
University of Sunderland

Role Profile

Part 1

lifechanging



**University of
Sunderland**

Director of NGC	
Job Title:	Director, National Glass Centre
Reference No:	
Reports to:	Graeme Thompson, Pro Vice-Chancellor - External Relations With matrix reporting line to the chief executive of Sunderland Culture
Responsible For:	National Glass Centre
Grade:	Head of Function
Working Hours:	37 for nominal purposes
Faculty/Service:	National Glass Centre
Location:	St Peters Campus: Sunderland
Main Purpose of Role:	<p>To lead, manage and develop a high-profile national visitor centre and university resource ensuring collaboration and cohesion across departments.</p> <p>To ensure a mutually beneficial and integrated relationship between the centre's public-facing role as a popular visitor destination, its academic programmes, the student experience and its exhibitions, creative learning, programmes and events led by Sunderland Culture.</p> <p>To work closely with Sunderland Culture and city partners to promote the NGC as a centre for excellence and national showcase for the research, teaching and production of glass and ceramics</p>
Key Responsibilities and Accountabilities:	<p>Role Specific Responsibilities</p> <ul style="list-style-type: none">• The director will work with The University and Sunderland Culture to set the vision and direction for the centre• Leading and coordinating programmes and project work at the centre - including refurbishment and design plans• The director will work with fundraisers from The University's development team and Sunderland Culture to identify a diverse range of opportunities and support bids to enhance the infrastructure and reputation of NGC• Ensure the centre's 200,000 annual visitors enjoy an inclusive, safe and memorable experience• The director will control their budget supported by business partners from HR and Finance

- The director will be the university's key point of contact for the NGC and Northern Gallery for Contemporary Art and will have an overview of all finances and spend across the centre working closely with budget holders in Sunderland Culture, the Faculty of Arts and Creative Industries and Estates and Facilities.
- The director will work to ensure delivery of workforce development strategy and lead, manage and motivate staff
- Ensure that university policies and practices with respect to staff recruitment, selection, induction, appraisal, staff development, recognition and performance management, are carried out for non-faculty university staff within National Glass Centre
- To represent NGC at appropriate university boards and represent the university at key events.
- As well as attending regular External Relations SMT meetings, the director will attend quarterly University Culture Liaison meetings with the chief executive of Sunderland Culture.
- The director will chair regular user group briefings with representatives from across the centre
- The director will perform such other duties as the PVC External Relations might determine from time to time.
- The director will be expected to have working knowledge of all areas of the business. The National Glass Centre is home to a range of users - students, academic staff, studio team, technicians, retail staff, Elixir catering, tenants (including Sunderland Culture), curators, education support staff and the visitor team.
- Direct reports to the director will include the visitor services team, shop staff and key operational and administrative officers. (Exhibitions staff report direct to Sunderland Culture)
- Ensure that the organisation maintains its commitment to inclusion and accessibility
- Actively pursue opportunities and partnerships to break down barriers to accessing or participating in the activities of the NGC
- Lead and develop the staff team, ensuring that good management processes and procedures are in place
- Lead for Health, Safety and Environmental Sustainability for the Centre
- Work with communications teams at the university and Sunderland Culture to raise the profile of the centre.
- Develop new revenue opportunities to maximise earned income potential
- To contribute and advise Sunderland Culture's management team to support the delivery of all public-facing programmes at the centre

**Special
Circumstances:**

A flexible approach to working will be required.



Part 2A: Essential and Desirable Criteria

Essential

Qualifications and Professional Memberships:

- Educated to degree level or equivalent relevant qualification, or substantial relevant experience and expertise.

Knowledge and Experience:

- An active interest and enthusiasm for contemporary visual arts - particularly glass and ceramics
- Proven track record of influencing and shaping excellent business outcomes
- Previous experience of managing large and complex budgets
- Demonstrable experience of leading and managing teams
- Experience of developing and maximising income streams
- Proven track record in working collaboratively in public engagement, marketing and communications
- Demonstrable experience of fund raising and stakeholder engagement

Desirable

Knowledge and Experience:

- Knowledge of the Higher Education environment - including research and the university's role as an anchor institution
- Management experience within the cultural, heritage, leisure, education or events sector
- Experience of facilities or venue management
- Working knowledge of IT, Health and Safety, HR and EDI policies and how to enact them to make a difference

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage

- Demonstrates a visible commitment to the University's vision, values and supporting strategies.
- Excellent communication, influencing and interpersonal skills with an ability to engage effectively and positively across a range of stakeholders.
- Demonstrates honesty, loyalty and integrity.
- Displays effective leadership and consistent management skills, motivating others to achieve their potential.
- Displays self-confidence, demonstrating a 'can do' approach.
- Takes ownership and displays resolve to be accountable for delivering against objectives.
- Develops positive and innovative approaches to challenges and emerging issues.
- Flexible and creative approach to problem solving, combining rational analysis with experience to make and influence timely, complex and critical decisions confidently.
- Ability to manage, understand and interpret complex processes and regulations and explain the detail to a wide audience in an effective way.
- Has a resilient approach and is able to work to tight deadlines.

Date Completed:

9th July 2021