

Job Description

Title:	Programme Manager
Line Managed by:	Head of Public Programmes & Artist Development
Overall responsibility:	Lead on all aspects of the management of adult and youth recreational circus classes.
Reports:	Programme & Facilities Coordinators - a shared resource across multiple programmes and managers
Hours:	35 hours per week (job-share / part-time considered). Occasional evenings and weekends (approximately 1 evening a week and 1 weekend a month as the programme demands).
Salary:	£30,005 per annum
Holiday Entitlement:	30 days paid holiday per annum, inclusive of eight Statutory Bank Holidays, increasing by one day for each year of service from 1st September up to a maximum of 35 days per annum.

About National Centre for Circus Arts

The National Centre for Circus Arts is a registered charity and an independent Higher Education provider registered with the Office for Students, and is one of Europe's leading providers of circus arts training. For the past 30 years we have provided emerging and professional circus artists, directors and choreographers access to vital space and support to train, experiment and share ideas.

Our diverse range of work includes BA degree-level education in Circus Arts which is supported at either side by a structured training programme for under-18s and professional development opportunities for aspiring and established performers. Adults and young people can enjoy recreational classes and occasional performances. We also run highly regarded workshops, away days and team building events for the corporate community. We continue to develop our creation and production capabilities and are striving forward in both initiating, supporting and creating high quality work that can tour regionally and nationally.

Our national role increasingly sees us supporting and mentoring circus artists and organisations across the country as we seek to develop and mature our remarkable art form. We have embarking on an exciting new strategy for the organisation which will see more cross-departmental working and an increase in our commercial activities, in order to make us more financially sustainable.

PURPOSE OF THE JOB

The Programme Manager will collaborate with the Head of Public Programmes & Artist Development to enhance and deliver our recreational classes for youth (ages 3-16) and adults, including Try classes. This role involves managing the programme, working with teachers, Programme & Facilities Coordinators, and operational teams to ensure excellent customer service, and finding ways to increase customer numbers and revenue. Additionally, this role will encompass administrative support, scheduling, responding to enquiries, and supporting the delivery of activities.

MAIN RESPONSIBILITIES

- Work with the Head of Public Programmes & Artist Development to manage delivery and development of recreational classes.
- Ensure that financial targets for recreational classes are met or exceeded where possible.
- Work with the Programme & Facilities Coordinators and Teachers to ensure high quality delivery of service that enhances the reputation of the National Centre.
- Work with the Marketing Manager and Systems & Memberships Manager, to develop web presence and campaigns to achieve income aims.
- Ensure clear communications and develop excellent relationships with other National Centre departments to improve delivery and to maximise opportunities.

Detail of Responsibilities:

Programme Management and Administration

- With the Head of Public Programmes & Artist Development, develop new and refreshed recreational offers and models. This could include regular pricing reviews, reviewing the format of classes and increasing the numbers of classes in particular discipline areas.
- Regularly benchmark against other organisations and make recommendations for change.
- Schedule classes with reference to the organisation's overall calendar, booking spaces in our resource booking system (CELCAT).
- Manage programme administration, including scheduling teachers, producing contracts, briefings, and class plans, handling absences and finding cover, and ensuring necessary equipment for classes.
- Support customer and participant booking processes, managing any queries.
- Maintain up-to-date participant records, ensuring data security and confidentiality in compliance with data protection policies.
- Work approximately 1 evening a week and 1 weekend a month depending on the programme requirements (time of in lieu is provided).

Financial Management

- Maintain accurate income and expenditure records for all activities.
- Manage expenditure for classes, ensuring costs are kept within agreed limits and providing accurate reports.
- Work with the Head of Public Programmes & Artist Development to develop a strategy for achieving the annual recreational classes revenue target.
- Monitor current performance against targets and suggest and implement activities to increase revenue if performance is falling short.

Marketing and Promotion

- Support the Systems & Memberships Manager, Manager and Marketing Manager in maintaining and updating the website and social media content – ensuring the class information is up-to-date, accurate, and engaging.
- Seek opportunities to promote recreational classes and attract new audiences.
- Occasionally capturing videos and photos of classes and obtain customer consent for promotional use of images.

High Quality Delivery of Service

- Support the Programme & Facilities Coordinators to provide an excellent level of customer service around classes.
- Ensure teachers are well-briefed and identify training needs in collaboration with the Head of Public Programmes & Artist Development and Learning & Participation Managers.
- Work closely with the Operations departments (Buildings & Facilities, Technical) to ensure the smooth delivery of classes, for example correct equipment provided, studio set up correctly.
- Collect and review customer feedback to inform future planning and manage complaints timely, escalating when necessary.

Other Duties

- Represent the Head of Public Programmes & Artist Development at internal and external meetings.
- Understand safeguarding, how it applies to a class setting and what actions should be taken if you suspect any safeguarding issues.
- Demonstrate a commitment to Health & Safety and Safeguarding and their practical application in all areas of work and encourage a culture of responsibility for these throughout the organisation.
- Promote a commitment to the National Centre's Equal Opportunities & Diversity policy, Disability & Reasonable Adjustments commitment and Code of Conduct, along with all other policies that contribute to the operating values and ethos of the organisation as determined in its mission statement.
- With the Head of Public Programmes & Artist Development, support the Open Training Programme and develop opportunities for Artists.
- Perform other duties (commensurate with the role) that may from time to time be reasonably required.

PERSON SPECIFICATION

Experience

- Experience of running or developing a programme of income generating classes, activities, workshops or events.
- A minimum of two years' experience in a coordinator role or a minimum one year's experience in a management position.
- Experience of managing budgets and hitting income targets.

Skills

- Excellent planning, organisational and administrative skills.
- Strong attention to detail
- Financially numerate.
- Excellent written and verbal communications skills across all media.
- Ability to work with a wide range of customers and stakeholders.
- High level of PC skills including use of IT-based room booking systems (ideally CELCAT).

Personal Attributes

- High level of commercial awareness
- A desire or drive to deliver excellent customer service.
- Ability to work effectively and collaboratively across departments.
- Ability to work to deadlines and keep calm under pressure.
- Creative and entrepreneurial spirit.
- Flexible approach to working hours.