

ARTS EMERGENCY

Community Officer

Application Pack

March 2026





About us

Arts Emergency is a mentoring charity and support network. Since 2013, we have worked to address the inequalities in the creative and cultural sectors. Founded in Hackney by two friends, activist Neil Griffiths and comedian Josie Long, we now support over 2,200 brilliant young people across the UK. We provide guidance so they can chart their own course. We create connections to help them get ahead.

Our vision

The future is a place where young people face no closed doors to creativity and the creative industries.

Our mission

We open doors by connecting young people to each other and to creative professionals within communities of care based on shared values, interests, and practice. Through the transformative power of this mutual support, young people are empowered to live out their creative ambitions.

Our core beliefs

In 2011, when Neil and Josie first dreamed up the project that would become Arts Emergency, they wrote (on a tablecloth) the core statements of belief and intention for the national movement they would go on to build. This became our founding manifesto. Ten years later, inspired by this manifesto and their own experiences in the arts, our Youth Collective created their own. You can read both manifestos [on our website](#).

Both manifestos are powerful guiding forces in everything we do. In the words of our Youth Collective, "we are far more powerful when we come together. Share resources. Pay it forward".

Who we support

We currently support 1,800 young people aged 16-25 who encounter systemic barriers to achieving their creative ambitions.

Among our young people:

- 78% are from a lower socioeconomic background
- 70% are from an ethnic minority background
- 17% have a disability or special educational need

Importantly, 61% have intersecting identities that compound the challenges they experience within the sector.

Our young people live in 115 local authorities across London, Greater Manchester, Merseyside, and wider England.

We recruit young people through a network of 57 long-standing referral partnerships with schools, colleges, local authority services, and community organisations working in areas of deprivation.



Arts Emergency has done more for me than I ever thought possible, it has opened doors I thought were closed. It has given me hope.

Deji, former mentee



Olamide reads her poem at a Celebration event
Photo: Lilla Nyeki



98%

of mentees showed improved knowledge of routes into industry, experiences of the industry, and confidence and self-belief

What we do

Arts Emergency empowers, connects and develops under-resourced young people to be their best, most aspirational selves through 1:1 mentoring and up to ten-years' worth of tailored assistance, real-life opportunities, connection to our Network - thousands of cultural professionals - and peer support.

Our three main programme strands are:

- **Mentoring:** Through a year-long mentoring relationship with a trained volunteer who is experienced in their creative area of interest, young people aged 16-18 receive information, advice, and guidance that supports them to make decisions and take steps toward their creative ambitions as they move beyond compulsory education.
- **Young Community:** Every young person who takes part in our programmes becomes a member of our Young Community, a national community of 1,800 young people aged 16-25 from underrepresented backgrounds, with shared creative interests and practices. Through bringing people together in person and online, our Young Community programme fosters authentic connections.
- **Youth Collective:** A representative group of 10 young people who provide leadership for the Young Community, ensuring that young people's views and voices are at the heart of everything we do.

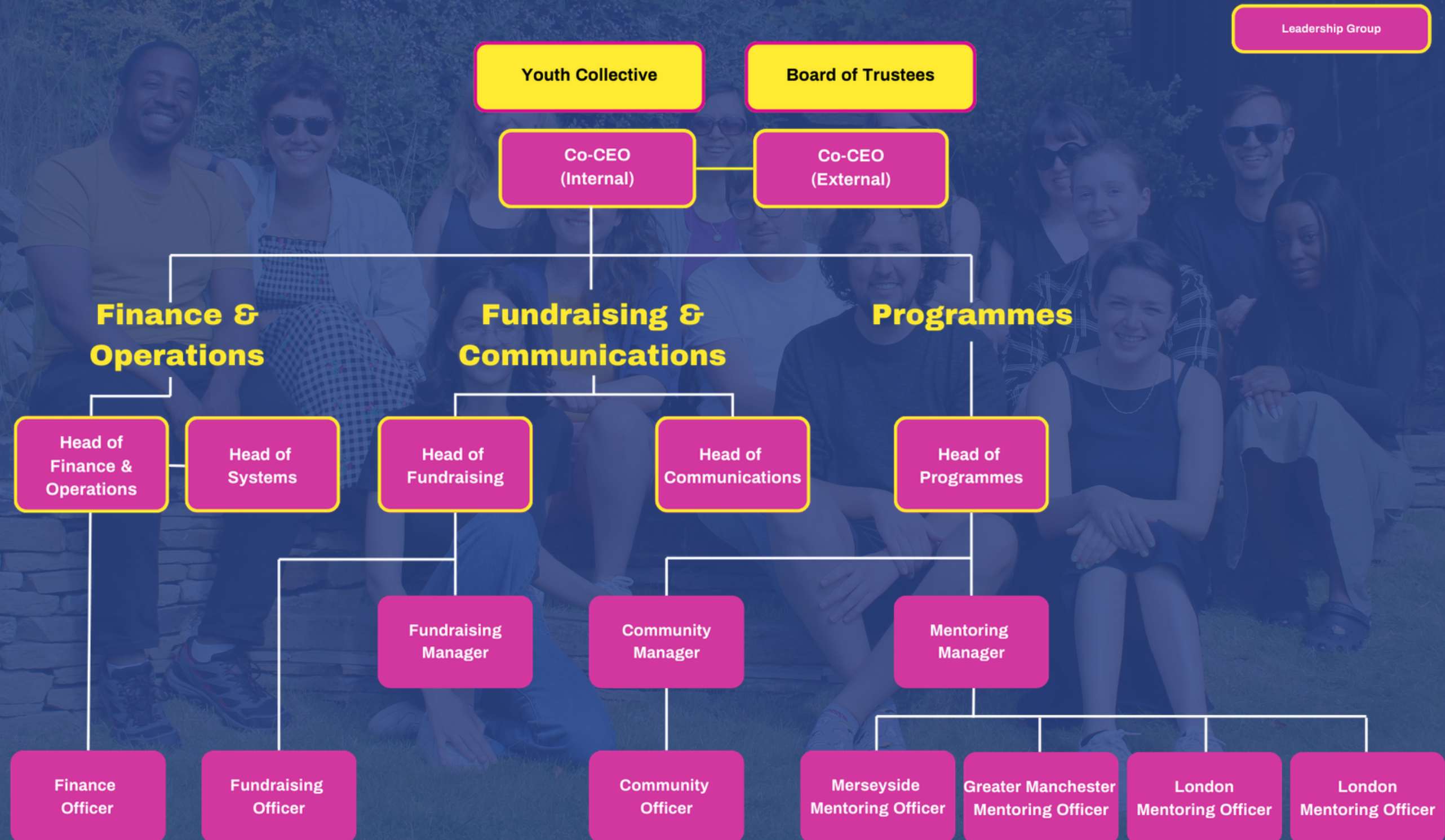
This is an exciting time to join Arts Emergency and help shape the future of a growing, mission-driven organisation.

See some of the results of our work in our [Impact Report 2024](#).

Our team

The Arts Emergency team is a group of passionate and dedicated staff and trustees who bring together a wealth of experience from the charity and cultural sectors.

Meet our team



Commitment to equality and diversity

Arts Emergency is a grassroots movement that is entirely and authentically powered by people. We believe that lasting social change can only happen when we all come together.

Our programmes serve young people who are under-represented in the creative and cultural industries, including people from lower socioeconomic backgrounds, ethnic minorities, and people with disabilities.

Arts Emergency is committed to taking steps to be reflective of the young people we serve, and being a welcoming and inclusive organisation. We therefore particularly encourage applications from candidates who are likely to be underrepresented in the UK's cultural workforce. This includes people of colour, disabled people, LGBTQIA+ people, and other equity deserving groups. When we recruit we will always: [show the salary](#), [pay a living wage](#), and [won't demand a degree](#) as an essential criteria (unless a specific qualification is required for a role).



Our future cultural landscape is in danger of being populated exclusively by the children of the wealthy and well-connected. I love Arts Emergency because it works to bridge this gap. To create the opportunities that have been taken away.

**Julie Hesmondalgh,
Arts Emergency Bursar, actor, writer, and theatre maker**

We are committed to the employment and development of disabled people. We guarantee to interview anyone who identifies as disabled and whose application meets the person specification for a post. To be invited to interview, you must show in your application that you meet the person specification for the role. If you tell us that you have access requirements or any requests to make you comfortable, we can make reasonable adjustments to the interview process, and, if you join us, to your work arrangements.



London Mentoring Introduction Event
Photo: Rob Greig

Community Officer

- **Fixed term, Two year contract**
- **0.6, 21 hours per week**
- **£30,500 per annum pro rata, plus 3% pension contribution**
- **This role can be home or office-based**
- **Arts Emergency operates a 35-hour week, we will consider compressed or annualised hours.**

About the role

As the Community Officer, you will support the delivery of our Community programme that connects young people to each other and to other creative professionals. You will work closely with the Community Manager as well as the Youth Collective who act as leaders of community engagement and development.

You will be joining Arts Emergency at an exciting time as the community and collectives programme is evolving through experimentation and responding to the needs of the Young Community.

This will be a busy, fun, and rewarding role where you'll get to work with a variety of people in the Arts Emergency team as well as the young people we support.

Key Responsibilities

Direct Delivery

- Facilitate the one-off connection requests of young people with each-other and the Network, and provide high quality support for these connections
- Support the management of a Community Buddying scheme to pair up members of the Community
- Maintain an opportunities board, vetting and sharing opportunities from the Network with the Young Community
- Monitor the Community inbox and respond to queries or offers of support about the Community programme

Supporting Roles

- Support the Community Manager in facilitation of the evolving Collectives programme, and the delivery of their activities (including in-person and online events, monthly newsletters, online social platforms and a regular podcast series)
- Work with the team to ensure that accurate information about the Community offer is shared on the website
- Help to share regular insights about Community activities, outputs, and impact

General Obligations

- Undertake other relevant tasks that may be requested from time to time
- Maintain the ethos and values of the charity and positively promote the work and activities of the charity

Key Results / Objectives

1. The Community programme is delivered in line with activity plans, timelines, and budgets, with increasing engagement over time
2. Evaluations from both Young Community members and the Youth Collective are largely positive and show positive impact
3. The Community inbox is monitored and queries are responded to within agreed timeframes
4. One-off connection requests of young people with each-other and the Network are facilitated within agreed timeframes, and there is consistent high quality support
5. The opportunities board is maintained and developed, sharing vetted opportunities from the Network with the Young Community
6. The Youth Collective are supported to deliver a series of in-person and online events
7. The Youth Collective are supported to prepare and publish the monthly Young Community newsletter
8. The Youth Collective are supported to deliver their podcast series, [The Emergency Room](#)
9. Peer networking via Arts Emergency's online social platforms for Young Community members is monitored and moderated
10. Accurate information is shared on the website and accurate records are kept on Salesforce
11. Reports are produced about Community activities, outputs, and impact, as required
12. Communication with the wider Arts Emergency team is clear and proactive, issues are addressed quickly, and progress is reported on regularly.

Person Specification

Qualifications

- No specific qualifications are required for this role

Experience

- Experience of working with young people aged 16-25
- Experience within a youth or arts organisation running projects for and with young people
- Experience managing projects, ideally within a frontline delivery context
- Experience of working independently
- Experience facilitating diverse groups of young people
- Experience of an administrative role and record keeping

Knowledge

- Awareness of issues affecting young people aged 16–25
- Interest in the creative and cultural industries
- Interest in youth participation and youth voice
- Awareness of barriers to access within arts and cultural sectors

Skills / Competencies

- Comfortable using standard Google software (e.g. Google Docs, Gmail, Sheets)
- Confidence in ability to learn technical processes and new platforms (e.g. Salesforce, Discord)
- Good interpersonal and relationship building skills with young people and adults
- Strong administrative and organisational skills
- Good time management skills - working to deadlines, balancing several priorities at once
- Good attention to detail and accuracy in recording important information
- Creative thinking – with the ability to recognise and capitalise on opportunities for the Young Community

Personal Qualities

- A commitment to upholding the values in our manifestos
- Eager to learn and try out new things
- Empathetic, youth-centred, with a genuine enthusiasm for youth voice and leadership
- A 'can-do' attitude - resourceful and embraces challenge and change.
- Positive role model
- Commitment to working collaboratively toward shared goals
- The discipline to work independently and communicate proactively with the wider team
- Motivated, resourceful, and committed to on-going learning and development
- Willingness to work flexibly to meet the demands of an evolving role

Working Conditions

The role can be home or office based, or hybrid. We have access to Spaces offices across London, Greater Manchester and Merseyside. Regular travel across these regions will be essential as part of programme delivery, and so the Community Officer must live in one of the regions, and be comfortable with travel via public transport (travel expenses for these will be covered).

We will occasionally ask you to travel to other offices or locations for training and away days. Travel expenses will be covered for these days, and we will offer remote options when necessary, and ensure accessibility requirements are taken into account.

Arts Emergency will consider compressed or annualised hours. There may be occasional evening and weekend work. We operate a time-off-in-lieu system.

How to apply

We will be hosting an optional Q&A on Zoom on Monday 20 April at 6pm for prospective applicants to learn more about the role, the Community team, and Arts Emergency before they apply. [Register here](#).

To apply please complete the following steps:

Download and fill in the application forms from our jobs webpage. There are two parts to the application:

- [Part One](#) asks for your personal information, education, work history, referees
- [Part Two](#) asks for supporting statements in relation to the job application

You can return the application forms as a Word Document or PDF. If you prefer you can talk through the Part Two questions in audio files. To transfer audio files, we suggest uploading to [wetransfer.com](https://www.wetransfer.com) and use the 'get transfer link' option, then share the generated link in your email.

[Complete our Equality and Diversity Monitoring Survey*](#).

Once completed, please send the Parts One and Two to jobs@arts-emergency.org by 10am on Monday 27 April 2026 with AE-CO in the subject line.

Interviews will be held online the week commencing 4 & 11 May 2026.

*The survey is anonymous and not linked in any way to your application. Any information you provide will be used by Arts Emergency to monitor the demographics of candidates applying for roles and make improvements in line with our diversity and inclusion ambitions. This data will be treated in accordance with the General Data Protection Regulation 2018.

Contact us

If you have any questions about the role or application, please contact Joe Burton, Head of Programmes, at joe@arts-emergency.org

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