

PROGRAMME COORDINATOR, WEST MIDLANDS

[Creative UK](#) is the independent network for the UK Creative Industries, we champion, connect, support and invest in creative people and businesses. Our goal is simple: to cultivate a world where creativity is championed, valued, and nurtured.

Our specialist Support programmes offer skills development, business support and investment opportunities to businesses and freelancers working across the UK creative sector.

THE ROLE

We are seeking a Programme Coordinator who will operate at the heart of our West Midlands Programme. This is an opportunity for someone who has a good knowledge of the West Midlands creative sector and is seeking to grow their skills and broaden their experience across project management.

The ideal candidates will thrive as multi-taskers and be passionate about the UK's diverse creative and cultural sector. 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.

If you can demonstrate excellency in administration, confident communication skills and an ability to provide an exceptional service then Creative UK would like to hear from you!

LOCATION: West Midlands based candidates. Creative UK operate a flexible hybrid working policy, this role will require remote working with workspaces available in Manchester, Bristol or London based workspaces. Candidates should have a willingness to travel across the region.

CONTRACT: Full time, fixed term until March 2025, with the possibility of extending to March 2026. Possibly of job share available, please include whether you're interested in the position as full time or part time on application

SALARY: £25,000 + benefits

TO APPLY: Email your CV, cover letter and/or 1-2-minute video link* to jobs@wearecreative.uk

DEADLINE 9am Thursday 5th September, with interviews Tues 10th Sept. immediate appointment preferred. Please complete our anonymous diversity and inclusion [survey](#).

* Video link optional. Creative UK is an inclusive recruiter and happy to make adjustments to our selection process by request

Responsible to: Programme Manager, West Midlands

Responsible for: Freelance Contractors

KEY AREAS OF RESPONSIBILITY

Administration

- Provide organisational and administrative support to the Programme Manager in the delivery of the Programme, e.g., booking and liaising with speakers, managing events via Eventbrite/zoom, booking venues, caterers etc
- Act as a key point of contact for business support, providing information, advice and guidance as required
- Retain accurate records, maintaining secure data protected files, spreadsheets and CRM system data
- Liaise with Participants and ensure that any monitoring information required is eligible and evidenced
- Assist with the preparation of plans, schedules, and budgets for agreed activity
- Collate all reporting information and support progress reports with relevant contributions from the programme and finance team

Communications

- Support the research of creative clusters, gaps in the market, trends and needs across the West Yorkshire area to help shape programme planning
- Work with the Marketing Manager to develop and deliver a regional communications campaign to include:
 - Social Media
 - Press and PR
 - Newsletters
 - 'Cascade' Marketing
- Monitor and manage relevant programme enquiries daily, co-ordinating participants and signposting opportunities as required
- Organise and minute/action relevant meetings, conference calls etc

Liaise with Creative UK colleagues, reporting into team and company meetings.

Some travel across the English regions may be required

To undertake any other duties as may be reasonably required. 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

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

Essential Experience, Knowledge and Skills:

- Knowledge and/or passion for the Culture and Creative sector
- Knowledge and/or passion for the West Midlands area
- Demonstrable experience of working in a similar administrative or communications role
- Experience of managing competing priorities
- Attention to detail
- Experience of working to tight deadlines
- Excellent written and communications skills
- Competent skills in Microsoft Office365

Desirable Experience, Knowledge and Skills:

- Marketing & Communications experience
- Event management experience
- Experience working with CRM systems

OUR CULTURE

All our employees will be expected to demonstrate behaviours associated with our company values. Our values drive the way we work; **how** we do things is just as important as **what** we do.

- ✓ We join the dots; collaboration is in our DNA
- ✓ We support and empower; we are here to make a difference
- ✓ We are curious, open & honest
- ✓ We celebrate difference & value equality of opportunity

THE PACKAGE

- Flexible hybrid working
- Pension enrolment 5% employer contribution from 3 months service
- Medicash from 3 months service
- BUPA medical insurance & Life Assurance (1 year service)
- Cycle 2 Work scheme, in partnership with Halfords
- Benefits hub, discounts across a broad range of partners
- Employee Assistance Programme, Health Assured
- Mental Health Day, a paid day off work per annum to focus on activities which help you to alleviate stress
- Summer Fridays, finish at 3pm every Friday throughout July & August
- Your birthday off as paid leave, extra days off over the annual festive period
- Paid volunteer day per year to give something back to the community

We value difference and celebrate the creativity that it brings. We are committed to improving diversity and inclusion across our organisation and industry by championing a variety of backgrounds, perspectives, identities, talents, and physical and cognitive differences.