

# Job Description



## Part-Time Business Support Manager

### Job Title:

**Part-Time Business Support Manager**

### Job Summary:

We are looking for a proactive and detail-oriented individual to support a local consultation process aimed at engaging businesses and gathering feedback on proposed improvements in the area. This role involves direct communication with stakeholders, distributing key information, and ensuring businesses have the opportunity to share their views.

The Bigger Picture/the Great Border City is a project part funded by SPF working in collaboration with local businesses and the local authority to elevate the vibrancy of Carlisle.

### Key Responsibilities:

- **Stakeholder Engagement:** Reach out to local businesses via phone, email, and in-person visits to explain the consultation process and collect feedback.
- **Information Distribution:** Assist in preparing and sharing newsletters, fact sheets, and other materials to ensure businesses are well-informed.
- **Data Collection & Management:** Maintain accurate records of stakeholder feedback, update contact lists, and track engagement levels.
- **Event Support:** Help organize and facilitate meetings, workshops, and Q&A sessions to encourage participation.
- **Reporting:** Summarize business feedback and provide insights to the project team.
- **General Administrative Support:** Assist with scheduling, correspondence, and document management as needed.

### Essential Skills & Experience:

- Strong communication and interpersonal skills, with confidence in engaging with local businesses.
- Excellent organizational skills and attention to detail.
- Ability to work independently and manage tasks efficiently.
- Proficiency in basic IT tools, including Microsoft Office and CRM systems (if applicable).
- An understanding of business engagement or community consultation (preferred but not essential).

### Working Hours & Duration:

- **Part-time, flexible hours** (3 days per week).
- **Temporary role** for the duration of the consultation period – to the end of July.

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### Salary & Benefits:

- Pro-rata £28k.
- Opportunity to gain experience in business engagement, consultation, and community-focused projects.

### Overview

Eden Arts are an award-winning artist-led organisation dedicated to inspiring change and enriching lives through cultural initiatives, strategic projects, events, and festivals.

Eden Arts are grounded in Eden, Cumbria and work across the North of England. We are engaged with and foster a culture of debate and discussion on key issues affecting the world.

### About You

Are you an enthusiastic, outgoing self-starter with tonnes of energy? We are looking for a highly motivated and organised project manager to join our dynamic team.

You will be someone who is passionate and committed to inclusion, making work that has an impact in our communities, to cultural democracy, to making a real difference.

You will enjoy working in a team and being part of quite a small social group. You will be outgoing, someone who finds it easy to talk to a wide range of people. You will be organised and you will understand the needs of artists and audiences on both events and commissioning programmes. You will love working with various stakeholders in a collaborative way.

### Key Details

**Reports to:** Operations Manager

**Line Management of:** N/A

**Salary Range:** £28,000 (pro-rata)

**Hours:** 22.5 hrs per week

**Contract:** this is a fixed term role starting asap and will run until end of July 2025. Possibility of contract extension subject to funding.

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### Person Specification – Part-Time Business Engagement Manager

#### Essential Skills & Experience:

- ✓ Communication & Interpersonal Skills – Confident in engaging with local businesses, stakeholders, and the public, both in person and via phone/email.
- ✓ Organisational Skills – Ability to manage multiple tasks efficiently, keeping track of outreach, responses, and follow-ups.
- ✓ Attention to Detail – Capable of recording and summarising feedback accurately, ensuring all data is well-maintained.
- ✓ Self-Motivation & Initiative – Comfortable working independently and proactively managing workload without constant supervision.
- ✓ IT Proficiency – Competent in using Microsoft Office (Word, Excel, Outlook) and other relevant tools for record-keeping and communication.
- ✓ Teamwork – Able to work collaboratively with colleagues and external stakeholders to achieve project goals.

#### Desirable Skills & Experience:

Experience in Community or Business Engagement – Previous work in a consultation, outreach, or customer-facing role is advantageous.

Event Support Experience – Familiarity with organising and assisting at meetings, workshops, or public engagement sessions.

Knowledge of Local Business Landscape – Understanding of local businesses' challenges and priorities is beneficial but not essential.

CRM or Database Management Experience – Experience using customer relationship management (CRM) software or similar systems to track engagement.

#### Personal Attributes:

Friendly & Approachable – Able to build rapport with business owners and stakeholders.

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### Part-Time Business Support Manager

Professional & Reliable – Maintains a high standard of professionalism when representing the project.

Flexible & Adaptable – Willing to adjust to different tasks and priorities as needed.

Problem-Solving Mindset – Able to think on their feet and find solutions to engagement challenges.

#### **How to Apply**

Please submit a cover letter, detailing how you meet the requirements of the job specification, along with your CV detailing your employment history, education, qualifications and training.

Also, complete and send the Equal Opportunities form please. Send to [info@edenarts.co.uk](mailto:info@edenarts.co.uk)

For an informal chat with the Director, Adrian Lochhead about the role, please email [lakota@edenarts.co.uk](mailto:lakota@edenarts.co.uk) who will set up a mutually convenient time.

**Deadline for Application:** 9am on Monday 27 February 2025