

# Senior Business Enabler

## Role Description

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| Salary grade: |  | D |
| Reference number: |  | SBE |
| Team: |  | Corporate Services (Business Development) |
| Reporting to: |  | Head (Business Development) |
| Line managing: |  | Business Enablers (X2) |
| Location: |  | Flexible – can work from any Arts Council office |
| Travel: |  | Occasional |

### 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

This newly created position, and team, is central to the Arts Council’s bold ambition to deliver proactive, strategic, and responsive support to the sector. As **Senior Business Enabler**, you’ll be at the forefront of designing and delivering a transformative programme of business and operational initiatives that empower arts organisations to thrive. This is a dynamic and outward facing role, so you will be confident communicator and adept in applying a mentoring approach.

Working closely with the Head of Business Development, you’ll support the development of a comprehensive support framework—one that is agile, forward-thinking, and tailored to the evolving needs of the sector. You’ll oversee the implementation of this programme and manage a dynamic team of two Business Enablers, ensuring high-impact delivery across a range of initiatives.

At the heart of this role is a commitment to deep sector engagement. You’ll champion a business partnering approach, collaborating with colleagues in Research and the Arts Directorate to uncover insights, identify opportunities, and shape targeted interventions. Whether it’s bespoke support for individual organisations or sector-wide training programmes, your work will make a tangible difference.

We’re looking for someone with a strong background in business partnering and a passion for enabling success. You may bring expertise in a specific area—such as Finance, HR, Governance, Climate Justice, or Fundraising—but you’ll also be confident navigating a broad spectrum of business disciplines. Your ability to build trusted relationships with stakeholders and provide expert guidance will be key to your success.

### Principal responsibilities

Business Partnering and business support –Advise on the development and delivery of a robust business partnering model for the team which will provide the information and basis that identifies the need of the sector. Working in close collaboration with Arts Directorate relationship managers to deliver a cohesive and responsive framework that empowers organisations to access tailored business and operational support including:

* responsibility for managing the allocation of business partnering support across the team, ensuring that all multi-year funded organisations are assigned a named business support contact. You will also serve as the primary point of contact for organisations with more complex business needs.
* Leverage data and sector insights to shape a dynamic and responsive programme of proactive business support initiatives. This includes ensuring timely feedback from the sector and working closely with relationship managers to assess emerging needs and priorities.
* Foster strong partnerships with external organisations and collaborators to drive a unified and impactful approach to supporting the sector.
* Provide regular, insightful reporting to executive leadership on the progress, impact, and outcomes of the programme**.**
* Evaluate and recommend targeted support strategies for organisations with specific needs, ensuring tailored and effective interventions
* Monitoring of organisations financial and operational returns and information, using this information to identify any additional support requirements.
* Responsible for the coordination and delivery of sector training events focused on business and operational development.

Business resilience and training – oversees the management of delivery of our business resilience and training budgets to include:

* evaluate and recommend targeted support strategies for organisations with specific needs, ensuring tailored and effective interventions
* oversee the assessment of individual business resilience and training grant applications and requests, in line with Arts Council of Wales Corporate Plan and Welsh Government agendas to deliver strategic priorities through offering advice and support to potential applicants throughout the process.
* responsibility for negotiating, commissioning, co-ordination and selection of external delivery organisations. Liaises and deals with external consultants during bespoke work with clients to ensure a smooth process and that the necessary outcomes are achieved.
* provide tailored technical and business guidance to applicants and funded organisations, helping to build their resilience and capacity for sustainable growth.
* Provides analysis and reports on grant awards, spending, financial performance, grant related data and other information received and system held data as required to both internal and external stakeholders.

Audit – oversees the business resilience and training programmes to ensure that appropriate records are in place to assist with the effective delivery of Internal and External Audits. This includes:

* dealing with and providing explanations to auditors within own area of responsibility
* designing and implementing solutions in response to audit recommendations.

Quality assurance – leading on reviews of data integrity, monitoring for potential Fraud.

Advice and specialist knowledge – offers specialist knowledge to colleagues, partners, organisations and applicants.

Subsidy Control – Ensure Arts Council compliance with the UK Subsidy Control Act 2022 by overseeing the assessment, documentation, and reporting of all relevant financial assistance provided to external organisations or subsidiaries. Including:

* participating in the working group (consisting of other Arm’s Length bodies, WG and UK Arts Councils) to monitor and implement legislative updates and statutory guidance to ensure internal policies and practices remain aligned with current subsidy control requirements.
* Oversee the development and implementation of internal controls and procedures to assess whether proposed funding constitutes a subsidy and, if so, ensure it meets the legal tests and transparency obligations.
* Maintain accurate records and audit trails to support transparency and accountability in all subsidy-related decisions and ensure readiness for external scrutiny or challenge.

Management – is accountable for the effective use and appropriate use of financial, human and physical resources. This includes:

* supporting and mentoring staff (assisting with the planning, management and delivery of work)
* training and performance development
* ensuring compliance with any policies, regulations or guidelines in areas of responsibility
* co-ordination and organisation of business enablers team activity
* monitoring expenditure against budgets to inform budget holders
* monitoring, and reporting on, any potential areas of risk within the team’s area of responsibility.

Governance – attends, as required, meetings of Council and its Committees.

Advocacy – promotes the profile of the Arts Council of Wales and the activities that it supports.

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** | * Degree relevant to your business specialism and/or professional qualification or equivalent and/or through relevant knowledge and experience of practices and procedures relevant to your field of specialism |  |
| **Knowledge** | * In depth understanding of business partnering models and their application with external organisations. * Knowledge of how to assess organisational needs and deliver tailored business and operational support. * Knowledge of business resilience principles and how to support organisational sustainability. * Familiarity with designing and delivering sector-wide training programmes. | * Experience of grant application processes, including development, assessment and alignment with strategic priorities * Knowledge of Subsidy Control Act and its implications for public funding. |
| **Skills** | * Highly developed IT and administrative skills * Ability to manage multiple priorities and work to deadlines * Proven track record managing a team * Excellent interpersonal and communication skills with a proven track record of mentoring/coaching from a business perspective. |  |
| **Experience** | * Significant experience of assessing organisational needs and delivery of tailored business and/or operational support. * Experience in commissioning and managing external providers and collaborative partners. * Experience of providing expert advice and guidance to organisations * Experience of setting up systems and procedures * Experience of data management/information systems and/or databases * Experience in the preparation and presentation of KPI and other management reports * Demonstrated experience in the arts sector, with a key focus on driving business operations, and/or organisational sustainability | * Understanding of Grant Management Information Systems * Experience of setting up new processes and controls * Experience of project management, including monitoring and evaluating |
| **Attributes** | * The ability to identify the strategic issues facing arts organisations * Commitment to and awareness of equal opportunities, in particular to access for staff and visitors * Outcome orientated with the determination to drive projects through to practical completion * Ability to work well with colleagues, clients and outside agencies * The personal authority to operate credibly at high level, and the flexibility to work effectively as a member of a team * Capable of making decisions within an established framework and understanding the impact that would have on the area of work * The ability to think logically and strategically in the planning, management and execution of complex projects and tasks * Excellent spoken and written communication skills – the ability to be an effective, credible and persuasive advocate. Building and maintaining effective relationships, both internally and externally * Commitment to high standards of customer care * A flexible and adaptable attitude to the developing needs of the team * Actively works with and supports the team to achieve objectives | * An enthusiasm for the arts |
| **Welsh language** | * Learning Welsh language skills will be necessary when appointed. Although you are not expected to be able to speak Welsh fluently when applying, we are looking for an individual who understands the culture of the country; the varied relationship of the people of Wales with the Welsh language and who is committed to developing innovative use of the Welsh language both linguistically and culturally within the Arts Council and the wider sector. Everyone’s story with the language is different and we recognise that levels of ability and confidence vary from person to person. We will ensure the relevant support to increase or learn Welsh language skills. |  |