



# Client Programme Coordinator (Maternity Cover)

## Information Pack

July 2024



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## Welcome

Dear candidate,

Thank you for your interest in joining our team. Below you will find some details on thrive and then what we are looking for in the person to fill this post.

If you have any specific questions after reading this information or want to know more about what the job is like, our Head of Client Development, Maurane Ramon would be happy to have a chat with you. You can contact Maurane at [maurane@wewillthrive.co.uk](mailto:maurane@wewillthrive.co.uk).

We will hold an open day on Thursday 15<sup>th</sup> August 2024 between 17.00 and 18.30 for potential candidates to meet the team and hear more about the job. It is not mandatory to attend and it will not count as part of the shortlisting process.

## Overview

We are thrive and we are the only source of meaningful cultural engagement data in Northern Ireland. We've been supporting arts, heritage and cultural organisations across Northern Ireland since 2004 with audience research, communications and evaluation.

We are a team of 9 based in the Crescent Arts Centre in Belfast. We work hard and we are passionate about driving people-led change throughout the cultural sector. No two days in thrive are the same and that diversity of what we do and who we do it with makes for a busy and stimulating workplace.

The culture of our organisation is as important to us as the work we do. New ideas, open communication and a dedication to personal and professional development are values that we hold dear. We want to learn, improve, change and most importantly, have an impact.

Thrive is a sector support organisation. This means that we have 2 drivers for our work – delivering great work for individual clients and helping to develop the sector use of research and data.

We offer flexible working, a company pension scheme, 25 days of annual leave and 11 statutory days, enhanced company sick pay and enhanced maternity/paternity leave. Plus, you get an extra day of annual leave for every year you work in thrive and a day off each year to celebrate your birthday.

You also get to work in the Crescent Arts Centre in Belfast. Thrive are one of the Crescent's hub companies, so you get to work alongside fantastic people from all across the cultural sector and meet up every month for a catch up.

We are now looking for a maternity cover for our Client Programme Coordinator. This role is for a self-starter who enjoys working on different projects all at once. At thrive, we're often busy bees juggling with various tasks involving audience research, communications, and evaluation. Although we're office-based, we like to compare our work pace with a festival site. Each member of our team does a bit of everything and is comfortable with the unexpected, finding solutions for arising problems as they happen.

This role is for someone who has experience in the arts, culture or heritage sector, and isn't afraid of rolling up their sleeves. It is also for someone who likes people, enjoys helping them and is able to build relationships with clients quickly. However, at thrive, there's no such thing as starting a new role without getting the support you need! We will provide adequate training as required.

## Role specification

This role is for you if:

- You're a jack-of-all-trades: you've had different roles in the arts, culture or heritage sector, possibly in festivals or in an operational role.
- You connect with people easily: you enjoy and feel comfortable meeting new people in new environments, and have a way to make them feel at ease.
- You're not scared of things you don't know or haven't done before. In fact, you're a quick learner.
- You're comfortable with change and are able to think on your feet.
- You can explain something complicated in a simple way without using jargon, whether it is in written form or verbally.
- You have planned communications or marketing in the past and you know how to measure your plans' success.
- You enjoy working on your own initiative and appreciate flexibility and agency.
- You're not afraid of failures and you learn from mistakes.

## Job description

What does a Client Programme Coordinator do? It is someone who understands the needs of the arts and culture sector and is able to come up with practical solutions to answer those needs. The Client Programme Coordinator will support our Head of Client Development to deliver projects for various clients such as local councils, arts festivals, theatres, art galleries and more. The types of work we deliver are diverse. It could be a research project to find out about levels of cultural engagement in a specific area of a city, an accessibility audit for a venue or creating an audience development plan for a museum. Additionally, our successful candidate will also contribute to our general communications.

We will need you to:

- Contribute to project set-up, project management and project debrief.
- Proactively develop trusted relationships with the arts, culture and heritage sectors through understanding their collective and sectoral needs.

- Support with research projects including focus groups, interviews, analysis and summary of qualitative data.
- Support with planning and delivery of communications for various projects. This can include communications plans, advertising of thrive's events, services and research opportunities, content creation for our website such as blogs and case studies.
- Understand the NI arts, culture and heritage sectors' needs as well as staying up-to-date with thinking around audience development and audience-led thinking.

**This is not an exhaustive list and we may require you to deliver other tasks from time to time to support the wider team.**

## Person specification

### Essential criteria

- Experience of project management and overseeing multiple projects running at the same time.
- Experience of satisfying the needs of customers, clients, funders or stakeholders. You will have worked in an environment which requires delivery of projects, initiatives, and programmes to agreed outcomes and standards.
- Excellent verbal and written communication skills. For example, you've written blogs, developed a series of resources or toolkits, or you have experience in public speaking.
- A logical and flexible approach to problem-solving.
- Ability to manage workload and to schedule your own work independently.
- At least 2 years' experience in the arts, culture or heritage sectors.

### Desirable criteria

- Being comfortable with numbers.
- Experience of doing desk research and ability to summarise findings in a comprehensive way.

## Terms and conditions

The salary scale for this role is £22,308 to £30,000. Starting salary for our ideal candidate will be determined by the level of experience they bring to the role in the outlined criteria.

This is a fixed-term 9 months role from 21<sup>st</sup> October 2024 to 21<sup>st</sup> July 2025.

Thrive has a remuneration and reward process which will be outlined as part of the induction process. We offer flexible working, a company pension scheme with 5% employer contribution, enhanced maternity and paternity leave, enhanced sick pay, 25 days of annual leave and 11 statutory days.

You also get an extra day of annual leave for every year you work in thrive (up to a maximum of 5 days) and a day off each year to celebrate your birthday.

You will work 37.5 hours per week and will be office based for at least 3 days.

## Disclosures

Thrive will make sure that the successful candidate has the right to work in the UK. Any offer will be made subject to verification of right to work and obtaining positive references.

Referees will not be contacted until an offer of employment has been made.

## Process

Download the application form on our website: <https://wewillthrive.co.uk/>

Please complete the application form and return to [recruitment@wewillthrive.co.uk](mailto:recruitment@wewillthrive.co.uk) by **12pm on Monday 19<sup>th</sup> August 2024**.

**Late or postal applications will not be accepted.**

Applications will be acknowledged.

Blind shortlisting will take place on 20<sup>th</sup> August. **The shortlisting panel will only see the criteria as addressed by each applicant.** The shortlisting panel will not be supplied with any information that can identify the applicant.

All applicants will receive a response after this first stage by 21<sup>st</sup> August 2024.

Those selected by the shortlisting panel will be asked to attend a first interview that will take place in-person at the Crescent Arts Centre or via Zoom on Tuesday 27<sup>th</sup> August 2024.

Should you not be able to attend interview on that date, **an alternative date will only be provided if the panel do not appoint following interviews on 27<sup>th</sup> August.**

The first interview panel are:

- Maurane Ramon, Head of Client Development, thrive
- Sarah Blake Knox, Client Programme Coordinator, thrive
- Holly Foskett, Arts Programme Manager, Arts & Business NI

We will hold second interviews on Tuesday 3<sup>rd</sup> September.

The second interview panel are:

- Fiona Bell, CEO, thrive
- Maurane Ramon, Head of Client Development, thrive

## Equality and diversity

We strive to make sure that opportunities to work with thrive are open to all. We treat all job applications equally, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation and any other equality characteristics.

We particularly encourage applications from people who identify from ethnic backgrounds, LGBTQIA+, d/Deaf, disabled, neuro-diverse, have long-term health condition/s or are from a lower socio-economic background, as people from these groups are currently underrepresented in the cultural sector.

Thrive will address any access requirements provided on the application form.