

Job Description

Job title: Programme Administrator

Hours: 2 days a week (14 hours per week)

Contract length: 17/08/2026- 15/12/26 (with possibility of extension)

Reporting to: Programme Manager

Salary: £6,800 (or £200/day x 34 days)

We are looking for a Programme Administrator to join our team to support the delivery, outreach and administration of Good Growth Hub programmes.

This role will work closely with Programme Officers and the wider team to ensure that outreach activity is well coordinated, participant engagement is effectively supported, and core administrative processes run smoothly. The role will play an important part in ensuring that opportunities reach local young people and that their journey through GGH programmes is well organised and positive.

About Us

A New Direction is an award-winning not-for-profit organisation working to enhance the capacity and agency of children and young people in London to own their creativity, shape culture, and achieve their creative potential.

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.

The Good Growth Hub (GGH) is a place for young people aged 18-30, based in east London to access training, work experience, and employment opportunities in the cultural, creative and digital sectors with employers based in and around the Queen Elizabeth Olympic Park.

The GGH aims to:

- Deliver growth in the local economy
- Deliver high quality demand-led training and employability provision
- Increase workforce diversity
- Be a beacon of best practice for inclusive growth

Our work ensures that opportunities to access these exciting sectors are afforded to those living in the communities on their doorstep, and that in return these businesses prosper thanks to the capability and ambition of local people.

[Find out more about the GGH and A New Direction here](#)

About the Role

The Programme Administrator will provide hands-on support across programme delivery, outreach, and administration. This role is ideal for someone early in their career who is interested in working in skills, employment, or the creative and cultural sectors.

You will support Programme Officers in coordinating outreach activity, maintaining participant records, and ensuring the smooth running of programme logistics. You will play a key role in helping young people access opportunities and ensuring that engagement processes are clear, inclusive, and well-organised.

You will be highly organised, proactive, and comfortable working across a range of administrative and coordination tasks in a busy team.

Key Responsibilities

Outreach and engagement

- Support the planning and delivery of outreach activities to engage local young people and communities
- Assist with contacting participants, partners, and stakeholders to promote opportunities and events
- Help coordinate attendance at outreach events, workshops, and sessions
- Support the development and distribution of outreach materials (e.g. newsletters, mailouts, social posts)
- Maintain outreach contact lists and stakeholder databases

Programme coordination and delivery support

- Provide administrative and logistical support for programme activities, including workshops, training sessions, and events
- Assist with scheduling sessions, booking spaces, and coordinating participant communications
- Support onboarding processes for participants, including registrations and initial information collection
- Ensure participants receive clear and timely information about programme activities
- Provide on-the-day support for sessions and events where required

Administration and data management

- Maintain accurate and up-to-date participant records using systems such as Salesforce, spreadsheets, and online forms
- Support the collection of participant information and feedback in line with programme requirements
- Carry out routine administrative tasks such as inbox management, data entry, and document organisation

- Ensure data is stored and handled in line with GDPR and organisational policies
- Support the preparation of basic data summaries and reporting information

Team and operational support

- Work closely with Programme Officers to support the day-to-day coordination of programme activity
- Attend team meetings and contribute to planning discussions where appropriate
- Support internal tracking of tasks, deadlines, and key milestones
- Help ensure smooth communication across the team and with external partners

Access and Inclusion

- Support the team to deliver inclusive and accessible engagement processes
- Assist in identifying and responding to participant access needs
- Contribute to creating a welcoming and supportive environment for all participants

General responsibilities

- Act as a positive and professional representative of A New Direction and the Good Growth Hub
- Uphold organisational values across all aspects of the role
- Undertake any other reasonable duties in line with the role

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 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.

We are looking for someone with the following:

Skills

- Ability to be organised and have clear attention to detail
- Good written and verbal communication skills
- Ability to manage and prioritise tasks with guidance from others
- Confidence using Microsoft Office (Word, Excel, Outlook)
- Ability to work collaboratively as part of a team
- Ability to engage positively with young people and a range of stakeholders

Experience

- Some experience (paid, voluntary, or educational) supporting events, projects, or administrative processes
- Experience working or engaging with young people or community groups (desirable)
- Experience using databases, spreadsheets, or CRM systems (desirable)
- Experience supporting outreach or communications activity (desirable)

Approach

- Displays a strong empathy with the values and vision of A New Direction and what the Good Growth Hubs sets to achieve
- Is tactful, calm and sensitive
- Is focused on outcomes and proactive in problem-solving
- Has a high degree of integrity – trust, honesty and dependability
- Is committed to working in an environment which values and celebrates diversity
- Has an active interest in the arts, creative, digital or cultural sectors

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.

How to Apply:

Please submit a cover letter (no more than 2 sides of A4), that provides insight as to why you are interested in this role and how your experience and skillset matches the job description. Additionally, please also share your latest CV (again not more than 2 sides of A4 please). Send both to recruitment@anewdirection.org.uk with the title of the job role in the subject header.

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

Deadline to apply: 17 July 2026, 5pm

Interview dates: 23 and 24 July 2026

Start date: Ideally the week commencing 17 August 2026