

# Job Description

**Job title:** Engagement Officer, Create Jobs Programme

**Hours:** Full time

**Contract:** 12 months (with possibility of extension with further funding in place)

**Reporting to:** Employment Manager, Create Jobs

**Salary:** £27k- £32k

**We are looking for an Engagement Officer to be part of the Create Jobs team and lead on giving under-represented young Londoners access to employment in the creative, cultural and digital sectors.**

## About Us:

**A New Direction** is a not-for-profit organisation that exists to ensure that all children and young people in London can develop their creativity and play an active part in the culture and heritage of the city.

**Create Jobs** is A New Direction's employability programme for young Londoners. Our vision is for a dynamic and diverse creative workforce. Through the Create Jobs programme, we are transforming London's workforce by supporting and developing individuals who are under-represented in the creative and digital industries. To do this we deliver:

**Training** - we co-design industry-based training with top employers

**Opportunities** - we help young creatives into paid employment

**Connections** - we connect talented, creative young people to mentors and peers.

## Core Values:

Our values are embedded in how we work with young people, partners, funders and as a team. They are:

**Equity:** We believe all children and young people, regardless of wealth, geography or luck should have the opportunity to take part in culture and develop their creativity. We will always work to support those individuals and communities who are experiencing barriers and challenges.

**Culture and creativity:** We believe that culture and creativity is crucial to personal and collective fulfilment, as well as critical for our economy. We place shared heritage, stories, imagination at the centre of everything we do

**Trust:** Trust is an essential part of how we realise our work and it is our belief that young people would be better served if the creative, cultural, education, and business sectors trusted young people more and worked together for their best interests.

## About the Role:

The Engagement Officers are essential to our programmes' success, ensuring that everything from the engagement, recruitment and pastoral care of our young people to the production and delivery of programmes runs smoothly.

The role sits within the Engagement team of Create Jobs but also supports the Partnerships team with project reporting, programme design, production and delivery. This is a very creative and people-focussed role which would suit someone who is able to engage and communicate sensitively with all stakeholders; from our trainees right through to our employers and funders.

We are looking for someone with an awareness and keen interest in the creative, cultural and digital sectors, as well as excellent organisational skills, the ability to get stuck in and lots of creative ideas for how to set up efficient project management systems.

## Key Responsibilities:

- **Outreach** - To lead on face to face and desk-based outreach to young people and referral partners in order to promote our creative training and employment programmes. This will include maintaining relationships with key referral partners and setting up and designing tailored information sessions.
- **Recruitment** — To lead on designing and delivering recruitment processes across a selection of our training and employment programmes. This will include shortlisting applications, ensuring programmes meet proposed aims for diversity, communicating with candidates and leading selection days.
- **Programme support** — To support the Programme Managers in programming and facilitating creative employment programmes. This will include having oversight of training courses, including the design and set up stages as well as including facilitating employability workshops, pastoral care of young people, partner liaison and managing ongoing support for participants.
- **Reporting** — To lead on drafting reports and monitoring programme outcomes with support from Programme Managers. This will include implementing evaluation frameworks, pulling updated data from Salesforce and coordinating regular updates with programme participants.
- **Management** — Acting as manager to a Project Assistant
- **Alumni** — To manage a growing network of participants who have taken part in our courses and ensure they are accessing opportunities and working towards employment. This will involve overseeing project assistants and an Engagement

Coordinator to deliver 1:1 employability support and promote the Alumni programme, as well as providing occasional advice and guidance and supporting mentor matching.

This is a description of the job as currently presented, the role responsibilities are subject to change through scheduled review and discussion with the person in post.

# Person specification

**We aim to provide a supportive and challenging work environment where programmes work towards our vision and mission, as well as a great benefits package. We are looking for someone with the following:**

## Skills

We welcome applications from people who have transferable skills and/or do not meet every skill requirement as we know women and other under-represented groups are less likely to apply for a role [if they are not 100% qualified](#). We promote a diverse, inclusive and empowering culture

- Ability to speak and write clearly to communicate a message and motivate
- Ability to design, develop and deliver engaging workshops with an awareness of different learning styles
- Ability to provide employability support including advice and guidance
- Ability to confidently provide pastoral support
- Ability to be flexible and adaptable to different working environments
- Ability to take initiative and support of prioritising a range of tasks with minimal supervision
- Ability to meet deadlines and work with accuracy and attention to detail
- Ability to maintain professional relationships with partners, funders and young people from a wide range of backgrounds
- Excellent administrative and organisational skills
- Excellent working knowledge of Microsoft Office (Word, Excel, Powerpoint)
- Working knowledge of project management tools (like Google Suite, Slack and Trello) and Customer Relationship Management softwares (like Salesforce)

## Experience

- Experience working facilitating young people aged 16-25 in a leadership role
- Experience of working in a busy team
- Experience producing events and/or engagement programmes
- Some experience of working in recruitment
- Experience using monitoring, reporting & evaluation frameworks
- Experience of project management, seeing a project through from inception to execution

## Approach

- Displays a strong empathy with the values and vision of A New Direction
- Is tactful, calm and sensitive
- Is focused on outcomes and proactive in problem-solving
- Has a high degree of integrity – trust, honesty and dependability

- Committed to working in an environment which values and celebrates diversity
- Keen interest and knowledge of the creative, digital and cultural sectors
- Displays a willingness to learn more about their role as part of their CPD (Continuing Professional Development)

## Special Conditions

It is likely that on occasions there will be a requirement for this role to work unsocial hours including evenings and weekends. We operate a TOIL (time off in lieu) system.

*Please note that the successful candidate for this post will be required to complete a DBS check (Disclosure and Barring Service) and must be eligible to work in the UK.*

## How to apply:

Please fill in and return an application form to [recruitment@anewdirection.org.uk](mailto:recruitment@anewdirection.org.uk) by Wednesday 16 October 2019, 9am with the subject header Engagement Officer Application. Interviews to take place the week following on 21 and 22 October 2019.