

**JOB TITLE:** Programmes Coordinator (Learning & Courses)

**Responsible to:** Head of Programmes

**Responsible for:** N/A

**Summary:** The Programmes Coordinator will proactively support the programming, coordination and management of a dynamic range of Clore Leadership programmes, with a focus on leadership learning and courses.

Working closely with the Head of Programmes, you will have priority responsibility for online learning and the effective management of assessment processes to ensure that they are fair, consistent and efficient.

The Programmes Coordinator will demonstrate excellent organisational, operational and process management skills; have experience of working within a learning and development setting; managing assessment and selection processes; communicate well in writing and on the phone, and provide strong and efficient administration to support the Clore Leadership vision, ambition and priorities.

### **Key Responsibilities**

Working closely with the Head of Programmes, your responsibilities will include (but are not limited to):

- Programming support to the Head of Programmes in the development and management of the range of dynamic and high quality Clore Leadership learning and courses.
- Contributing to the design, planning and scheduling of programme activities.
- Priority responsibility for the coordination and delivery of online learning.
- Priority responsibility for the coordination and administration of the recruitment, application, moderation and selection processes for programme participants.
- Co-ordination and administrative support, working collaboratively across teams, to ensure the smooth running of the range of Clore Leadership programmes.
- Shared responsibility for the development of Alumni activities, to include the development of follow-on courses and other engagement activities.
- Supporting the Head of Programmes with the moderation and selection of programme participants.
- Effective liaison with programme participants, including notice of selection decisions, responding to enquiries regarding programme content and providing feedback as required.
- Liaising with programme facilitators, trainers, speakers and external personnel as necessary to prepare offer letters, contracts and agreements.
- Logistical management of residential programmes, workshops, masterclasses, and other learning activities, with due regard to Health and Safety, access and other legal requirements.
- Working in a flexible, cooperative way and being prepared to take on other administrative duties which may be reasonably required.

## **Data and systems**

- Collecting, collating and maintaining detailed, accurate and up-to-date records of programmes, participants, evaluation and outcomes on the Clore Leadership CRM.
- Analysing data about applicants, successful candidates and alumni, and preparing reports for monitoring, evaluation and presentations for the staff team, the Board and funders as necessary.

## **Communications**

- Acting as a primary point of contact for incoming enquiries relating to learning and courses.
- Preparing and maintaining up-to-date content for the Clore Leadership website about the programmes, learning and related activities.
- Supporting the advocacy of Clore Leadership across a range of stakeholders.
- Liaising with the Director and other staff, to ensure appropriate consistency of systems and processes across Clore Leadership priorities and activities.

## **Person Specification**

### **Essential**

- Knowledge of the design and management of training and professional development programmes.
- Knowledge of application, assessment and selection processes (including online).
- Strong and demonstrable project management experience & acumen.
- Excellent organisational, operational and communication skills.
- The ability to think creatively, take initiative and generate ideas.
- Ability to rationalise and manage a full and varied workload, work unsupervised, prioritise and meet deadlines.
- High standard of accuracy and ability to pay close attention to detail.
- Supportive and empowering approach to working with others, as part of a small, busy and collaborative team.

### **Desirable**

- Experience of the design and/or management of leadership learning.
- Experience of digital learning platforms and/or blended learning programmes.
- Experience of application, assessment and selection processes.
- Knowledge, interest and experience of working in the cultural sector in the UK.
- Experience of data collection and analysis, working with CRM systems.

## Outline Terms & Conditions

**Salary:** £28,000 - £32,000 p.a (dependent on experience) paid monthly

**Hours of work:** The Programmes Coordinator will work 5 days a week, within office hours (which are normally 9.30 am to 5.30 pm, Monday to Friday, (with one hour for lunch) but may be varied by mutual agreement). On occasion, attendance at residential courses and other events may additionally be required.

**Contract:** Permanent.

**Place of Work:** Clore Leadership Offices. Currently Somerset House, London WC2R 1LA

**Holidays & benefits:** 25 working days per annum, as well as statutory holidays.  
A contribution equivalent to 9% of salary will be made to a pension scheme.

**Probationary Period:** Four months.

Clore Leadership is an equal opportunities employer and encourages applications from all sections of the community. We will consider applications for job-shares as well as full-time employment.

## How to apply

If you are interested in applying, please send a covering letter (not more than 2 pages) explaining why you believe you would be a suitable candidate for this post, and why you want this job, together with a c.v. (no more than 4 pages) with names and contact details of two people who would be able to provide a reference on your suitability for the post. You should also download and complete the Equal Opportunities monitoring form on our website and attach it to your application. We will interview disabled candidates who meet the essential criteria for this role.

Your application should be addressed to Hilary Carty, Director and sent to [info@cloreleadership.org](mailto:info@cloreleadership.org). Please write PROGRAMMES COORDINATOR (Learning & Courses) in the subject box.

**Deadline** for receipt of applications: **12 midday on Friday 7<sup>th</sup> February 2020**

**Interviews** will be held at Somerset House on **Monday 17<sup>th</sup> February 2020**

## **Background: Clore Leadership**

Clore Leadership is a platform for leaders and aspiring leaders in the arts, culture and creative sectors. We offer a strong and supportive foundation from which leaders at all stages of their career can develop their leadership skills and performance.

Our aim is to inspire and equip leaders to have a positive impact on society through great leadership of culture. We offer opportunities for professionals in our sectors to understand and develop their leadership strengths, providing spaces to challenge prevalent ideas and beliefs and develop confidence in their leadership styles and potential for impact.

We provide leadership development programmes, promote thought leadership and fresh ideas through debate and challenge, and offer access to an incredible network of leaders. Our programmes range from a tailored Fellowship, through intensive leadership courses, leadership development days, seminars, webinars, conferences and events. To offer the broadest spectrum of opinion, we commission and encourage research and provocation pieces from a rich variety of sources, keeping abreast of leadership knowledge and opinion.

From freelancers and entrepreneurs to heads of established institutions, Clore Leadership nurtures dynamic and diverse leaders. Participants in our programmes are drawn from a range of specialisms including the visual and performing arts, film and digital media, libraries, museums, archives and heritage, and cultural policy.

Clore Leadership was initiated in 2003 by the Clore Duffield Foundation, and is sustained by a partnership between private philanthropy and public funding. It has succeeded in creating a cadre of over 2000 creative and cultural leaders, and inspired investment in leadership on the part of governments, agencies, foundations and charities, both nationally and internationally.

The Programmes Coordinator joins us at an exciting time as, prepare to launch the next phase of Clore Leadership programmes and activities to cultivate excellence and innovation in the leadership of culture.

January 2020