

Job Profile

Head of Culture and Creative Economy

Grade: Job Size 3 (HAY 659C)

Date created: August 2026

About the Job

This is an exciting opportunity to shape the cultural future of Gloucester, through an innovative partnership between Gloucester City Council and the University of Gloucestershire. We are looking for a strategic cultural leader, who will have a dual focus of leading and managing the delivery of Gloucester's cultural services and functions providing, clarity of purpose, effective communication, programme and performance management, pragmatic decision-making, commercial realism and innovative thinking; Alongside/playing a key leadership role within the University of Gloucestershire, realising the University's cultural aspirations for the city and advocating for cultural within the University at a senior level. The postholder will lead and manage the delivery of key strategic projects across Gloucester, with the support of partners and stakeholders. Key to the success of this role will be building relationships within and beyond the City Council and across the University to ensure that Gloucester's cultural sector continues to thrive, supporting the next generation of cultural leaders and supporting a diverse and vibrant cultural offer for all Gloucester's communities.

This is what we need you to do...

- Play an active and leading role in the management of the Council, working with councillors, directors, internal and external partners to develop and deliver the Council's strategies and plans.
- Lead and manage cultural and creative services
- Be accountable for the performance of staff, enabling individuals to maximise their contribution, to deliver great services and hold them to account for the delivery of their objectives. Foster a culture of continuous personal and professional development and effective performance management.
- Understand the services within your remit and keep practices, procedures and standards constantly under review. Foster change and innovation to deliver best practice and appropriate standards.
- , provide professional advice, guidance and judgement to colleagues and councillors, without fear or favour, ensuring clear communication and building strong relationships.
- Manage service delivery within agreed budgets and ensure the effective deployment of resources so that the Council achieves its objectives within the overall Council Plan.
- Keep services and structures under review to ensure that they remain effective and able to respond to legislative changes, national initiatives, and the needs of stakeholders, customers and residents.
- Drive the development of entrepreneurial and commercial opportunities to generate income, reduce expenditure and deliver financially sustainable services.
- Maintain a strong focus on the customer, develop appropriate customer insight and use that insight to deliver services that meet customer needs and expectations.
- Identify and successfully pursue opportunities to secure external/third party funding to contribute to the successful delivery of services and the achievement of the Council's objectives.
- Understand, communicate and manage risk.
- Lead by example, inspire transformational change and display the Council's behaviours and values at all times.
- Carry out such duties as may be required and are commensurate with the grade of the post and its senior role within the Council and community including participation in the City Council's emergency response team.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based performance measures and targets will be developed with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves the right to amend the profiles as necessary.

The ideal candidate will have...

Experience

- 5 years' experience of success in a management role
- Track record of success in building effective relationships within and beyond the employing organisation
- Successful delivery of one or more of the services or functions relevant to the post and/or a relevant professional qualification.
- Delivering change, innovation, efficiency initiatives and service improvements.
- Evidence of achievement in planning and delivering projects and programmes.

Knowledge, Skills and Understanding

- Ability to lead, manage and motivate staff.
- Excellent communication skills with ability to confidently communicate both orally and in writing.
- Strong evidence of a customer focussed approach to service design and delivery.
- Enthusiastic attitude to change and the ability to embrace new opportunities.
- Ability to confidently challenge, assess and make decisions, communicating them clearly.
- Awareness and knowledge of information governance, data protection, equalities and health and safety legislation and obligations.
- Ability to work alongside councillors in the effective development and delivery of plans, projects and programmes.

Behavioural attributes

- **We deliver value in a green and sustainable way:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **We are innovative and forward thinking:** Being creative and using your initiative you actively seek to improve services and processes.
- **We work together to make residents lives better:** Delivering good customer services by listening and raising awareness of what we do.
- **We are passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **We treat all people with fairness, compassion and respect:** You are courteous to customers and colleagues and considerate of others circumstances and feelings.

Expected to perform at level 4 of Gloucester City Council's Employee Behaviours Framework.

Education & Qualifications

Essential

- Educated to degree level or equivalent.
- Commitment to continuous professional development.