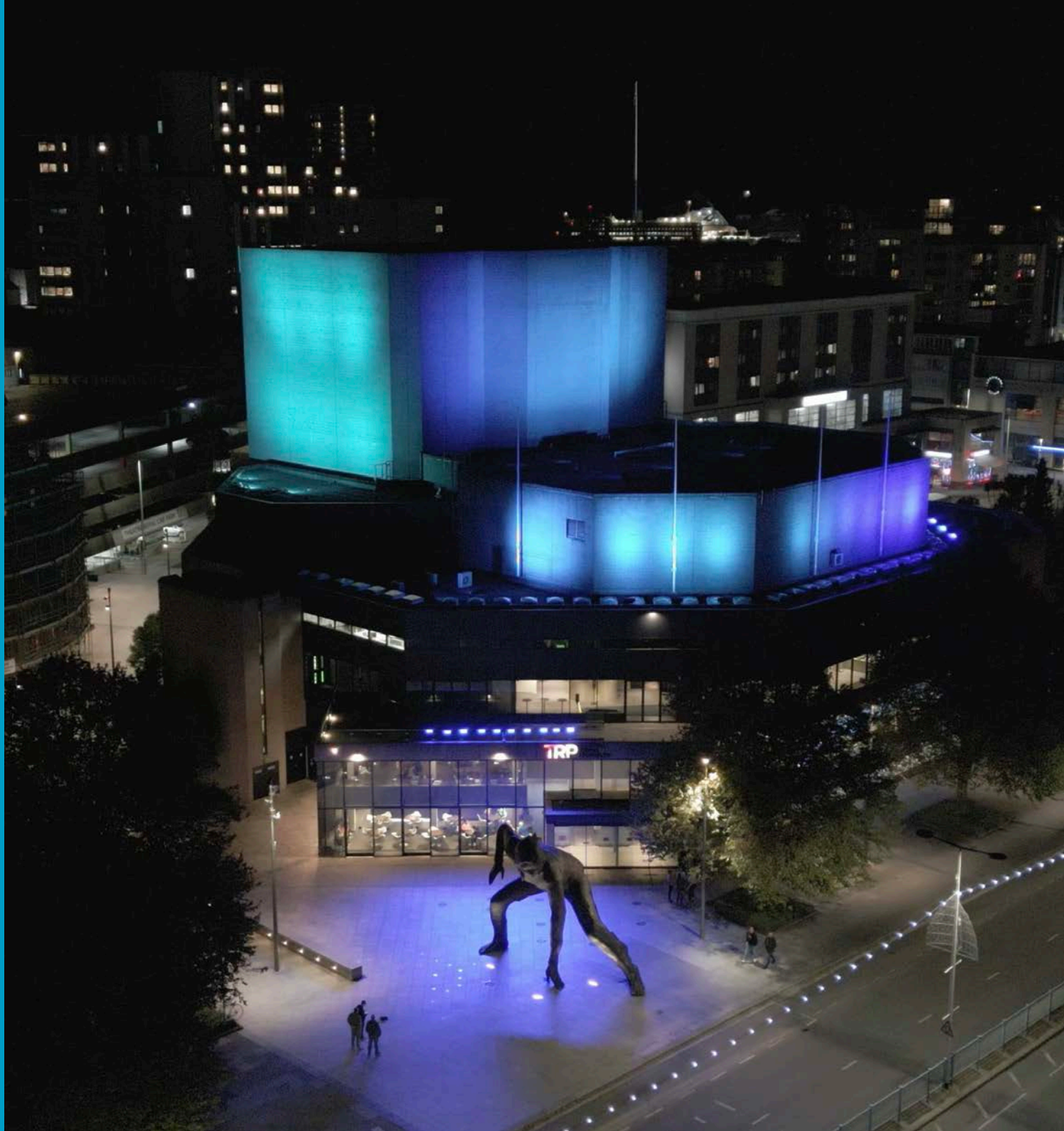
James Mackenzie-Blackman
CEO & Artistic Director



About Theatre Royal Plymouth

Theatre Royal Plymouth (TRP) is the largest and most well-attended regional producing theatre in the UK, presenting diverse productions on our three stages: The Lyric (cap. 1,300), The Drum (cap. 146), and The Lab (cap. 50).

With a regional audience of over 2.1 million, we employ 300+ dedicated staff, including leading artists and craftspeople, and attract 300,000+ annual audience members. TR2, our unique Production and Learning Centre, is world-renowned for scenic design and construction, delivering sets to leading producers for 20+ years. TR2 is also home to TRP's engagement and learning activities, reaching thousands of people annually, with a focus on engaging disadvantaged communities and those who feel excluded from the arts.



Role Purpose

The Director of Public Engagement is the most senior member of TRP's staff who holds the advocacy, and successful delivery, of work with, and for, communities and audiences at the centre of all they do. The post holder will be committed to improving access to TRP for audiences, children, young people and families, and our communities more broadly. They will collaborate closely with the CEO & Artistic Director, the Deputy CEO, Producing and Programming, and the Associate Artistic Director to strive towards all the spaces, in both our buildings, being activated all day, every day.

They will ensure everyone who visits us, or takes part in our projects, feels welcomed, included, safe and creative.





Role Summary

The Director of Public Engagement is part of the Producing and Programming directorate. They will report to the Deputy CEO, Producing and Programming, and be on TRP's Strategic Leadership Team.

The post holder will work closely with TRP's CEO and Artistic Director, the Deputy CEO, Producing and Programming, and the Associate Artistic Director. As part of the Strategic Leadership Team, you'll proactively contribute to the development of TRP's strategies and creative programme, providing feedback, internal and external statistical evidence and your own analysis to stimulate debate, support decision making, track success and identify opportunities for organisational development.

The Director of Public Engagement holds the advocacy and strategic direction, and successful delivery, of work with, and for, audiences and communities at the centre of all they do.

In collaboration with the CEO & Artistic Director, the Deputy CEO, Producing and Programming, and the Associate Artistic Director, they will work towards all the spaces, in both our buildings, being activated all day, every day.

We firmly believe that access to TRP needs to be more open and inclusive for Plymouth communities and TRP's nearest neighbours. The post holder will consider access to TRP in all senses and will work with colleagues to ensure we maintain consistency and care in all the ways we engage with members of the public.

The post holder will be an exceptional communicator able to hold their own with a wide range of stakeholders and people, both internally and externally. They'll be as relaxed and confident in a room of 13-year-olds and as impressive and persuasive in a room with civic and regional leaders.

The post holder will build strategic and meaningful partnerships with artists, visiting companies, the community and voluntary sector, the formal and the informal education sector, and the local authority, in pursuit of TRP's creative strategy and business plan objectives.

Reports to: Deputy CEO, Producing & Programming

Responsible for: Head of Creative Communities; Head of Visitor Experience

Salary: £65,000

Contract: Full time, permanent

Benefits: 33 days annual leave (inclusive of Bank Holidays); contributory pension

Diversity & Inclusion

We are committed to cultivating a culture of inclusion at TRP with a workforce, participants and audiences that reflect the diversity of the communities we serve. The collective power of each team member's life experiences, knowledge, innovation, self-expression and talent creates the very best environment for us to achieve our ambitions and lead the sector. In recruiting for our team, we recognise the unique contributions that you can bring in terms of education, opinions, culture, ethnicity, race, sex, gender identity and expression, nation of origin, age, languages spoken, colour, religion, disability, sexual orientation and beliefs.



Principal Responsibilities

- Lead, line manage and inspire colleagues across the organisation to ensure how we engage with our community is at the forefront of all the decisions we make at TRP.
- This includes working with colleagues to develop strategy and plans to engage with the voice of audiences, young people, and community members as central to TRP's mission.
- To be in constant pursuit and curiosity of best practice in public engagement, across the UK and overseas, and to partner and learn from those at the forefront of how people can engage with performing arts organisations to explore their creativity.
- To identify artists locally, regionally, nationally and internationally to collaborate with the communities and people TRP exists to serve.
- To work with your colleagues to ensure children, young people and our community have performance opportunities, on all our stages, every single year.
- As a member of the Strategic Leadership Team to provide executive counsel and departmental leadership to steer and inspire the successful delivery of strategic objectives from reputational, community impact and revenue perspectives.
- To understand that TRP is in a period of transition and change and be an advocate for the organisation's development and growth, supporting your direct reports and their teams to deliver our renewed creative ambition.
- To continue to foster and drive positive collaboration between teams and disciplines, orientating the portfolio and the organisation around the needs of current and future audiences and participants.
- To be comfortable guiding longer-term resource and investment planning and income projections, supporting your direct reports to successfully manage the day-to-day operations of their own teams.
- You'll be ambitious for what TRP can achieve, specifically with audiences and participants, and be able to provide continuity of leadership and the internal drive to build on the successes achieved to date.



Principal Tasks

- To be an effective leader and oversee the training and development of the staff within the department in accordance with departmental and organisational aims and objectives.
- To ensure that our vision is aligned with the experience of all those who visit us, participants and audiences, setting and upholding the standards required to provide an exemplary, consistent end-to-end experience in-person, front of house, at TRP and at TR2.
- To advocate for, and empower decision making, within your department through the analysis of data, improving the availability and visibility of actionable insight across the organisation.
- To focus on continual improvement across the portfolio, you'll monitor, document, and share results, outcomes, and ambitions with your teams, the Executive team, Trustees and Trustee-Sub Committees where required.
- Alongside the Heads of Departments in your team, represent TRP within the sector, through your own professional networks and as required by your colleagues.



- To be curious about innovation within the disciplines you lead, bringing forward best practice from ours and other sectors for evaluation, and to inspire future portfolio development.
- To identify opportunities for TRP to creatively respond to local, regional and national policy agendas that impact the work of your department and then collaborate with your colleagues to deliver meaningful and world-class projects.
- Working with the Head of Creative Communities to advocate for and encourage the next generation of TRP's audiences and artists by overseeing the development of deep and meaningful relationships and activities for children, young people and families in communities, in school time, school holidays, evenings and weekends.
- To line manage the Head of Creative Communities and Head of Visitor Experience ensuring they are motivated, supported and well-led.
- To maintain excellent relationships with partners and stakeholders as appropriate.
- To attend Theatre Royal Plymouth events regularly and contribute to finding solutions to any problems or queries which may arise.
- To fulfil any other duties as requested by the Deputy CEO, Producing and Programming.



Person Specification

We are committed to our core values of **quality**, **diversity**, **creativity** and **collaboration**. Everyone who works here, no matter what their function in the team, is expected to deliver their job and work with colleagues bearing these values in mind.

Essential Criteria:

- A track record of leadership in one or more disciplines that comprises the Public Engagement portfolio. In depth knowledge of at least two of TRP's six art form strands (theatre; dance; children, young people & families; co-curated & outdoor work; scenic design and construction and artist development).
- A working knowledge of the strategic considerations required to lead a modern audience and communities focused team in a changed marketplace and be adaptable and resilient in the face of uncharted challenges.
- First-hand experience of the arts: you will be an advocate for creative engagement and understand the positive role charitable organisations like TRP have in place-making and community cohesion.
- Socially aware; understanding TRP's civic responsibility and the requirement for TRP to develop its voice and presence in this area.
- A strong collaborator, communicator and negotiator with experience of working with a range of stakeholders across departments and levels of seniority, including understanding of the impact of actions and their interdependencies where multiple stakeholders are involved.
- You'll be comfortable to challenge yourself and those around you to advocate for and make the changes required for TRP to be a more inclusive organisation, reflective and responsive to the communities we serve.
- Policy aware; you will have experience of working with funders, civic colleagues and fundraising colleagues to identify opportunities that will support the delivery of TRP's vision and mission.
- The post holder will commit to working mindfully within the foundation pillars of audience & participants, diversity & inclusion, climate emergency and social value.



Desirable Criteria:

- An awareness of the particular challenges and opportunities presented by the communities surrounding TRP in Plymouth and the wider region.
- Demonstrable understanding of Arts Council England's creative case for diversity and Let's Create strategy.
- Experience in developing the role of audiences and communities in institutional planning, such as through co-creation or citizen-led decision-making processes.
- Established networks within the relevant creative sectors and/or local networks that will enable the delivery of class-leading projects and programmes of work.
- Previous experience of capital projects: their impact on delivery and the opportunities they present for community and audience engagement.



Our Values

In addition, for this role we hope to find someone with the following attributes:

Quality

Taking pride in achieving excellence. We take responsibility for and pride in what we do, recognising each other's good work. We set consistently high expectations and ensure that everyone has the skills to achieve excellence.

- Trustworthiness and discretion when dealing with confidential information.
- Drive and enthusiasm to deliver constant continuous improvement and a passion for service excellence.

Collaboration

Valuing each other in the way we work, communicate and spend time together: We communicate regularly with each other, listening and understanding people's needs. We value and respect the relationships we have with colleagues and partners and we celebrate shared successes.

- Skilled communicator who can bring together diverse creative and production teams successfully.
- A proactive manager and leader contributing to organisational and team goals.
- Flexible, willing and able to be present as required during the production and performance periods of all shows.

Creativity

Being imaginative in everything we do: We use our knowledge, experience and judgement to explore doing things differently. We aim to empower everyone in the organisation to adopt a flexible, open-minded and imaginative approach.

- Open minded and able to spot creative and artistic opportunities and successfully realise resulting projects.

Diversity

Embracing the diversity among our people and community: We embrace and value difference and individuality treating everyone as equally important. Together we are stronger and more effective.

- Able to work with a wide variety of colleagues from senior staff and Trustees to casual and freelance employees.

About Plymouth

There is a renewed ambition and investment strategy for the sustainable development of the city's offer, with arts and culture positioned as a core pillar of the city's identity.

Plymouth offers a great lifestyle, with a blend of coastal living and city amenities. With a relaxed atmosphere and affordable housing, there is a strong sense of community. From the expanse of Dartmoor for hiking and biking, to the wide beaches of Cornwall and Devon for surfing and swimming, there truly is something for everyone.

Plymouth is the fourth happiest UK city to live in. Over 40% of the city is designated as green space and is surrounded by three AONBs. Plymouth has 10 Local Nature Reserves, over 40 wildflower meadows, nine Special Sites of Scientific Interest and 28 County Wildlife Sites, with Plymouth Sound and Harbour as the country's first National Marine Park.



Image courtesy of Visit Plymouth.

How to Apply

For an informal, and confidential, conversation about the role with Mary Caws please contact recruitment@theatreroyal.com and we will pass you on to Mary.

Please submit a letter of application (no more than two sides of A4, in point size no smaller than 10) and a CV by Monday 15 September, 12:00pm (noon) to: recruitment@theatreroyal.com.

First round interviews will be held in Plymouth on Thu 25 & Fri 26 September.

The successful candidate will require a DBS check.

If you would like to submit an application in an alternative format, such as a video/audio submission, or if you require the job pack in an alternative format please contact recruitment@theatreroyal.com.





TRP

Theatre
Royal
Plymouth



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