

Programme & Community Coordinator

Permanent, 4 days PW

APPLICATION PACK

April 2024

Dear Applicant,

Thank you for your interest in this role. This application pack contains:

- Job Advert
- Role Description
- Person Specification
- Interview Questions/scenarios
- Equal Opportunities Form

To apply for this job, please supply:

- 1. A CV**
- 2. A Covering Letter or video recorded Personal Statement outlining:**
 - a. why you think you are suitable for the post
 - b. how you meet the person specification (with relevant examples to demonstrate this)
 - c. what you would bring to the role, and why are you interested in it

Your covering letter or personal video statement should be a maximum of 2 pages or 5 minutes maximum in length.

- 3. A completed Equal Opportunities Form**

Applications are particularly welcome from people from cultural backgrounds representing the diversity of South London, reflecting our community's lived experience.

The closing date for completed applications is **5pm, 13 May 2024**. Successful applicants will be invited to take part in the final recruitment stage (incorporating a short informal interview and a practical exercise), which will be held on **23 May 2024**. Ideally, we are looking for someone who is able to start the role around the end of June, early July.

Please return your CV, covering letter or video link, and equal opportunities form via email to recruitment@rawmusicmedia.co.uk.

If you would like an informal chat about the job, please get in touch with Sasha Leacock, Programme Director, Raw Material on sasha@rawmusicmedia.co.uk.

We look forward to receiving your application.

JOB ADVERT

Programme & Community Coordinator

28 hrs per week (Mon - Thur)

£25,745 pro-rata

We are recruiting a Programme Coordinator who will work within our Programme Team, assisting with the planning and coordination of our creative arts programmes, events and opportunities, and leading on supporting our young people, young adult and adult participants to get the most out of their experience with Raw Material.

You will be a key point of contact for referrals, recruitment and engagement in our programmes, and provide important support for our member participants. This could include anything from providing basic support with accessing our programmes, managing referrals, finding progression routes in music, creative education or creative careers, or signposting external opportunities related to our members' interests or talents. You will be someone who thrives in a busy, demanding but exciting working environment and is excited by the challenge of leading our programme systems, people and project management.

Raw Material works with a diverse range of participants, and we are looking for someone who is committed to supporting us to achieve our mission to *'make a creative life a tangible reality'* for the communities we serve.

The successful candidate will be:

- super organised, with a passion for administrative systems, event and project management
- proactive, a problem solver, resilient and thrive in a demanding environments
- confident and enthusiastic with excellent communication skills
- passionate about seeing individuals progress
- someone with a working knowledge of opportunities in the music and wider creative industries
- a keen advocate for the transformational power of music and creativity for mental health and wellbeing.

We are an inclusive employer, and welcome applications from individuals from diverse backgrounds that reflect the communities we serve in Brixton, to join an existing diverse and friendly team.

If you would like an informal chat about the job, please get in touch with Sasha Leacock, Programme Director, Raw Material on sasha@rawmusicmedia.co.uk

Closing Date: 5 pm, 13 May 2024

Interviews: 23 May, 2024

ROLE DESCRIPTION

Title: Programme Coordinator

Location: Raw Material: temporary location at:
St. Vincent's Community Centre, 2 Talma Road, Brixton SW2 1AS and then at
2 Robsart Street, Brixton SW9 0DJ

Reports to: Programme Director

Contract: Permanent (subject to 3 month successful probationary period)

Hours of Work:

- 4 days per week Mon to Thur.
- 2 days across normal operational hours 10am – 6pm, and 2 designated 'late start/late finish' working days (i.e. slightly beyond normal operational hours) - to be agreed.
- Will include occasional evening and weekend working.

Annual Leave: 22 days pro-rata, plus bank holidays pro-rata (mandatory leave 23-31 Dec)

Salary: £25,745 pro rata

About Raw Material

Raw Material Music and Media is a charity and Arts Council NPO 23 - 26. We are a Brixton-based creative music and tech centre for young people and adults, aged between 11 – 70. Our specialism is using music as a tool for self-expression and to foster creativity, nurture talent and support mental wellbeing. Our programmes have a particular focus on people experiencing mental ill health and we work closely with the South London & Maudsley (SLAM) NHS Trust as a referral partner. Our mission is to *'make a creative life a tangible reality'* for the communities we serve.

We believe that music and media, delivered in a socially and culturally relevant way, have the power to positively change and shape people's lives. Our purpose-built 3-story base in Brixton (Robsart Street, SW9 0DJ), which houses recording studios, a band rehearsal space, a production suite with industry standard technology and software, is undergoing a 6-month refurbishment, and we are currently operating from a temporary location in Brixton at the St. Vincent's Community Centre (Talma Road, SW2 1AS).

KEY DUTIES & RESPONSIBILITIES

Administration and Systems - Programme and Projects

- Manage and track the progress of programme referrals keeping on top of communication with self-referrals, referral partners, relevant staff members and freelance practitioners.
- Manage and administer communication with participants, including sending reminders before sessions, programme information, and pastoral checks-ins, using a mix of email, phone calls and texts (via the Raw Material mobile).
- First point of contact for reception and welcoming responsibilities including phone and email enquiries, signing people in, taking phone calls, and organising resources and equipment.
- Build positive relationships and rapport with participants, staff, partners and local communities.
- Attend and/or support the delivery of workshops when needed; assisting with session activities (as directed) or providing in-session information, advice and guidance.
- Liaise with Raw's Marketing Team to support publicity and marketing linked to the programme and wider creative enterprise offer.
- Work with the Programme Team to develop a vibrant and diverse programme of projects, events and workshops, and take the lead in coordinating the planning and delivery of participant sharing events and performances.
- Ensure safeguarding, managed risk assessment and health and safety practices are implemented for projects on and off-site.

Progression Routes and Individual Support

- Work with the Programme Team, staff and freelance tutors to find and develop 'next steps' opportunities and progression plans for participants. These might include performances, other projects with Raw Material or partner organisations, professional opportunities, educational courses, work experience placements, internships, or jobs.
- Support the Programme Team with recruitment onto Raw Material projects through making internal referrals, supporting smooth transition between programmes, proactively making contact with a range of organisations and practitioners to raise awareness of Raw Materials' programme, and organising taster tours and visits with prospective participants, support workers and/or referral agents.
- Develop and deliver a process to provide participants with information and advice around careers, education and professional opportunities in 1:1 and/or group settings, and signpost them to relevant organisations where appropriate.
- Lead on volunteering for the organisation, both at Raw Material and sourcing opportunities at external organisations.
- Build and maintain relationships with external organisations, agencies, services and colleges and universities etc., for signposting and partnership purposes, be a point of contact for these organisations, keep an up-to-date database and pass on opportunities to Raw's Marketing Team for its monthly newsletter.

Administration - Finance and Fundraising

- Input, and regularly maintain and update project and participant information stored on our in-house CRM database (ViewsApp).
- Collect relevant participant, project and programme data, and assist the Programme Team with monitoring and evaluation processes and activities, as required for accreditation, or by funders and the Board of Trustees.
- In conjunction with the Programme Director and Programme Manager, fulfil grant obligations from funding bodies; meeting aims and objectives, and monitoring, evaluation and reporting requirements.
- Support fundraising for specific projects and contribute to fundraising efforts for the wider organisation, as required from time to time.
- Manage occasional specific project finances, including petty cash and membership fee payments for volunteers or sundry payments, and maintain accurate financial records and reporting (in line with procedures).

General Duties

- Be responsible for the health and safety of your own work and the health and safety of others. This includes ensuring that all projects/activities/events are conducted in a safe environment that promotes creativity.
- Alongside other staff be responsible for ensuring that Raw Material's policies and procedures are adhered to and promote equal opportunities within the workplace by not acting in a prejudicial or discriminatory manner towards participants, volunteers, contracted staff and other colleagues, and counteract this behaviour if observed by challenging and reporting it.
- Work effectively and efficiently as a team member and participate in regular supervision, and internal and external meetings, as appropriate.
- Undertake necessary administrative tasks in order to undertake this role, such as setting up and keeping effective filing systems; answering phone calls, emails, and correspondence in a timely manner; typing reports, and complying with office management and systems.
- Represent Raw Material at external meetings/events and advocate for Raw Material's work and impact.

The above list of duties is not exclusive or exhaustive and the post holder may be required to undertake additional tasks as may reasonably be expected within the scope of the role.

PERSON SPECIFICATION

Essential

1. 1-2 years solid administrative and system management experience, preferably in either a community focused or learning environment.
2. Demonstrable organisational skills and ability to thrive in a fast-paced demanding context with strong verbal and written communication skills and attention to detail. Willingness and ability to perform basic administrative tasks.
3. Demonstrable experience and proficiency across different software platforms.
4. Experience in supporting individual progression, and the willingness to invest time in building a genuine rapport. Patience and compassion are key.
5. Proactive approach and demonstrable passion for the work that Raw Material does.
6. A basic awareness of mental health conditions and willingness to undertake specialist training as required.
7. Knowledge of where to look for progression routes, opportunities, education and careers within arts, music and media and more general employment opportunities.
8. Ability to think creatively and outside the box - to take initiative and make things happen whilst working relatively autonomously.
9. Willingness to be a team player and to contribute to the team's overall activities.
10. Understanding of and commitment to working within an equal opportunities framework.

Desirable

1. Knowledge of Raw Material and its communities
2. Studio experience and proficiency with music technology, music industry software and distribution platforms
3. Experience working with people with mental health needs, an understanding of the services that support them, and awareness of the Mental Health Act.
4. Mentoring, youth work or other relevant qualifications.
5. Good contacts and networks of London-based arts, music and media organisations, venues, festivals etc.

Thank you for your interest in the role and we look forward to receiving your application.