

ARTS EMERGENCY

**Head of Community
Application Pack
June 2023**



Heila on work experience at
Output Arts. Photo Tishon
Nicholson.



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 1,300 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 values

- We are bold, actively changing UK culture in a big, far-reaching way
- We are optimistic about the future and celebrate the best in human nature
- Community is fundamental to our existence and the success of our mission

Read more about our life-changing work in our [Impact Report](#)



78%

of mentees expanded their network in 2021

What we do

Arts Emergency provides 16-25 year olds in London, Greater Manchester, Merseyside and beyond with a trained mentor working in their field of interest. Mentors help Young Talent set goals, explore their passions and make decisions about higher education, training and careers.

After they complete a year of mentoring, Young Talent can continue to access opportunities, advice, resources and paid work from the Arts Emergency Network until they turn 26. The network is made up of thousands of cultural professionals who've all offered to share crucial gateways into hard to crack industries like TV, publishing and architecture with young people underrepresented in those fields. High profile members include comedians Nish Kumar and Sara Pascoe, actors Nikesh Patel and Julie Hesmondhalgh, and writers Neil Gaiman and Sarah Perry.

“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, YOUNG TALENT

Find out what our mentors and mentees have to say about us:

[Watch Arts Emergency's 2020 highlights](#) 



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

Our plans for the future

Our vision is of a society where every young person gets a fair chance to flourish and every opportunity to contribute to the culture in which they live.

This is an exciting time to join Arts Emergency and help to shape the future of the organisation. In 2022, we conducted a strategic review to inform our direction and update our mission and impact. We recruited a new Chair and new board members to help us achieve this and welcomed a new Youth Collective, who ensure that young people's voices are amplified through our work. Additionally, two Youth Collective members serve on the board as Young Trustees.

This is a critical time as we expand nationally to meet the urgent need for our support. Having grown five-fold since 2016, we're aiming to work with up to 2,000 young people by 2026. We've identified ten priority areas across the UK that meet a combination of eligibility and viability criteria for new projects.

Our Community programme is also growing to support our Young Talent with their career progression and personal development. We will enhance our work experience and paid work opportunities in partnership with creative and cultural organisations, and offer each young adult on our programme tailored CV, interview and employability support.



Read more about our plans in our [Vision document](#)

87%

of Young Talent now feel more informed about their career choices



Hosanna on her Technical Theatre Apprenticeship.
Photo: Sim Canetty-Clarke

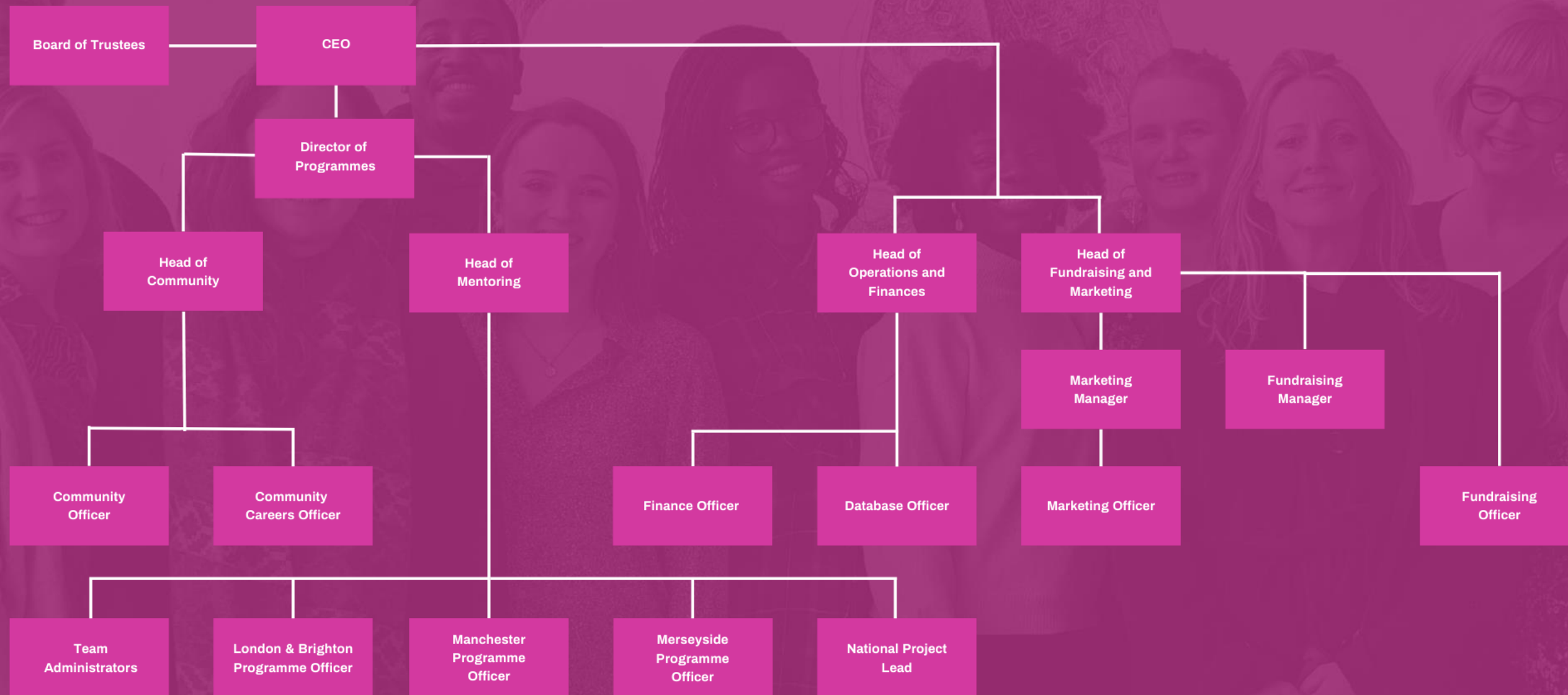
Our team

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](#) 

“I am thrilled to be part of the hugely important changes Arts Emergency is making to the industry and its legacy that has affected so many for the better, in such a short time.”

YOMI ADEGOKE – WRITER, JOURNALIST AND BOARD MEMBER



Commitment to equality and diversity

Arts Emergency is committed to being a welcoming and inclusive organisation. We're dedicated to social justice and making the arts and humanities equitable for all. We help our volunteers to address the structural inequalities in the cultural and creative industries, and use our voice to influence gatekeepers to make real, long-term changes.

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). We particularly welcome applications from disabled people, LGBTQIA+ people, Black, Asian and minority ethnic candidates.

“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 HESMONDHALGH, ACTOR

We are committed to the employment and development of disabled people. We guarantee to interview anyone with a disability 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 a disability we can make reasonable adjustments to the interview process, and, if you join us, to your work arrangements. If you'd like to discuss any access needs or adjustments please get in touch.

London Celebration Event.
Photo: Lilla Nyeki.



Head of Community

12-month fixed-term contract, with the possibility of extension
35 hours per week, Mon-Fri
£40,000 plus 3% pension contribution
28 days annual leave (on top of usual bank holidays)

The Head of Community will lead the development and delivery of a high-quality, person-centred, and impactful programme of activity for young people aged 18-25 that supports them to broaden their experiences of creative careers and cultural organisations, build connections with each other and with the industry, grow in their confidence to advocate for themselves and others, and successfully navigate their pathways into the creative and cultural sector.

You will manage a highly motivated team to deliver the Community offer, work with the Director of Programmes to develop and grow the Community offer in line with Arts Emergency's Theory of Change, collaborate with the Head of Mentoring to ensure a joined-up approach across our programmes, and represent Community at a leadership level both internally and externally.

This role will sit within the Programmes team and report to the Director of Programmes. It has line management responsibility for the Community team, which currently comprises the Community Careers Officer and Community Officer.

Key responsibilities

Programme strategy and development

- Devise the long-term strategy for development and growth of the Community offer, in collaboration with the Director of Programmes
- Oversee research and consultation to inform the on-going development and design of the Community offer
- Contribute to overall strategy and business planning, ensuring alignment of Community plans with AE's wider mission, vision, and strategic aims
- Build and leverage relationships with partners, networks, and stakeholders to support the development and growth of the Community offer, in collaboration with the Director of Programmes
- Lead on initiatives to grow the Community offer, through developing new programmes and scaling existing ones
- Set objectives and targets for Community programmes, in collaboration with the Director of Programmes
- Develop clear pathways through the Community offer, and lead on collaboration with the Mentoring team to ensure a joined-up user journey across AE's programmes
- Prepare and present reports on Community plans, activities, and impact to SLT and the Board of Trustees

Programme management

- Oversee delivery of all Community projects and programmes, ensuring that they are properly resourced, delivered to budget and timescale, in line with funding and contractual requirements, and achieve objectives and targets

- Ensure that Community programmes are high-quality, delivered in line with AE's values, and with equity, diversity, inclusion, and accessibility at their core
- Ensure that robust operational plans, systems, and processes are in place to support delivery of Community programmes
- Manage and motivate the Community team, ensuring they have the support and resources they need
- Manage relationships with key strategic partners to support on-going delivery of the Community programme
- Ensure compliance with all relevant policies and procedures, escalating issues and concerns as appropriate
- Maintain the Community risk register and ensure that appropriate mitigation measures are in place
- Ensure that young people are referred to appropriate services where welfare or wellbeing needs arise

Programme delivery

- Develop a framework of activity for the Youth Collective, to ensure that young people's voices are amplified through AE's work
- Plan and lead on end-to-end delivery of all Youth Collective activities, including recruitment, facilitation, training, support, and evaluation
- Support and empower Youth Collective members to design and deliver their own initiatives, ensuring a clear tie-in with AE's wider mission, vision, and strategic aims
- Ensure that young people's views are listened to and acted upon as part of strategic planning and programme development

Impact & evaluation

- Ensure that effective systems are in place for capturing and managing Community programmes data, in collaboration with the Operations team
- Ensure that monitoring and evaluation data are used effectively to track performance against individual programme plans
- Oversee the annual survey and evaluation report in relation to Community activity, ensuring that they are fit for purpose for AE's evidence and learning needs
- Ensure that impact and evaluation findings are shared across the team, and embed a culture of evidence-based reflection and learning

Marketing and communications

- Lead on collaboration with the Marketing team to promote the Community offer to young people across AE's communications channels
- Lead on collaboration with the Marketing team to continually develop AE's volunteer network and promote opportunities to support the Community offer
- Liaise with the Marketing team on the annual impact report
- Liaise with the Marketing team on wider press, publicity, and marketing

Fundraising

- Support the Fundraising team to develop a funding strategy for Community
- Support the Fundraising team to identify relevant funding opportunities for Community
- Support the Fundraising team to develop new funding relationships and applications
- Support the Fundraising team to manage on-going funding relationships and report to funders

Finance

- Set the Community budget, in collaboration with the Director of Programmes and the Head of Operations and Finance
- Manage the Community budget to ensure effective and efficient use of resources
- Ensure timely and accurate records of Community income and expenditure
- Ensure invoicing and payment of contracted services

General

- Represent AE at events or speaking occasions and act as an ambassador for the charity
- Offer leadership and support to AE's wider team
- Maintain Arts Emergency's ethos and values, and positively promote its work and activities
- Undertake any task that may be requested from time to time that may be consistent with the nature and scope of the role

Key results

- A long-term strategy is in place for development and growth of the Community offer, with clear, actionable plans to launch new programmes and sustain or scale existing ones
- There are clear pathways through the Community offer, and a joined-up user journey between Mentoring and Community
- Plans and budgets are in place for delivery of Community projects and programmes, and progress is regularly reviewed to ensure they are on track
- Community programmes are high-quality, delivered in line with AE's values, and with equity, diversity, inclusion, and accessibility at their core

- Community programmes are delivered in line with all relevant policies and procedures, and risks are identified and mitigated accordingly
- Community programmes achieve the desired impact in line with AE's Theory of Change, wider strategic aims, and funding and contractual requirements
- Monitoring and evaluation of Community programmes are robust, and effective systems are in place for capturing and managing this data
- The Community team has a culture of evidence-based reflection and learning, and a drive to improve and increase its impact
- Activity, impact, and budget reports are produced to a high standard and shared with internal and external stakeholders in a timely manner
- A clear framework of activity is in place for Youth Collective, young people feel supported and empowered to use their voice, and their views are taken into account in strategic planning and programme development
- The Community team feel supported and clear on their roles, targets, and the impact they are contributing toward for young people
- The Community team, volunteers, and partners are aware of their roles and responsibilities for young people's welfare and wellbeing, and guidance is in place for referrals to appropriate services
- Strategic partners see mutual benefit in their relationship with AE, and there is a shared understanding of roles and responsibilities within the relationship
- Fundraising colleagues have the information and support they need to secure and manage funding for Community programmes

Person specification

Qualifications

No specific qualifications are required for this role

Experience

- Experience of managing programmes for young people aged 18-25
- Experience of facilitating and co-producing activity with young people aged 18-25
- Experience of strategic planning through to implementation and evaluation
- Experience of developing or scaling programmes
- Experience of managing and motivating a team

Knowledge

- Knowledge of the context and issues affecting young people aged 18-25
- Knowledge of best practice and trends for working with young people aged 18-25, especially in relation to equity, diversity, inclusion, and accessibility
- Knowledge of pathways into creative and cultural sector careers
- Knowledge of best practice and trends in relation to creative and cultural sector employment
- Knowledge of government priorities and provision in relation to 18+ education and training, skills and employment, and the creative and cultural sector

Skills

- Strong organisational skills - ability to manage a wide-ranging workload, delegate appropriately, and prioritise effectively to meet deadlines

- Strong verbal and written communication skills - ability to communicate effectively with people at all levels
- Strong problem-solving skills - ability to take a creative and analytical approach to evaluating problems, generating ideas, and identifying solutions
- Critical thinking skills - ability to assess and use evidence to inform decision-making
- Interpersonal and relationship-building skills - ability to develop and maintain productive relationships with external stakeholders at a strategic level
- Strong leadership and people management skills - ability to manage, motivate, and inspire a team
- Sound financial acumen and the ability to effectively set and manage budgets
- Strong IT skills and ability to make effective use of an online CRM database

Personal qualities

- Highly organised self-starter
- Strategic growth mindset
- Positive leader and role model
- Commitment to working collaboratively with others toward shared goals
- Passionate and driven to make a positive impact on the world
- Commitment to equity, diversity, inclusion, and accessibility
- Commitment to AE's values of being bold, optimistic, and community-led
- Commitment to maintaining up-to-date knowledge and practice
- Willingness to work flexibly to meet the demands of the role

Working conditions

The role can be home or office based, or hybrid. Arts Emergency operates a 35-hour week, and we will consider compressed or annualised hours. You must be based in the UK to be considered for this role.

Arts Emergency's head office is at Unit W3, 8 Woodberry Down, London, N4 2TG, and our Manchester office is at Peter House, Oxford Street, Manchester, M1 5AN. We also have access to Spaces offices around the country, which can be used by all staff if an office space is needed outside these areas.

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

There may be occasional evening and weekend work. We operate a time-off-in-lieu system.

How to apply

1. **Download and fill in the application form.** The application includes two parts: In Part One you will provide information related to your job history since leaving school and any relevant qualifications. Part Two asks questions in relation to the Job Specification.
2. **Click here** to complete our Equality and Diversity Monitoring Survey*.
3. Once completed, send the application (Parts One and Two) to **jobs@arts-emergency.org** by 9am on **Monday 24 July**, with **AE-HOC** in the subject line.

First-round interviews will take place on Wednesday 2 August and Thursday 3 August.

Second-round interviews will take place on Thursday 10 August and Friday 11 August.

If you have any questions about the role, you can contact Melissa Wong, Director of Programmes, at melissa@arts-emergency.org. If you have any questions about the application process, please contact jobs@arts-emergency.org.

Please see our [privacy policy](#) to find out more about how we handle your data. You'll also find further information within the application form.

*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

+44 (0)20 7683 1077

jobs@arts-emergency.org

www.arts-emergency.org

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