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
What we do

Arts Emergency provides 16-25 year olds in London, Brighton, 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 Spring 2022, we are conducting a strategic review to inform our direction and update our mission and impact. This year we are also recruiting four new board members to help us achieve this and welcoming a new Youth Collective, who’ll ensure that young people’s voices are amplified through our work.

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 2024/25. 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](#)
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.

“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 in the person specification (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.
Team Administrator

Fixed term for two years
£23,500 per annum pro rata
2.5 days a week

As one of our Team Administrators you’ll help Arts Emergency’s programmes run smoothly and efficiently, so that volunteers and young people can focus on building bright futures together. Tasks will include responding to volunteer mentor reports, processing travel bursaries for participants and managing shared email inboxes.

We are willing to offer this post between 16 and 19 hours per week in agreement with the successful candidate.

The appointee will have the choice to work remotely, from the London or Manchester office, or a hybrid of both.

Key tasks
• Process and reply to mentor reports.
• Liaise with mentors and mentees where issues are raised in mentor reports.
• Track and process travel bursaries for mentees.
• Manage the shared team inboxes, ensuring that all communication is dealt with swiftly and efficiently.
• Support with evaluation tasks including collecting responses and collating reports.
• Help the Mentoring and Community departments with ad hoc administrative support e.g. communicating with mentor pairs, helping with work experience administration.
• Maintain the ethos and values of the charity and positively promote the work and activities of the charity at all times.
• Undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post.

Key results
• All mentors receive a response to their mentor reports within two weeks of submitting the report.
• The travel bursary scheme for participants is managed efficiently, reimbursing travel funds on schedule.
• The team email inbox is reviewed daily and enquiries are replied to promptly or forwarded to the relevant team member.
• Evaluations from young people, volunteers and teachers on Arts Emergency’s programmes are collected.
• Ad hoc administration is prioritised and undertaken, allowing the team to support young people to thrive.
**Person specification**

**Previous experience**
- Customer service experience.
- Administration experience.
- Experience supporting either young people, vulnerable people or volunteers.

**Skills/competencies**
- Good administrative and organisational skills.
- Capability in Microsoft Office and web based apps (e.g. email).
- Excellent interpersonal and relationship building skills.
- Good communication skills and a friendly email manner.
- Time management skills - the ability to work to deadlines, and under pressure, balancing several priorities at once.
- Excellent attention to detail and accuracy in recording important information.
- Capability with using databases (e.g. Salesforce) or being quick to learn new technology.

**Personal qualities**
- Caring, thoughtful and efficient.
- A commitment to upholding our values of being bold, optimistic and community-led.
- A ‘can-do’ attitude.
- Passionate and driven to make a positive impact on the world.
- Always learning: a self-starter, motivated, eager to learn.
- A people person, inspirational and brilliant working closely with multiple stakeholders.
- Team oriented but takes individual responsibility.
- Resourceful and embraces challenge and change.
- You will need to have the discipline to work independently and communicate proactively with the wider team.
- You are happy to work flexibly to best meet the project’s changing needs (some evening events, weekend meetings etc).
How to apply

To apply please complete the following

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.

   You can return the application form as a word document or PDF. If you prefer you can talk through the Part Two questions in an audio file (no longer than 10 minutes). To transfer an audio file, upload to wetransfer.com and use the ‘get transfer link’ option, then copy and paste the generated link into your email.

2. **Click here** to complete our Equality and Diversity Monitoring Survey.*

3. Once completed, please send the application form to jobs@arts-emergency.org by 11:59pm on 14 April 2022 with AETA1 in the subject line.

If you have any questions about the application process or the role, please contact jobs@arts-emergency.org

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*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.

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Contact us

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