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## Relationship Manager – Young People and Skills

## Role Description

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| Salary grade: |  | D |
| Reference number: |  | RMYPS |
| Team: |  | Arts |
| Reporting to: |  | Head of Young People and Skills |
| Line managing: |  | No line management responsibility |
| Location: |  | This role can be based at any one of the Arts Council of Wales offices in Cardiff, Colwyn Bay or Carmarthen |
| Travel: |  | Frequent |

### The Arts Council of Wales

Arts Council of Wales is an independent charity, established by Royal Charter in 1994. It is a Welsh Government Sponsored Body whose members are appointed by the Welsh Government.

The Welsh Government provides the majority of our funding. We also distribute funding from the National Lottery and raise additional money for the arts where we can from a variety of public and private sector sources.

We’re ambitious for the arts in Wales. Our vision is of a creative Wales where the arts are central to the life and well-being of the nation, making our country an exciting and vibrant place to live, work and visit. The success of our vision depends on the imagination and creativity of our artists, the quality of their work and the efforts that are made to reach out to and inspire audiences. We work to create the environment in which ambitious, enterprising artists can grow and flourish, whereas many people as possible enjoy and take part in the arts.

### Our values

As a public body we’re expected to uphold the highest standards of accountability and openness. We also value creativity and innovation. Our staff often work together in groups and teams to achieve our programmes of work. We place particular emphasis on flexible, collaborative working and support our staff to nurture and develop these skills.

### About this role

The Relationship Manager for Young People and Skills is a dynamic, outward-facing role for a passionate advocate who will become a recognised and trusted presence within Wales’s young people's arts ecosystem. You will be the vital connector who strengthens relationships across all youth-focused creative practices and skills development, ensuring that young Welsh voices are heard, celebrated, and supported at every level.

As an energetic champion for young people's creative development, you will work as part of a specialist team alongside the Head of Young People and Skills and other team members, bringing authentic experience of working directly with young people. You will have an intuitive understanding of young people's perspectives, aspirations, and the evolving skills landscape they navigate, combined with deep insight into the creative and professional capabilities they need to flourish in contemporary Wales. Together, you will build meaningful connections with young artists, youth organisations, educational providers, community groups, and skills development agencies throughout Wales. Your authentic presence at youth arts events and skills programmes will be essential to implementing the Head of Young People and Skills' strategic vision through genuine, sustained engagement with the sector. You will provide crucial operational support for delivering the strategic vision, working closely with Business Enabler colleagues to support the young people's organisations and programmes we invest in.

Throughout all aspects of this role, you will consistently integrate the Arts Council's key cross-cutting themes: Welsh Language development, Diversity and Inclusion, and Climate Justice. Underpinned by the Wellbeing of Future Generations Act, and aligning with Welsh Government priorities, you will take a long-term, collaborative approach that considers the cultural, social, economic, and environmental well-being of Wales’s young creative communities.

### Principal responsibilities

As part of your role, you will:

* Build and maintain strategic relationships across Wales’s young people's arts and skills development communities
* Support the Head of Young People and Skills in implementing youth development and creative skills strategies
* Serve as primary contact point for young artists, youth arts organisations, skills providers, and educational institutions
* Advocate for young Welsh creatives at key youth arts events, skills conferences, and policy forums
* Facilitate connections between young people, established artists, educational providers, and employment pathways
* Monitor and report on young people's arts and skills sector developments and emerging opportunities
* Support youth arts organisations and skills programmes in accessing Arts Council funds and specialist services
* Contribute to young people and skills policy development through sector intelligence and direct youth engagement
* Foster inclusive practices within Wales’s young people's creative communities
* Champion diversity and accessibility across all youth arts forms and skills development programmes

#### Relationship Building & Youth Engagement

* Develop and maintain comprehensive networks across Wales’s young people's arts and skills ecosystem
* Build authentic, trust-based relationships with young artists, creative practitioners, youth workers, and skills development organisations
* Facilitate meaningful connections between young people and established creative professionals
* Attend youth arts events, festivals, showcases, and skills programmes to maintain active sector presence
* Support young creative practitioners in navigating and accessing Arts Council services and opportunities
* Create safe, inclusive spaces for young people to engage with arts development opportunities

#### Young People & Skills Sector Development

* Work with the Head of Young People and Skills to identify youth development opportunities and sector needs
* Support implementation of youth-focused policies, skills initiatives, and creative development programmes
* Gather and share intelligence on emerging trends, challenges, and opportunities facing young creatives
* Facilitate peer-to-peer learning and collaboration within young people's creative communities
* Support the development of pathways from education to creative careers
* Assist in creating programmes that address the specific skills needs of young creatives in Wales

#### Advocacy & Representation

* Represent Arts Council interests at youth arts events, skills conferences, and educational meetings
* Champion young Welsh creatives across all art forms and creative practices
* Advocate for diverse young voices and underrepresented youth communities
* Support the Head of Young People and Skills in external representation activities
* Promote Arts Council young people and skills programmes and opportunities
* Ensure young people's voices are central to policy development and strategic planning

#### Quality & Impact Monitoring

* Monitor artistic quality and developmental impact of young people's arts activities across Wales
* Conduct site visits and attend youth performances, exhibitions, and skills programmes to assess supported work
* Provide specialist knowledge of young people's needs and aspirations to inform Arts Council decision-making
* Contribute to young people and skills sector analysis and reporting
* Support evaluation of youth arts programmes and skills development initiatives

#### Partnership Development & Operational Support

* Develop strategic partnerships with schools, colleges, universities, and alternative education providers
* Build relationships with youth organisations, community groups, and skills development agencies
* Connect with employers, creative industries, and career development services
* Foster relationships with youth arts networks and skills development partners nationally and internationally
* Support collaborative projects between youth organisations and established arts institutions
* Provide operational support for youth development programmes and skills initiatives
* Assist in the development of mentorship schemes and career pathway programmes

#### Key Relationships

* Support the Head of Young People and Skills and Arts team colleagues
* Advise young artists, creative practitioners, and emerging talent across all art forms
* Advise youth arts organisations, community groups, and skills development agencies throughout Wales
* Engage with Schools, colleges, universities, and alternative education providers
* Engage with Youth workers, teachers, and creative education specialists
* Understanding of local authority youth services and community development teams
* Foster peer to peer connections with:
  + Creative industries employers and career development services
  + Youth arts and skills stakeholders and development agencies
  + National and international youth arts networks and skills development partners
* Advise and advocate for parents, carers, and families supporting young creatives

Corporate compliance – adheres to those policies that protect the Arts Council and its staff against potential exposure to reportable risks and incidents. These include Anti-Fraud, General Data Protection Regulations, Welsh Language Standards, Wellbeing of Future Generations and Cyber Security/ICT use. (Staff responsibilities are defined in the relevant Arts Council policies.)

Additional duties – any reasonable duties consistent with the above.

### Knowledge, experience and attributes

We want to attract to our organisation people who have an interest in the arts, a commitment to the principles of open and accountable public service, and the flair to work with a diverse range of customers. We believe in setting the highest standards in all aspects of our work. Every member of staff is therefore an ambassador for the company, and we expect everyone to respect and uphold our reputation.

We aspire to be an innovative, forward-looking organisation. We look to our staff to work collaboratively with each other to ensure that we’re efficient, effective and useful.

We take for granted that our staff will be competent in their management of routine administration and that they’ll have developed good organisational skills. So, we’re particularly interested in staff who have the ability to work imaginatively and flexibly to tackle the challenges that they’ll face – staff who have the initiative and drive to thrive in a busy work environment and who derive satisfaction from achieving ambitious and stretching targets.

In addition, this role requires the following specific knowledge, experience and attributes. Applicants will be assessed against the essential and desirable criteria set out below:

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| --- | --- | --- |
|  | Essential | Desirable |
| Qualifications | * Youth work, education, creative arts, or related degree and/or significant professional experience working directly with young people in creative contexts |  |
| Knowledge | * Deep understanding of young people's creative development needs and aspirations * Strong knowledge of Wales’s youth arts landscape and skills development opportunities * Understanding of contemporary youth culture, creative practices, and digital engagement * Knowledge of equalities issues and their application to youth development * Understanding of the challenges and barriers facing young creatives in Wales * Awareness of educational pathways, skills frameworks, and career development approaches | * UK and International youth arts sector knowledge and networks * Understanding of creative education, apprenticeships, and alternative learning pathways * Knowledge of digital platforms, social media, and online creative communities popular with young people * Understanding of mental health and wellbeing considerations for young creatives |
| Skills | * Exceptional relationship building abilities with young people and youth-focused organisations * Strong communication skills that resonate authentically with young audiences * Ability to work across diverse youth communities and creative practices * Advanced digital and social media literacy reflecting young people's communication preferences * Youth engagement and participation skills * Cultural sensitivity and inclusive practice skills tailored to young people's needs | * Project coordination experience in youth development contexts * Event planning and youth programme management skills * Experience with digital content creation and social media engagement |
| Experience | * Substantial direct experience working with young people in creative, educational, or youth development contexts * Experience building networks and partnerships focused on youth development * Experience supporting young artists or creative practitioners in their development * Experience working with diverse young communities and understanding their specific needs * Demonstrated ability to engage meaningfully with young people from different backgrounds | * Experience working across multiple art forms with young people * Experience in public or charitable sector youth development * Experience with mentorship programmes, skills development initiatives, or career guidance * Experience with international youth exchange programmes or cultural development projects |
| Attributes | * Genuine passion for young people's creative development and well-being * Authentic understanding of young people's lived experiences and contemporary challenges * Outcome-focused with ability to work independently while maintaining youth-centred approaches * Strong interpersonal skills and emotional intelligence in working with young people * Commitment to diversity, inclusion, and removing barriers for young creatives * Flexibility and adaptability to young people's changing needs and creative expressions * Energy and enthusiasm that resonates with young creative communities * Ability and willingness to travel frequently throughout Wales |  |
| Welsh language | * The position of Relationship Manager (Young People and Skills) is Welsh essential. You will need to be able to communicate in both English and Welsh in meetings, individually and in public. We are looking for an individual who understands the culture of Wales; the diverse relationship of the people of Wales with the Welsh language and who is committed to ensuring a progressive use of Welsh linguistically and culturally within the Arts Council and the wider sector. Everyone's story with the language is different and we recognise that Welsh language confidence levels vary from person to person. We welcome applications from individuals who want to increase their confidence and those who have learnt the language fluently. |  |