

Programmes Officer, Education & Culture Recruitment Pack

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	1
Our Vision, Mission & Values	2
About the Role	2
Who we are looking for	3
What we can offer you	3
How to apply	4
Job Description	4
Person Specification	7

About Us

A New Direction is an award-winning charity 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 -

<https://www.anewdirection.org.uk/about-us>

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:

- Equity
- Connectivity
- Trust and Respect
- Creative Culture
- Kindness

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 - <http://www.anewdirection.org.uk/values>

About the Role

This role in our Education & Culture team will work mainly to support our [Primary Arts](#) programme, which is now in its second year of full-scale delivery following a successful pilot in 2023/24, and first year at full-scale in 2024/25.

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 our 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 is:

- 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: 1 year, fixed-term, maternity cover contract from January 2026

Hours: Full-time, 35 hours per week

Salary: £29,685 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.
- Up to 3 days paid time off for volunteering per year.
- Membership of our employer-funded health cash plan
- Access to our free and confidential Employee Assistant Programme, including free short-term counselling.

Find out more about our employee benefits -

<https://www.anewdirection.org.uk/about-us/employee-benefits>

How to apply

Full details of how to apply can be found on the A New Direction Job Board -

<https://anewdirection.peoplehr.net/jobboard>

The deadline for applications is 12pm on Monday 10 November 2025.

Interviews will take place on Monday 24 and Tuesday 25 November 2025.

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:	1 year fixed-term maternity cover, from January 2026
Salary:	£29,685 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 Programme 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 essential skills, experience, and approach:

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, particularly 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 particularly with mainstream and SEND primary settings
- 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.

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