

A photograph showing children's hands working on a craft project. They are using scissors to cut out a colorful drawing of a person in a dress from a piece of paper. The table is covered with various art supplies like markers, glue, and other drawings. The text 'A NEW DIRECTION' is overlaid in a black box with white text.

A NEW DIRECTION

Programmes Officer, Education & Culture

Do you have experience of supporting large scale creative programmes and share our vision for a world where all children and young people achieve their creative potential?

We're looking for an experienced administrator with events experience and a great eye for detail, who can work proactively across a range of different projects and be a friendly, efficient and helpful first point of contact for programme partners and participants to join our team.

If you are interested and would like any of the application documents in a different format, would like any support with the process or have any questions, please email recruitment@anewdirection.org.uk or call 0207 608 2132.

Contents

About Us	2
Our Vision, Mission & Values.....	2
About the Role.....	3
Who we are looking for	3
What we can offer you.....	4
How to apply	4
Job Description	5
Person Specification	7


About Us

A New Direction is an award-winning non-profit organisation generating opportunities for children and young people to develop their creativity.

We do this by working with a diverse range of partners, making connections, sharing practice, influencing change, improving the ecology that surrounds children and young people, and providing real and transformative opportunities - from childhood through school years and into employment.

Find out more about [what we do and our impact](#).

Our Values



Equity



Connectivity



Trust and Respect



Creative culture



Kindness

We're a small, tight-knit organisation who pride ourselves on our open and supportive working culture. We aim to provide a positive and welcoming working environment where all staff can bring their whole selves to work. A New Direction is committed to equal opportunities and values diversity in its workforce.

Our Vision, Mission & Values

Our **vision** is for a world where all children and young people achieve their creative potential.

Our **mission** is to enhance the capacity and agency of children and young people in London to own their creativity, shape culture, and achieve their creative potential.

Our **values** are the DNA of our organisation. They run through everything we do – determining our activity, guiding the way we work and behave, and influencing decision-making at every level.

Find out more about [our values](#).

About the Role

This role in our Education & Culture team will work across both Education and Culture strands to support delivery across a range of programmes, including our new [Primary Arts](#) programme (rolling out at full scale in 2024/25 following a successful pilot in 2023/24) and our [Cultural Sector Masterclasses](#) and [Space for Change](#) peer learning programme.

The Programmes Officer will spend approximately 3 days per week supporting Primary Arts and 2 days per week supporting Cultural Sector programmes. They may also be asked to work across other Education & Culture programmes where needed.

As Programmes Officer, Education & Culture, you will:

- Support programme planning processes, coordinate programme events and be a friendly first point of contact for programme participants and partners.
- Support programme development by contributing ideas and making suggestions.
- Work alongside the broader team to ensure that programmes are designed and delivered inclusively.
- Undertake a range of administrative tasks including data and database management, updating budgets, and using CRM and other systems to keep programme planning and reporting up to date and support programme evaluation.
- Collaborate with a team of passionate colleagues who share a vision for a world where all children and young people achieve their creative potential.

Please read the [job description](#) below for full details about the purpose, expected impact and core responsibilities of this role.

Who we are looking for

We're looking for someone who:

- Has great admin skills and a real eye for detail.
- Can work independently, manage their own workload, prioritise and meet deadlines, and be proactive.
- Has excellent communication skills, a warm and friendly manner and positive approach.
- Has experience of working across multiple or complex programmes and events experience.
- Has experience of working with or a good understanding of primary schools (including SEND settings) and the cultural sector in London.
- Is proficient in using a range of tools and software including Microsoft Office, Teams, Zoom and databases.
- Values inclusion in all aspects of programme delivery.

Please read the [person specification](#) below for full details about the skills, experience and approach we are looking for.

We welcome applications from people who have transferable skills and/or do not meet every skill requirement.



What we can offer you

We can offer you a flexible and supportive working environment, a friendly team, and a unique opportunity to shape a new role and make a difference.

Contract: fixed-term contract to July 2025 (with the possibility of extension subject to funding)

Hours: Full-time, 35 hours per week

Salary: £29,000 per annum

Employee benefits include:

- 25 days annual leave per year with an extra day for each year of service up to 30 days (plus bank holidays).
- Training to support you in your job role and study leave up to 5 days per year.
- Access to our free and confidential Employee Assistant Programme, including free short-term counselling.

Find out more about our [employee benefits](#).

How to apply

Full details of how to apply can be found on the [A New Direction Job Board](#).

The deadline for applications is 12pm on Monday 03 June 2024.

If you would like any of the application documents in a different format, would like any support with the process or have any questions, please email recruitment@anewdirection.org.uk or call 0207 608 2132.

Job Description

Job Title:	Programmes Officer, Education & Culture
Hours:	Full-time, 35 hours per week
Contract:	Fixed-term to July 2025
Salary:	£29,000 per annum
Reports to:	Programmes Manager, Education & Culture

Purpose:

To actively contribute to administrating, developing and delivering A New Direction's Education & Culture programmes and events, including cultivating relationships with key stakeholders, supporting programme planning, coordinating and leading delivery, and collaborating with colleagues to ensure inclusive and accessible programming.

Expected Outcomes & Impact:

- Enhanced programme effectiveness and delivery through effective planning, smooth delivery and events, robust data management and evaluation, and clear communication, contributing to the successful delivery of A New Direction's Education & Culture activity.
- Positive relationships with participants, partners and other stakeholders and an inclusive approach to planning and delivery lead to increased stakeholder satisfaction and engagement and the expanded reach and impact of A New Direction's Education & Culture programmes.

Core Responsibilities:

Programme Planning and Coordination

- Collaborate with Programmes Managers and the wider programme delivery teams to develop and maintain a schedule of projects, delivery/events, and meetings.
- Support programme administration and effectively use A New Direction's work organisation software, Monday.com, to ensure up-to-date and accurate records of programme tasks and progress.
- Actively contribute to brainstorming and the development of ideas for programme delivery.
- Ensure effective data and information management using Salesforce, our Contact Relationship Management system.
- Assist in evaluation and monitoring processes, including compiling, consolidating, and providing monitoring and evaluation information or contributing to reports.

Programme and Event Delivery

- Efficiently coordinate logistics for programme and event delivery, ensuring compliance with budget constraints.
- Plan and manage event delivery, including researching and booking venues, venue liaison, attendee and facilitator and participant coordination, and logistics.
- Lead delivery of assigned Education & Culture programmes and events, acting as the main point of contact for programme participants and facilitators.
- Prepare materials and resources for programme delivery, including researching meeting themes, creating agendas, and producing necessary resources.

- Manage defined aspects of programme and event delivery as required.

Communication and Collaboration

- Build and nurture positive relationships with programme participants and stakeholders.
- Coordinate and support the work of delivery partners, freelancers and consultants as required.
- Act as a primary point of contact for stakeholder enquiries about our Education & Culture programmes, offering further information and signposting as needed.
- Monitor relevant team inboxes and respond to email and telephone enquiries.
- Collaborate with Marketing and Communications colleagues to contribute to and draft email newsletters, web copy and information for programme partners.
- Collaborate with Marketing and Communications colleagues to identify, source, and create digital content for programme activities, including blogs, films, and web content.
- Work with the Communications team to create invitations, other communications, and content for programme delivery, events, projects, and meetings.
- Contribute information, context, or insight to fundraising bids as required.
- Represent A New Direction at meetings and events as required.

Access and Inclusion

- Collaborate with colleagues to design accessible and inclusive programmes and processes.
- Stay updated on access and inclusion best practices, supporting a culture of inclusivity within the organisation.

Working Culture and Living Our Values

- Everyone who works at A New Direction is expected to adhere to our policies and procedures, work in a way that is aligned with our values and contribute to creating an inclusive and welcoming working environment.
- Take personal responsibility for ongoing learning and professional development.
- Contribute to developing and implementing A New Direction's Living Our Values Action Plans, including Accessibility, EDI, and Environmental Responsibility.

Undertake other duties which may reasonably be required.

Special conditions:

This role is open to hybrid working.

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

Person Specification

We are looking for someone with the following:

Skills

- Can communicate clearly and effectively with people from a wide range of backgrounds in different settings
- Has strong interpersonal skills and can build trusting relationships with key stakeholders, including primary schools (including SEND settings) and the cultural sector
- Has excellent organisational skills
- Can manage their own time, work independently and prioritise their workload
- Is able to work accurately with a high attention to detail
- Has strong IT skills, including a good working knowledge of Microsoft Office applications, including Word, Outlook, PowerPoint and Excel and online platforms like Zoom and Microsoft Teams

Experience

- Working across a range of complex projects or programmes
- Administration within a creative programme
- Planning, coordinating and facilitating online and in-person events.
- Working with young people in a creative environment
- Delivering accessible and inclusive programmes, including communicating and implementing reasonable adjustments
- Working with education settings and education programmes in the cultural sector
- Working with a range of stakeholders
- Monitoring and tracking programme budgets, ensuring adherence to financial plans
- Managing data in line with GDPR guidelines

Approach

- Displays a strong empathy with the values and vision of A New Direction
- Enjoys working as part of a team and works well collaboratively with others
- Takes a flexible and adaptable approach to work
- Works with others in an open and approachable manner
- Committed to working in an environment that values and celebrates diversity
- Understands and can demonstrate a commitment to the value of creativity
- Displays a willingness to learn more about their role as part of their CPD (Continuing Professional Development)

A New Direction is committed to equal opportunities and values diversity in its workforce.

A New Direction is committed to implementing safeguarding through safer recruitment. All our roles require the successful candidate to complete a Disclosure and Barring Check, the receipt of satisfactory references and be eligible to work in the UK.