

**Job Description**

<b>Job Title:</b>	<b>Partner Delivery Manager</b>
<b>Location:</b>	Cheltenham (with occasional homeworking) We are due in our new home at the Minster Exchange by 2022
<b>Responsible to:</b>	Director of Operations and HR
<b>Hours:</b>	Full time 37 hours per week Some evening and weekend work during Festivals
<b>Salary:</b>	<b>£25,000 - £27,000 per annum</b>
<b>Benefits:</b>	<ul style="list-style-type: none"> <li>• 33 days holiday per annum including bank holidays</li> <li>• Pension</li> <li>• Staff Ticket Allocation</li> </ul>

**Background information**

Cheltenham Festivals is a charity co-creating experiences which bring joy, spark curiosity, connect communities and inspire change. Our year-round education, community and talent development programmes culminate at the town’s internationally acclaimed Jazz, Science, Music and Literature Festivals.

Since the launch of the Music Festival in 1945 and the Literature Festival in 1949 (the World’s oldest Literature Festival) Cheltenham has been at the forefront of contemporary British culture. The Jazz Festival was introduced in 1996 and the Science Festival in 2002.

The charity is led by a Senior Management Team (SMT) that is responsible for live and digital content, all year-round outreach & education programmes, festival delivery, marketing, HR and finance.

## The Role

The Partner Delivery Manager will be the point of contact and responsible for co-ordinating and delivering partner and donor benefits to a high standard at the Jazz, Music and Literature annual Festivals and to achieve the best possible experience for all our partners and donors across the festival charitable activities. This will require working with the Development team who account manage each partner/donor relationship, the Production & Operations team who construct the site, and our partners and their contractors, to ensure all contracted benefits are clear. Strong customer service and organisational skills will be required.

With inclusion, equity and sustainability driving the charity's mission and vision this role is pivotal in creating a welcoming, safe and enjoyable experience for everyone.

## Detailed Job Description

To plan and project manage the delivery of all Development team requirements at the Jazz, Music and Literature Festivals (Science is not included in this contract) having reviewed sponsors'/donors' contractual benefits and cultivation plans with the relevant Partnerships Manager, Business Development and Head of Individual Giving. This includes:

- Planning and securing, in consultation with HR, the resources and site crew needed to deliver sponsor benefits under the guidance of Business Development, Partnership and Individual Giving Heads and Managers (including day sheets, staff/volunteer rotas).
- Maintaining strong communications with Business Development, Partnership and Individual Giving Heads and Managers, providing them with information requested in a timely manner so they are able to respond to partners and maximise upsell income.
- To be the point of contact on site for all sponsors and partners with regard to festival delivery once contract approved
- Organising the get-in and get-out of all partners, including deliveries of stock, on-site presence, branding etc.
- Working closely with Operations and Marketing to not only deliver branding on site in line with sponsor delivery but to identify branding opportunities and upselling opportunities.
- Overseeing the setting up of a fully-functioning on-site office and acting as office manager for the period of the festival, and to manage a dedicated team of volunteers to ensure all partner commitments are met.
- Ensuring systems are in place for stock control of any give-aways, samples, books, goodie bags, pop-ups and call-offs from any off-site storage facilities where used.
- Ensuring sponsor related cue cards or digital start and end slides are produced ahead of the festival and that an effective system is in place for their distribution during the festival.

- Working closely with the Events Manager ensuring any VIP Hospitality spaces are created and run to the agreed specification and within budget for both sponsors and individual donors.
- Liaising with Production to provide accurate quotations of contracted benefits and additional partner activation at festivals to account managers for approval, and maintaining up to date records of commitments and invoices received on tracking spreadsheets and report spend when required.
- Generating appropriate client/team documentation to be issued to relevant departments and suppliers prior to the events, including day sheets for all delivery required and briefing volunteers and festival staff.
- Undertaking post-event analysis of partner delivery activities to Business Development and Partnership Heads and Managers as part of their reporting to Partners and Individual donors.
- Keeping accurate records of partner contact on the Tessitura database (training will be given)

### General responsibilities

In addition to the specific responsibilities of the role above, all the Cheltenham Festivals team are expected to:

- Diversity and Inclusion:** ensure that our Equality, Diversity and Inclusion (EDI) policies are followed and embrace the benefits of diversity so that everyone – irrespective of individual differences in their identities, background or any personal characteristics – receives fair and equal treatment in a safe, welcoming and enjoyable environment.
- Performance Improvement:** be responsible for your own performance, participate in our performance review procedures and propose better, faster or less expensive ways to do things which help our overall mission.
- Health and Safety:** be responsible for ensuring the health and safety of the team and yourself by following safe systems of work, and by meeting the requirements of the health and safety policy.
- Compliance and Integrity:** be compliant with the law and the Festivals’ policies especially with regards to data protection and IT security and ensure other policies as advised from time to time are followed.

This job description is not intended to be exhaustive and the nature of our work and the size of our team at Cheltenham Festivals requires everyone here to be flexible. You may be required to take on such reasonable additional or other responsibilities and tasks as we need from time to time.

## Person Specification

<b>Criteria</b>	<b>Description</b>
Skills	<ul style="list-style-type: none"><li>• Excellent organisational and event management skills</li><li>• Meticulous attention to detail</li><li>• Understanding of Marketing</li><li>• Excellent customer service</li><li>• Excellent influencer</li><li>• Excellent negotiator</li><li>• Excellent relationship building skills</li><li>• Excellent verbal and written communications</li><li>• Numerate</li></ul>
Disposition	<ul style="list-style-type: none"><li>• Collaborative</li><li>• Adaptable and Flexible attitude</li></ul>
Qualifications	<ul style="list-style-type: none"><li>• English and Maths at GCSE level or equivalent</li></ul>

Cheltenham Festivals is an equal opportunities and Disability Confident employer who embraces the benefits of diversity so that everyone – irrespective of individual differences in their identities, background or any personal characteristics – receives fair and equal treatment in a safe, welcoming and enjoyable environment