

PROGRAMME COORDINATOR Creative Growth Programme, Cornwall

THE ROLE

Creative England's overarching mission is to grow the nation's creative economy. We uncover creative voices, invest in creative businesses and empower creative communities to grow. We are committed to building a team that represents a variety of backgrounds, perspectives and skills.

Creative England has been awarded funding from the European Structural and Investment Funds (ESIF) to deliver a pioneering [Creative Growth Programme for Cornwall and the Isles of Scilly](#). Working with a close network of partners our aim is to deliver a successful model which will drive growth of the eco-system for the creative industries and can be showcased for the UK and beyond.

The Programme Coordinator will report into our new Programme & Engagement Manager operating at the heart of this unique programme delivering meaningful specialist support to SMEs in Cornwall and IoS. This is a unique role for a talented individual who is passionate about our industry. You will be organising and scheduling activity to facilitate programme delivery. This includes administrative, operational and community engagement to promote and facilitate a broad range of activity.

Creativity and connecting people will excite you. You will be driven, reliable, and have a positive approach taking pride in your work to go the extra mile. The ideal candidate must have excellent attention to detail, be super organised and a team player.

This is an exciting time to join our team in a role that offers you the opportunity to support industry through a challenging time. If you can demonstrate excellency in administration, confident communication skills and an ability to provide an exceptional service then Creative England would like to hear from you!

CORE FUNCTIONS

- **Workflow and process:** Ensure all administration is carried out in accordance with the approved project management process.
- **Enquiry management:** Monitor and manage relevant programme enquiries on a daily basis.
- **Events administration:** help in the planning, implementation and delivery of activity e.g. liaising with speakers, booking venues, caterers etc
- **Monitoring, data and reporting:** Liaising with participants, ensuring relevant data is collected and submitted on time to report back to partners.

LOCATION: Cornwall, exact location tbc. *Awaiting appointment before office space confirmed location decision. May be expected to work remotely from home for first few months due to Covid-19.*

CONTRACT: Full time fixed term employment until August 2023 (*flexible working may be considered*)

SALARY: £20,000 + benefits *dependent on experience*

TO APPLY: Email CV and cover letter* to jobs@creativeengland.co.uk by midday on **Thursday 26th November 2020**. Selection interviews will take place by VC, date TBC

You also have the option to submit a short up to 3-min video to replace or compliment your cover letter. This should tell us why you are suited to the role, your motivations and anything else you'd like our panel to know!

KEY AREAS OF RESPONSIBILITY

Act as a key point of contact for Programme enquiries, providing information, advice and guidance as required.

Provide organisational and administrative support to the Programme & Engagement Manager in the planning, implementation and delivery of our Creative Growth Programme support offer e.g. liaising with speakers, booking venues, caterers etc

Coordinate participant interest including oversight of the status of applications, keeping the team up to date, assessing eligibility of applications, collation of attendee information and post activity feedback

Develop community engagement via social media and drafting copy for promotional materials.

Liaising with Marketing and partners to ensure appropriate ongoing exposure/ coverage of programme news, stories and successes, workshops, and events.

Conduct research to develop and manage contacts, researching networks and potential participants and being the key point person to engage. Liaising with marketing for network marketing packs.

Retain accurate records, maintaining secure data protected files, spreadsheets and CRM system data, conduct visits with partners and check claim submissions to ensure eligible and evidenced.

Facilitate meetings, making arrangements where necessary for Video Conference, conference calls or in-person meeting, including note taking.

Support development of partnerships as/when required to grow our product offer for the sector

Maintaining a database of connections and a programme event calendar

Updating the CRM with decisions, assessments and documents; ensuring unsuccessful applicants are informed, feedback coordinated and follow up for awardees is set up in liaison with the Project and Finance team

Support the research of creative clusters, gaps in the market, trends and needs across Cornwall and the Isles of Scilly to help shape programme planning

Assist with the preparation of plans, schedules and budgets for agreed activity. Ensure retention of paper files alongside the CRM which are high quality and compliant for audit and archiving as an evidence base

Collate all reporting information and write progress reports with relevant contributions from the programme and finance team.

To undertake any other duties as may be reasonably required.

All staff must develop Creative England's commitment to equal opportunities and promote non-discriminatory practices in all aspects of work undertaken.

This role is funded through the European Structural and Investment Funds (ESIF)

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing

PERSON SPECIFICATION

- ✓ **Project administration:** Demonstrable experience working in a similar fast-paced administrative role
- ✓ **Events support:** Experience working across events coordination, including operational and marketing
- ✓ **Knowledge and experience of working in creative sector,** ideally across European projects*
- ✓ **Communication:** able to build relationships and work well with stakeholders
- ✓ **Data & Systems:** Capable in the use of MSOffice apps: CRM Dynamics, Word, PowerPoint and Excel
- ✓ **Organised:** Strong attention to detail and deadlines, ability to multitask
- ✓ **Writing,** social media and research skills*
- ✓ **Proactive** approach: the ability to exercise effective judgment and use own initiative.
- ✓ Comfortable working in a small remote fast paced team
- ✓ **Diversity & Inclusion:** Commitment to the principles of D&I
- ✓ **Flexible** to travel across the region (*subject to Covid-19 restrictions*)

**desirable*

Creative England promotes cultural diversity and equal opportunities for all