# Head of Commercial Services

**Reports to**: Managing Director

**Responsible for**: Training Manager and freelance consultants

**Budget Responsibilities:** This post is responsible for ensuring that earned income targets are met, with associated ‘cost of sales’ budgets.

**Based:** London, with potential for travel around the UK. Hybrid working will be considered

**Salary:** £43,000 plus generous benefits package

**Hours:** Full time 35 hour a week

**Contract Type:** Permanent

**Pension:** 10% employer contribution

**Holiday:** 26 days per year

# About Attitude is Everything

We are a charity that connects disabled audience members, performers, employees and volunteers with music and live event industries to improve access together.

Through our work:

* Disabled people lead the change.
* Industry professionals learn from real-life experience and expertise.
* Barriers are identified and removed.
* Good practice is celebrated and rewarded.
* More disabled people play their part in music and live event industries.

We have been working with the UK’s music and live event industries for over 24 years and increasingly work internationally. Attitude is Everything is a highly trusted ‘brand’, attracting a wide range of industry partners who now work with us to achieve our goals.

As a disability-led charity, we welcome applicants from all backgrounds, and work with employees to meet any access requirements.

# Purpose of the role

Attitude is Everything has a long and successful track record of delivering training and consultancy activities across the music and live events sectors, working with many of the key industry partners.  Our consultancy programmes include Live Events Access Consultancy with venues, festivals and promoters across the live events sector; advising on standards development with government, local authorities and non-governmental organisations; supporting accessibility at conferences; workforce development and accessible employment; and education and training.

We also deliver a large programme of training courses including disability equality, accessible planning, accessible employment and neurodiversity. We also run a Train the Trainer franchise programme. We have bold expansion plans for our training activity including investing in a Learning Management System to scale up our delivery.

This new role will develop and grow our commercial services programme, including our sector leading training and live events consultancy programmes. The role will lead the development and implementation of our business development strategy, ensuring that we balance income generation while achieving our charitable goals. Depending on postholder experience and skills, this role may also deliver some consultancy activities, for which full training will be provided.

# Responsibilities & Duties

**Commercial Services Strategy and Development:**

* Lead production and implementation of organisational Business Development strategy including income targets and budgetary requirements, pricing schedules and deployment of staff/freelance teams
* Lead development of new markets for Commercial Services including (but not limited to) conferences, international and Higher Education
* Work with Head of Skills Development to design and implement consultancy programmes linked to AiE’s Live Events Access Charter and other core projects.
* Work with Head of Research and Campaigns to develop marketing strategies for Commercial Services

**Commercial Services Management and delivery:**

* Oversee the production and negotiation of tenders, project proposals, contracts and service level agreements
* Oversee the implementation of effective systems to manage commercial services activity including Salesforce, Moodle, Asana and payment management systems
* Lead the development of long-term staffing models for Commercial Services activity including identifying new delivery partners/freelancers
* Lead development of quality management systems for all Commercial Services activity

**Organisational Leadership:**

* Ensure that business development activities connect to our wider organisational strategy and our charitable vision and mission
* Ensure that business development activities are conducted in line with AiE’s ethical and sustainability frameworks, including conducting due diligence as required
* Active membership of Senior Management Team including contributing to development of organisational strategies and business plans and ensuring an accessible team culture
* Overseeing Attitude is Everything’s internal IPSO ‘Dynamism’ programme
* Oversee agreed organisational Activity Plan targets including production of quarterly monitoring and funder reports

**Staff management**

* Manage and support Training Manager, ensuring staff member has regular supervision sessions, training needs are identified and fulfilled and a quarterly commitment conversation is undertaken.
* Ensure that the Commercial Services team (staff and freelancers) has the right tools in place to operate effectively and deliver high quality services
* Manage team and individual capability, prioritizing workload to respond to the organisation’s needs
* Support the management team to oversee and implement our team culture

**General**

* Collaborate across the organisation on implementation of our annual activity plan and IPSO plan
* Actively participate in Organisational Away Days
* Work with colleagues to identify and utilise technology to develop and improve our organisational processes
* Where appropriate, represent Attitude is Everything at conferences and other events, including networking, presentations and workshops.
* Contribute to the strategic direction of the organisation
* Other tasks directed by the Board and the Managing Director
* The duties of the post could vary from time to time as a result of new legislation or policy changes, in which case appropriate training may be given to enable the post holder to undertake the new / varied work

This role will, at times, involve travel in the UK and working unsociable hours, which can be reclaimed through Time off in Lieu. This includes attending quarterly Attitude is Everything board meetings and subcommittees.

# Key Skills and Person Specification

**Knowledge and understanding**

* An understanding of the barriers disabled people face when accessing music and live events, including as audiences, professionals, artists, or volunteers, including the intersectional barriers that can result from multiple forms of discrimination.
* An understanding of the Social Model of Disability and a practical understanding of the ways in which access can be provided at music and live events for audiences, artists and professionals.
* A broad understanding of the legislation and guidance around disability equality in the UK – including the differences between the Equality Act, building legislation and EHRC Guidance

**Commercial Services Strategy and Development**

* Experience of leading and developing long term strategies and plans for commercial activity including strategies for attracting new clients and retaining existing ones
* Experience of writing successful project proposals, tenders, contracts and reports
* An understanding of how to create positive frameworks for working with external partners that take into account factors such as due diligence, quality assurance, ethical business practice and clear roles and responsibilities.
* Experience of managing budgets and meeting delivery targets

**Commercial Services Management and delivery:**

* Experience of successfully managing projects which involve working with multiple people with competing priorities.
* Practical problem-solving skills including ability to deal with difficulties and challenges in a constructive, honest and positive way
* Ability to negotiate effectively and an understanding of how to conduct negotiations in a way that leaves all parties feeling positive about the outcome
* Experience of using a range of IT and organisational systems to plan and deliver work. Attitude is Everything use Salesforce, Asana, Moodle and Office 365

**Staff and team management**

* Ability to line manage staff and freelancers in a supportive and motivating way
* Knowledge of how to work effectively with colleagues to develop an accessible workplace culture

# Expectations of all staff at Attitude is Everything

**These are expectations we have for all of our roles at Attitude is Everything. You will not be asked to directly demonstrate this on your application but we may not take your application further if your application or interview give us a reason to believe you do not meet these standards.**

**We expect staff to:**

* Treat colleagues, audience members, trustees, live events industry professionals and everyone you meet through your work in the charity in a fair and respectful manner.
* Support equity and inclusion for anyone who experiences barriers of discrimination due to any protected characteristic under the Equality Act.
* Be passionate about removing barriers that prevent disabled people from accessing the Music and Live Events Industry.
* Maintain professional boundaries with colleagues, live event industry professionals and any volunteers who you meet through your work in the organisation
* Approach your role with honesty and integrity and avoid using your connection with the charity for personal gain or that of family or friends.
* Be able or willing to learn to use the software we use for work and monitoring (specifically Microsoft Office, Microsoft Teams, Salesforce, Asana and Zoom.)
* Maintain trust and confidentiality, including avoiding sharing details of confidential conversations on social media
* Avoid negative or patronising stereotypes or assumptions about disabled people or treating any one impairment as more ‘important’ than another.
* Support our aim of being a ‘critical friend’ to the industry – giving honest feedback in a positive and constructive way.
* Understand and adhere to your responsibilities in terms of health and safety for yourself and others
* To abide by our policies – particularly around Equality and Diversity, Anti-Bullying and Harassment and safe working practices.

# Staff benefits:

We are committed to supporting our staff and offer a range of benefits to all employees including:

* 10% pension contribution
* Generous annual leave allowance
* Commuter travel loan scheme
* Enhanced sick pay scheme
* Enhanced family pay scheme
* Health cash plan and employee assistance programme provided by HSF
* Sabbatical leave

Further details can be found on our website