



**Delivery Director  
Candidate Briefing  
Document**

Dear Applicant,

I am delighted that you have expressed an interest in joining our organisation. This is a really exciting time for **soundLINCS**.

Over the past 20 years **soundLINCS** has been on a journey, touching the lives of many different people from all backgrounds unleashing potential through music. Recently we have introduced some amazing toolkits, undertaken academic research alongside plenty of projects, partnerships, activity and awards that have kept us energized and refreshed. This has included spreading our wings to the beautiful pastures of Azerbaijan, expanding the reach of our community work.

Following a holistic company review supported by an Arts Council England Catalyst grant, **soundLINCS** is at an exciting turning point and is looking to the next 20 years of developing increased empowerment and innovation in community music locally, nationally and internationally continuing to build on our excellent reputation within the music sector.

Following a staffing review, this newly created post is key to ensuring the highest quality of performance, within the most effective and efficient model and will be responsible for taking full control of driving the Charity's diverse portfolio of projects, programmes and services.

The successful candidate will be a structural thinker and planner with strong business acumen and an analytical approach to problem solving alongside knowledge of agile/lean tools and solid experience of programme and project management, including responsibility for budgets, performance, directing and managing people and effective stakeholder management. The role will work closely with myself and the Development Director continuing to build soundLINCS' reputation as one of the foremost community music organisations.

As part of the selection process there will be individual assessments and an interview for this post. Details of the assessments will be provided should your application be shortlisted for interview. The job description and person specification contain all the information regarding the role and the criteria that the selection panel will use in the shortlisting process for this post, so please specifically address these within your application.

This document provides all the information you need, however if you require any additional information please do not hesitate to contact Shelley Spink, my Executive Assistant on 01522 510073.

Yours faithfully,

Nikki-Kate Heyes, MBE  
**CEO**  
**soundLINCS**

## Who are we?

**soundLINCS** is a not-for-profit community music organisation unleashing potential through music by delivering high-quality and innovative music making opportunities. **soundLINCS** began in 1998, set up by community musician and CEO Nikki-Kate Heyes MBE.

**soundLINCS** is a Company Limited by Guarantee and a Registered Charity and receives annual revenue funding from a number of sources including Arts Council England and Youth Music. The Company attracts project funding from a range of sources, dependent on the projects and programmes under development, working on a consortium basis with a wide range of organisations including Lincolnshire County Council, the District Councils in Lincolnshire, Arts Council England and Youth Music.

**soundLINCS** is managed by a voluntary Board of Trustees currently comprising 7 dedicated volunteers who ensure a strategic overview of the Company. Through regular meetings, they monitor the work of the Company ensuring high standards are kept; assist in the achievement of goals and objectives from their understanding of the Company's stakeholders via their diverse connections and demographics. They bring a wealth of professional, business, advisory and specialist knowledge to the Company, complementing core staff skills to ensure the most effective quality service can be delivered. The day to day operations and project delivery is undertaken by the CEO, 8 core staff and a range of 43 freelance Facilitators who have been inducted (including adherence to the Company's policies and procedures), trained and safeguarded by the Company.

## What do we do?

We think music can change your world. We offer music-making opportunities for people from all walks of life. Our services are inclusive, exciting and are delivered by creative, innovative people.

- We create and innovate bespoke music projects and workshops for a diverse range of people to suit their needs.
- We develop and provide access to a range of music information.
- We deliver training to encourage and empower others to provide high-quality music-making opportunities.
- We work with academics to study the social impact of music so we can learn, develop and share with others the empowering qualities of music-making.

## Why do we do it?

Our vision is that everyone has an opportunity to be empowered through music.

We provide music workshops and residencies in most music and multi-arts genres. You name it, we can usually deliver it!

Over the years **soundLINCS** has built a national reputation as one of the foremost community music organisations in the UK. Since its inception, soundLINCS has made a major contribution to the transformation of the community music landscape. The Company works in partnership with local, regional, national and international organisations, providing and developing high quality innovative music-making opportunities and training for all ages, abilities, interests and communities. The Company has developed a reputation for work with Higher Educational Institutes, resulting in the creation of well-informed and practical resources which are a core part of soundLINCS work to realise the Company's vision of a musically inclusive world, which unleashes potential through music.

# IN 20 YEARS 1998-2018 **soundLINCS** HAS...



DELIVERED OVER  
**40,000** to  
WORKSHOPS

THREE QUARTERS OF A  
**MILLION** PARTICIPANTS



from 0 to 100 years old

COMMISSIONED **20** ORIGINAL  
PIECES OF  
MUSIC  
AND PRODUCED OVER 1,000  
TRACKS ONLINE OR ON CD AND EIGHT RESOURCE PACKS



HOSTED 22 **LARGE** EVENTS



EMPLOYED OVER **235** MEMBERS OF STAFF



BEEN HONoured WITH  
**ONE**  **MBE**

AND WATCHED MUSIC ENRICH LIVES

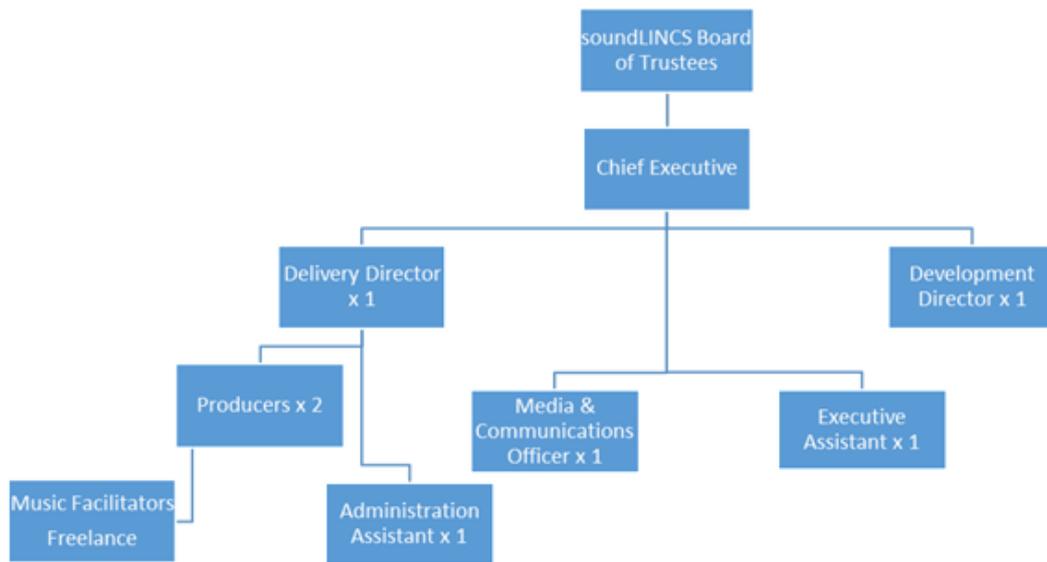
*"Music has given me a lot of relief, allowing me to express myself and built me up to be the person that I am today."*

*"it's been fantastic to see how early children are interested in the arts; my son is more interested in music now and even watched the proms and he's three!"*

*"Sometimes it is hard to stop laughing. It is a social get together for all, not just for the children, it is fun for us both!"*

For further details and a copy of soundLINCS Annual Review 2018-19 please visit our website [www.soundlincs.org](http://www.soundlincs.org)

## soundLINCS Organisational Structure – May 2019



# soundLINCS

## Job Description

<b>Job Title:</b>	<b>Delivery Director</b>
<b>Responsible to:</b>	Chief Executive
<b>Works closely with:</b>	Leadership Team, Delivery Team, Media & Communications Officer
<b>Responsible for:</b>	Producers, Administrative Assistant, Office Cleaner

### Overall purpose of job

To be responsible for and take full control of driving the Charity's diverse portfolio of projects, programmes and services whilst ensuring the highest quality of performance, within the most effective and efficient model.

To work closely work with the CEO and Development Director to unleash the potential power of the Company.

### Role and responsibilities

Accountable for all aspects of soundLINCS' operations, including delivery of programmes, projects, services and the use and running of the soundLINCS building and all the Company's operational systems, including IT. To ensure their continued improvement and development to enable soundLINCS to operate effectively and efficiently.

Driving the delivery of programmes, projects and services to ensure they are on time, ensuring outcomes and outputs are met to the high standards on which the Charity prides itself.

Responsible for direct line management of the Delivery Producers, Assistant Administrator, Office Cleaner and any trainee or work experience, voluntary and/or casual administrative staff engaged by soundLINCS for delivery activity, ensuring that standards are fully maintained and that staff are supported in their ongoing learning and development. Accountable for the freelance Music Facilitators.

Leading and mentoring the Delivery Producers to ensure they are flexible, motivated and working to the standard always required while maintaining improved employee and client satisfaction. Embedding a performance culture of service excellence ensuring personal responsibility is at the heart with a focus on continuous improvement and an environment where health and safety is of the highest priority

Ensuring the Company is complying with regulatory standards, best practice, policies and procedures, health and safety rules & regulations and Company standards.

Ensuring that all contracts, grants and commissions are performing to agreed service level agreements, are delivered within budget and that all KPI's are met, including the timely submission of reports, evaluations.

To manage and develop all office maintenance, purchasing, leasing, hiring and contracting arrangements. Ensuring cost effectiveness and to review, evaluate and develop policies and procedures on a continuing basis.

To ensure the security, health and safety of staff and visitors to the building and to develop, implement, monitor, review and evaluate policies and procedures relating to the security, health and safety of staff and visitors to the building

To present up-to-date progress reports of the Company's activities at the quarterly Board of Trustee meetings,

To develop and maintain an in-depth and up-to-date knowledge of the planned activities at soundLINCS, in order to present our work persuasively to funders and partners

Maintaining positive and effective working relationships with other Company functions and externally with customers and suppliers in order to ensure high levels of satisfaction.

Identifying opportunities for improvement in revenues, systems and processes including supporting the introduction of a CRM system

To represent the Delivery Team at appropriate conferences and events including the soundLINCS Conference and other internal events and implement any appropriate actions.

As Safeguarding Champion to assist the CEO to oversee the company's compliance with Section 11 of the Children Act 2004 ensuring safeguarding policies and procedures are in place and reviewed annually. To attend forums to develop skills and knowledge in safeguarding children and young people in order to continually promote and champion a safeguarding culture; develop and improve safeguarding practice; provide support to staff and Music Facilitators in safeguarding issues; and support the CEO in achieving excellence in safeguarding children and young people.

**PERSON SPECIFICATION**

We are looking for someone who has the following experience and qualities:

Attributes	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Degree or equivalent qualifications and/or demonstrable experience</li> </ul>	<ul style="list-style-type: none"> <li>Business management qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>The ideal candidate will be goal orientated, have experience of managing 20+ staff and possess strong budget management.</li> <li>Senior manager with experience of leading mixed discipline teams and reporting delivery to corporate/board level</li> <li>Experience and confidence in managing a range of funded projects simultaneously.</li> <li>Practical experience of leading and delivering significant process and system changes</li> <li>Experience of managing reporting to ensure all contractual service level agreements and internal KPI's are continuously met.</li> </ul>	<ul style="list-style-type: none"> <li>Experience and confidence in managing a range of multiple arts based funded projects simultaneously.</li> <li>Practical experience of leading and delivering significant process and system changes within a small organisation</li> </ul>
<b>Knowledge/ Skills/abilities/ competencies</b>	<ul style="list-style-type: none"> <li>Working knowledge of project management tools and methodologies</li> <li>Ability to ensure all Health &amp; Safety, and other accreditation standards are maintained and compliant at all times</li> <li>Excellent communication skills with the ability to interact with both internal and external stakeholders</li> <li>Exceptional people skills and leadership qualities with the ability to inspire and engage employees.</li> <li>Ability to understand soundLINCS broad-ranging project content and tailor it into appropriate style and content for reporting purposes.</li> <li>Sector awareness and understanding of education, culture charities and ability to represent soundLINCS at contract and operational meetings.</li> <li>Ability to initiate, take ownership and drive change.</li> <li>Ability to work independently and as part of a team, planning own workload and acting on own initiative</li> <li>Ability to prioritise work, make decisions and meet tight deadlines.</li> <li>High level of computer literacy with excellent knowledge of Microsoft Office including Word and Excel with the ability to prepare documentation and reports for presentation to both internal and external stakeholders.</li> <li>Experience of implementing and developing CRM system(s)</li> <li>Budget management</li> </ul>	<ul style="list-style-type: none"> <li>experience in working with arts and trust grant funding as well as commissioned based services or other public sectors bodies</li> <li>ability to take ownership and drive change within the arts sector</li> <li>experience of management of budgets circa £0.5m</li> <li>knowledge of local and/or national key partners in the music education landscape</li> </ul>

- General building management

- A customer centric approach and will champion this with all staff
- An enthusiastic and motivated individual who strives to succeed with an ethos approach. Must be flexible, adaptable and positive in their approach to work and be prepared to do what it takes as activity peaks at certain times of the year.
- Highly organised, self-motivated, collaborative and persuasive
- Structural thinker and planner with strong business acumen and an analytical approach to problem solving.

**Personal attributes**

## How to Apply

Please complete the Application Form and Equal Opportunities monitoring form and send by email to [shelley@soundlincs.org](mailto:shelley@soundlincs.org)

**Deadline: 9am, Tuesday 28<sup>th</sup> May 2019. *Applications received after this time will not be considered.***

Please ensure in your application you clearly state the position that you are applying for.

Interviews will take place at our offices at soundHOUSE, 18 St Martin's Lane, Lincoln, LN2 1HY between Monday 10<sup>th</sup> June and Thursday 13<sup>th</sup> June 2019.

If you would like to have an informal conversation before applying, please contact Shelley Spink, Executive Assistant on 01522 510073 or email [shelley@soundlincs.org](mailto:shelley@soundlincs.org)