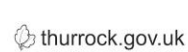




Programme Coordinator for Start Thurrock

Recruitment Pack

Closing date:
**Noon, Friday 6th June
2025**





**Programme Coordinator
Start Thurrock**

£15,000 per annum (£25,000 FTE) for 3 days per week.

Part time, fixed term contract to 31 March 2026.

Contract may be extended subject to Arts Council England funding for 2026 - 2029.

We are committed to supporting flexible working conditions and hours.

Hours of work:

24 hours per week including a paid 30-minute lunch break. These hours can be delivered flexibly across the working week. Due to the nature of this role some evening and weekend work will be required, and you may be asked to work additional hours from time to time. A TOIL system is in place to balance unusual hours.

Location:

Start Thurrock office at Thameside Complex in Grays plus outreach work as needed.
Hybrid remote working will also be possible.

Holiday:

We offer a generous annual leave allowance of 33 days per annum including Bank Holidays, *pro-rated* for part time hours and this fixed term contract

Benefits:

Employer pension contributions

Employer:

Tilbury on the Thames Trust – Lead Organisation for Start Thurrock

Closing date for applications: noon, Friday 6th June 2025



Part 1: About Us

Start Thurrock is a Creative People and Places programme funded by Arts Council England. We work with Thurrock residents to create brilliant arts and cultural experiences in places and spaces across Thurrock. With our support, residents take the lead in what creative activity and experiences happen here. Our community engagement processes enable residents to be makers, performers, producers and leaders. Their ideas feed ambitious projects, commissions and events which leads to broader and deeper cultural engagement amongst our communities.

To date, our programme has achieved 58.6k engagements through projects and events we directly co-commissioned with residents and through inspiring partnerships with creatives and cultural organisations, including NPOs.



We are proud to have organised inspirational trips for residents to see and experience professional work at festivals and theatres across our region and involved 70 residents on decision-making panels, selecting and commissioning artists and creatives to work in local communities.

Our work responds to community voice and has included neighbourhood community plays with site specific experts Teatro Vivo, a two-week Green Light programme packed full of workshops and tasters, a major public event at Lakeside Shopping Centre and 14 Big Top performances of *The Nose Dive Assembly* by The Revel Puck Circus.

See our website for films and case studies:
www.startthurrock.org



Start Thurrock is hosted by Tilbury on the Thames Trust as lead organisation with support from Thurrock Council, Thurrock Lifestyle Solutions CIC, Thurrock CVS and the Royal Opera House who form our Core Consortium.

Our ambitions are supported by Arts Council England Creative People and Places funding through to March 2026 and have applied for funds to extend Start Thurrock to March 2029.

About Creative People and Places

Creative People and Places is a national action learning programme funded by Arts Council England. It's about more people taking the lead in choosing, creating and taking part in exciting art experiences in the places where they live. It focuses on parts of the country where involvement in arts and culture is significantly below the national average.

About Thurrock

Thurrock is located on the north shore of the River Thames, a short distance from the east of London, and Essex to the north and east. Thurrock's location includes towns and villages surrounded by acres of parks, countryside and heritage sites. Urban centres are a vibrant mix of established towns and new young communities, with a diverse and growing population of around 160,000 residents. Our location as the fulcrum of the Thames Estuary – Gateway to the Globe - underpins major investments in regeneration, infrastructure and industry.

Nationally significant cultural organisations and artists coexist with emerging creative practitioners and a vibrant amateur sector to develop talent and serve diverse audiences. High House Production Park is an international centre of creative and cultural excellence and learning. Our heritage assets and maritime industry connect to a global narrative of trade and migration. We are a nexus for Creative and Cultural Industries within the Thames Estuary Production Corridor, a sector which generates skilled jobs and productivity across the UK.



Part 2: About the Role

We are seeking a Programme Coordinator to join us as we take our creative programme into more neighbourhoods and towns in Thurrock and shape future phases of the community-led Start Thurrock programme.

Your remit will be to support the Start Thurrock team to implement community engagement activities and deliver a range of creative projects and events in collaboration with residents.

You'll work closely with our Executive Director to ensure the smooth running of our operations, assisting with programme administration including finance, data, contracts and general office admin.

You'll provide admin and event support for our public-facing work including assisting the Engagement Producer to organise resident panels and meetings and supporting the delivery of creative projects.

You will be central to ensuring we meet our data collection requirements, maintaining data collection systems and collating and storing a range of qualitative and quantitative data.

We are looking for an exceptionally organised and highly efficient person who is flexible in their approach, in order to maintain systems while prioritising the workload to support the overall delivery of Start Thurrock. You will have experience in supporting the delivery and management of projects and programmes and maintaining admin, finance and operational systems.

You will have the ability to work with communities, demonstrating sensitivity and respect, and responding to community needs and interests. You will believe passionately in the value of art and culture in people's lives and want to make a difference.





Job Description

Job Title:	Programme Coordinator
Reporting to:	Executive Director

General purpose:

- Provide comprehensive and proactive administrative support, ensuring the smooth delivery of Start Thurrock's community engagement activities and arts and cultural projects and programmes
- Maintain financial, data and administrative systems to ensure effective planning, delivery and reporting
- Provide event support including assisting with logistics, marketing, production and data collection

Administration

- Maintain effective financial and administrative systems and processes that support the delivery and evaluation of Start Thurrock
- Issue and monitor progress of contracts, as agreed by the Executive Director
- Service internal and external meetings, including preparing and circulating agendas, papers and taking minutes
- Support the collation of quarterly and annual reporting to Arts Council England (ACE)
- Keep records of project outputs in order to evidence and report on the impact of Start Thurrock
- Support HR processes including recruitment of staff and freelancers and routine work such as monitoring and recording leave
- Monitor general mailboxes and respond to enquiries
- Fulfil the office manager role ensuring stationery supplies are maintained, office equipment and facilities run effectively

Finance

- Support the Executive Director to record project expenditure and income.





- Working with the Executive Director ensure all financial paperwork is accurately recorded, processed and filed.
- Working with the Executive Director, ensure accurate and timely financial reporting on a regular basis

Project and Event Support

- Support the Delivery Team with the administrative and coordination demands of a rolling programme of public engagement and programmed cultural activity, including liaising with external partners, artists and cultural organisations as necessary
- Coordinate creative commissions including preparing and submitting opportunities on websites and newsletters, coordinating enquiries and applications, administering shortlisting and selection processes and communicating outcomes to applicants
- Working with the Creative Director and Engagement Producer, provide event support including ordering goods and services, booking venues, arranging transport, printing signage, collating risk assessments, etc
- Under the direction of the Executive Director, support the volunteer programme including creating rotas, confirming volunteer arrangements and issuing expenses
- Carry out data collection including audience and participant surveys

Marketing and Communications

- Provide admin assistance to the marketing and audience development for the programme, including distribution of marketing materials and maintaining image database
- Support the maintenance of the Start Thurrock website by updating events and activities calendar

Operational

- Work closely with the Executive Director to ensure our operational policies and procedures for staff and freelancers are robust, and Tilbury on the Thames Trust complies with its legal obligations; including data collection, employment-related policies and obligations, Equality and Diversity Action Plan, and Environmental Action Plan
- Effectively maintain, develop and archive all project related documents
- Take day-to-day responsibility for ensuring you are working in line with policies and procedures



- Ensure environmental sustainability is considered when developing and maintaining administrative and reporting systems

Evaluation and Data Collection

- Enter and upload a range of programme data into different systems and platforms and ensure colleagues provide relevant information regularly
- Collate and compile a range of data from different sources to assist in the production of reports
- Ensure databases are kept up to date and are GDPR compliant
- Support with Arts Council England reporting in line with the requirements of the Creative People and Places programme
- Work with the Executive Director to ensure the effective delivery of the Start Thurrock evaluation framework, including sharing data with our independent evaluators and contacting partners, artists and stakeholders to take part in evaluation activity

Due to the nature of this role some evening and weekend work will be required and you may be asked to work additional hours from time to time. A TOIL system is in place to balance unusual hours. Due to the nature of the CPPs, remote working and hot desking at various Thurrock community and cultural spaces may be required.

Person Specification

Experience	
Essential	Desirable
• Sustained experience of programme administration including finance and contracts • Demonstrable experience of data entry and maintaining data systems • Office administration including supporting work in a busy office • Supporting internal and external meetings including logistics and note taking	• Event Support including logistics and risk assessments • Previous experience of working in or knowledge of Creative People and Place programmes • ACE reporting procedures • Experience of working on arts and cultural projects • Working with Thurrock communities



Skills	
Essential	Desirable
• Excellent written and verbal communications skills • The ability to assimilate new information • Good problem-solving ability • Accuracy and attention to detail • Proven capacity to organise and manage a busy workload • Strong organisational skills • An effective team worker • Commitment to delivering a high standard of work • Very strong Microsoft Office skills (Word, Excel, Outlook, PowerPoint, SharePoint)	• Awareness and understanding of customer care, health and safety, child protection and equal opportunities issues • Monitoring grants
Knowledge	
Essential	Desirable
• Finance records and reporting systems • GDPR policy and procedures	• Knowledge of Thurrock and the Thames Estuary • Understanding of aims and objectives of Creative People and Place projects • Volunteer Management
Personal Qualities	
Essential	Desirable
• Able to work under pressure, multitask and to set and meet strict deadlines • Highly efficient and organised • Enthusiastic and determined	
Other	
Essential	Desirable
	• Driving Licence • DBS check



Part 3: Recruitment Process

To apply for the Engagement Producer role, please complete our online application form:

[Start Thurrock Programme Coordinator Application Form](#)

We operate a fair and equitable recruitment process including anonymised shortlisting

If you require any adjustments to the application process, please contact info@startthurrock.org

For an informal discussion about this role, please contact info@startthurrock.org

Closing date for applications: noon, Friday 6th June 2025

Shortlisted applicants will be contacted by **Thursday 12th June 2025** and invited to interview.

Interviews will take place on **Tuesday 17th June 2025** at the Thameside Complex, Grays, RM17 5DX

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