

HAWKWOOD

centre for future thinking

JOB DESCRIPTION

JOB INFORMATION

JOB TITLE	Programme Assistant
LOCATION	Hawkwood Centre for Future Thinking On-site
WORKING HOURS	37.5 hours per week

POSITION IN THE ORGANISATION

REPORTS TO	Programme Manager
RESPONSIBLE FOR	Supporting the administration of the Hawkwood programme to include liaising with tutors, upload of courses to the Hawkwood website, social media, course feedback, database updating and tutor support
WORKS IN CONJUNCTION WITH	Programme Manager and Sales Strategy consultant

THE CONTEXT: -

Hawkwood is a charity that brings people together in support of creative endeavour, a flourishing community and sustainable environment. Hawkwood achieves its charitable purpose by providing: a place to create (artists in residence); a place for conversation (events, talks, films and other activities addressing the issues facing the planet); a place to grow (on-line and residential courses across the arts, music, well-being and transformative leadership); and a place to explore (providing an environment in which everyone can reconnect with nature). Based in Stroud, Gloucestershire, Hawkwood is based in a large, listed nineteenth century house situated in a 42 acre estate.

OVERALL, PURPOSE OF JOB

Deliver administrative duties in support of the Hawkwood Programme and delivery of Hawkwood social media covering courses, residencies, fellowship, venue hire and community programmes on site.

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MAIN DUTIES AND RESPONSIBILITIES

1. Duties (to include), with training and support from the Programme Manager:

- Support the Programme Manager in the administration of the Hawkwood course programme including tutor and customer liaison, timetable management
- Upload all new courses & events onto website
- Capture feedback of participants
- Manage and update database to assist with the operational aspects of the courses.

2. Duties with support from the Sales Strategy Consultant

- Website – support in the upkeep of the website and upload courses
- Deliver a consistent and engaging digital and social media presence in support of our Hawkwood courses, residencies, venue hire and community work.
- Support with annual brochure production, led by Programme Manager and external designer.

3. Duties – in support of the bookings/reception team:

- Support Check-in process onsite and ensure tutors receive info pack.
- Ensure all invoicing and financial payments are completed.

4. Hawkwood's profile and reputation

- Support existing strategic partnerships
- Establish and maintain a positive relationship with local communities through engagement with community groups, local media, and key individuals.

5. Self development

- Be responsible for self-development by identifying learning needs and by proactively seeking self development opportunities.

6. Key dimensions

Programme:

- Number of courses on site and on-line (annual): 200
- Number of onsite venue hire bookings: 200
- Number of events on site and online (annual):40
- Number of visitors to the site (annual): 20,000 (incl. participants, venue hire, residents, local community).
- Number of tutors, speakers etc to onsite and online: 250

7. Key relationships

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- Local community groups, media and individual decision makers and influencers

8. Compliance

- To comply with Hawkwood’s Health & Safety Policy and procedures.

9. General

- Work co-operatively with other staff.
- To comply with all Hawkwood’s policies and procedures in the Staff Handbook and follow the staff code of conduct.
- Maintain exemplary standards of professionalism, honesty, and respect at all times.
- Be responsible for the care and development of your working area.
- To attend meetings and supervision as required
- Undertake work related training as required by the post.
- May, from time to time be required to work additional hours as shall be reasonably necessary to discharge properly your duties and responsibilities outlined in this job description.
- To undertake any other duties appropriate to this level of post which will evolve as the job progresses until the job description is reviewed

PERSON SPECIFICATION		ESSENTIAL / DESIRABLE
SKILLS	<ul style="list-style-type: none"> ○ Creative design skills for social media ○ The ability to c ○ ○ ommunicate clearly and effectively with customers and visitors as appropriate and promote Hawkwood positively within the community. ○ Excellent organisational and time management skills ○ Excellent negotiation skills ○ Excellent communication skills both written and verbal and the ability to produce documents to a high standard. ○ The ability to work individually and as part of a small team. ○ The ability to work flexibly to react to events and remain calm and effective under pressure. ○ The ability to deal discreetly with matters of a confidential nature. ○ Able to present a professional image at all times. ○ Willingness to be trained. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
KNOWLEDGE	<ul style="list-style-type: none"> ○ Knowledge of social media ○ Knowledge of content management systems and experience in updating websites 	<p>E</p> <p>E</p> <p>D</p>

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	<ul style="list-style-type: none"> ○ An understanding and commitment of equal opportunities for all ○ Knowledge of all forms of communication media ○ Excellent IT knowledge and skills ○ Digital Marketing experience 	E D
EXPERIENCE	<ul style="list-style-type: none"> ○ Working in a customer services environment ○ Working for a creative organisation and experience of digital marketing & social media 	D D
QUALIFICATIONS	<ul style="list-style-type: none"> ○ Good general level of education 	E
SPECIAL REQUIREMENTS	<ul style="list-style-type: none"> ○ Self-motivated ○ Reliable ○ Neat, clean, and tidy working methods ○ Adaptable & supportive of the whole organisation ○ Able to carry out manual handling tasks given appropriate training. ○ The ability to listen and understand instruction and respond appropriately. ○ The willingness to be able to work flexibly to deliver the role. ○ The ability to work quickly and efficiently through tasks and be able to prioritise work. 	E E E E E E E

PERSONAL CHARACTERISTICS
<ul style="list-style-type: none"> ○ Positive and curious attitude ○ Practical minded ○ Able to work individually and as part of a team. ○ Flexible ○ Calm and patient under pressure. ○ Good communicator ○ Conscientious ○ Someone who takes pride in their work and celebrates the achievements of others.

STAFF AND VOLUNTEER CODE OF CONDUCT
<p>Whilst working as a member of staff or a volunteer at Hawkwood the jobholder will:</p>

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- Act in accordance with their employment contract and job description and follow the policies and procedures in the staff handbook.
- Act in the best interests of Hawkwood at all times and act in a way that will enhance Hawkwood's reputation and standing in the community.
- Be considerate, courteous and be respectful to the opinions, views, origins, and backgrounds of all other members of staff, volunteers, visitors, and trustees; and respond to others with an open mind.
- Keep themselves up to date with what is happening at Hawkwood and understand the educational programme and how their role impacts on Hawkwood's success and reputation.
- Take a caring attitude to the grounds and the house and the use of all Hawkwood's resources.
- Maintain confidentiality in respect to the information they have access to regarding other staff members, volunteers, visitors, and trustees.