



Programme Administrator

Delivery Team

Overview

- **Application deadline:** 9am, Tuesday 24th September 2024
- **Job type:** 6 month contract with the potential to extend, 4 days a week
- **Start date:** ASAP
- **Location:** Hybrid - London, coming into the office (Bethnal Green, London) at least two days a week + additional days in the office as needed for attending events, trainings, internal or external meetings. Our team embraces hybrid working (mix of home/office).
- **Based at:** The Green House, 244-254 Cambridge Heath Road, London E2 9DA
- **Staff benefits:** 7.5% pension contribution and salary sacrifice scheme | 30 days holiday plus bank holidays, a day off on your birthday, quarterly development days & days off between Christmas and New Year | mentoring scheme | annual training budget | hybrid working. Full list of staff benefits can be found [here](#).
- **Salary/Pay:** £28,000 FTE
- **Reports to:** head of delivery

Accessing this recruitment process

If you require any reasonable adjustments during our recruitment processes, including assistance with reading this page or sending documents, please contact info@heard.org.uk

About Heard

Heard is an award-winning small charity, working with people, the media and other organisations to inspire content and communication that changes hearts and minds. We've spent 15 years constantly developing the best approaches.

Every year, as a result of our work, tens of millions of people hear stories about issues such as poverty, climate change, migration, domestic abuse, sexual violence, transgender experiences and children's palliative care.

We transform public understanding of these issues. We scale our impact by collaborating with others. Together, we inspire people to take action.

- Here's an overview of [what we do](#).
- We currently run six programmes, all of which the head of delivery oversees. Learn more about each programme: [Climate Stories That Work](#) | [All About Trans](#) (transgender experiences) | [Media Movers](#) (migration) | [Angles](#) (domestic abuse & sexual violence) | [Talking About Poverty](#) | [Children's Palliative Care](#)



- Take a look at our most recent [annual report](#).

Job brief

A fantastic opportunity has arisen for a proactive and enthusiastic administrator with excellent problem solving and communication skills to join our delivery team. This is a varied, dynamic role supporting the programme delivery at Heard. We are trusted and valued for our high-quality, compassionate delivery.

The programme administrator will play a key role in supporting the smooth operation of our programmes. This position requires a highly organised individual capable of juggling multiple projects and tasks simultaneously. The successful candidate will demonstrate the ability to work independently while also being a collaborative team member, showing initiative and flexibility.

We are looking for someone who can provide vital assistance with liaising with network members, booking travel, coordinating event logistics, expenses, and maintaining project admin. They will play a role in maintaining and improving project systems, enabling project teams to deliver on time, with care and impact. They will be an effective communicator, with high levels of emotional intelligence, and be responsible for contributing to a supportive, positive and effective workplace.

Key responsibilities

Important note: We don't expect you to have experience in every single one of these areas. We believe jobs should provide an opportunity to learn and develop. Ultimately, you will become accomplished in all these areas. We welcome you to apply if some of them are still areas for learning and growth.

Event Logistics:

- Organise all aspects of event logistics, including venue booking, catering, and facilities management.
- Set up rooms for meetings and events, ensuring all required equipment and materials are in place.
- Take detailed minutes during meetings and distribute them promptly.
- Coordinate travel arrangements for staff and event participants.

Social Media:

- Draft and schedule social media posts to promote events and activities, ensuring alignment with the organisation's messaging.

Email Communications:



- Liaise with network members and stakeholders through email, ensuring clear and professional communication.
- Monitor the inbox, log requests, and follow up on outstanding invoices as needed.

Monitoring and Evaluation Support:

- Assist in gathering and collating raw data for reports from spreadsheets and other sources.
- Collect and organise quotes and feedback for end-of-year reports.
- Support monitoring and evaluation efforts across program areas by accurately compiling data and feedback forms.

Record Keeping:

- Log event details and activities in Salesforce, maintaining accurate records of project outcomes.
- Track and update media enquiries in a spreadsheet, ensuring all inquiries are logged and addressed.
- Assist with inputting details into forms and online portals, and keep funder details up to date.

Research Tasks:

- Conduct research on production companies and potential avenues for corporate sponsorship, providing insightful recommendations.

General Administrative Tasks:

- Accurately log invoices and expenses, ensuring timely processing and reporting.
- Create glossaries and worksheets using existing information from training modules.
- Proofread and format reports, ensuring clarity and consistency.
- Draft and format slide presentations for internal and external use.

Skills and requirements

Essential:

- Experience of administrative work across programme delivery teams
- Strong organisational and time management skills
- Ability to work independently and collaboratively
- Initiative and proactivity
- Excellent communication and responsiveness
- Proficiency in IT skills, including Excel and the ability to learn new software
- High attention to detail
- Ability to handle multiple projects and tasks simultaneously
- Effective prioritisation of tasks



- Strong problem-solving abilities
- Capability to implement improved systems and processes
- Ability to hit the ground running
- Flexibility and adaptability

What's in it for you? Would you be a good fit for team Heard?

Values: a bit about us

This is [our team](#), and this is [the work we do](#). These are our values at Heard: we're **inclusive, thoughtful, patient, creative, determined, and brave**. This is both as an organisation and as individuals.

We're a team made up of women and non-binary people. We have brave conversations around racism, islamophobia and transphobia. Our determination, creativity and strategic communications expertise makes us well positioned to have these conversations in a thoughtful way. We know diverse teams and communities make us stronger, and we won't stand for hateful and divisive rhetoric. As part of this role, you'll need to be enthused about - and sensitive to - working with trans and non-binary people, people from migration backgrounds, people experiencing poverty and others experiencing marginalisation and oppression.

When we're adding members to the team this is what we're looking for. Someone who is...

- Personally committed to Heard's mission, vision and values, and collaboration-focused method of work.
- Committed to reflection and learning, including sharing failures and uncertainties; openly giving and receiving feedback to/from the team and members of the community.
- Awareness of your own needs: you will be good at knowing your limits under pressure and will be confident to ask for help when you need it. You will receive support from your team – we're keen to nurture an environment where no one feels worried about asking for help or support when they need it.
- You'll be interested in emotional intelligence and empathising with and appreciating others. You'll be keen to explore and grow and to create opportunities for those you work with to do the same.

How you'll be supported

As a Heard team member, you will have:

- Regular check-ins with your manager – an opportunity for you to share feelings and experiences about your work, alongside feeding into a well-being and welfare staff framework.



Staff benefits: 7.5% pension contribution and salary sacrifice scheme | 30 days holiday plus bank holidays, a day off on your birthday, a quarterly development day & days between Christmas and New Year | mentoring scheme | annual training budget | and hybrid working. A full list of staff benefits can be found [here](#).

Our Values

This is [our team](#), and this is [the work we do](#). Our values at Heard are to be inclusive, thoughtful, patient, creative, determined and brave. We're looking for someone who's;

- Personally committed to Heard's mission, vision and values and collaboration-focused method of work.
- Committed to reflection and learning, including sharing failures and uncertainties; openly giving and receiving feedback to/from the team and members of the community.
- Awareness of your own needs: you will be good at knowing your limits under pressure and will be confident to ask for help when you need it. You will receive support from your team – we're keen to nurture an environment where no-one feels worried about asking for help or support when they need it.
- Willing to develop emotional intelligence, including a growing ability to empathise with and appreciate others, creating opportunities for those you work with to grow.

How to apply

The application deadline is 9am, Tuesday 24th September 2024

To apply, please complete this [application form](#).

Here's more info about the form and application process:

- **You will need a Google account or Gmail to access the form.** Here's [how to set up a Google account](#) - this should only take a couple of minutes.
- Email info@heard.org.uk if the form or any part of the application process is not accessible to you (or if for any reason you are unable to set up a Google account).
- The form will ask you to upload your CV, and ask you two application questions. We do not ask you to write a cover letter - just to answer these questions.
- **There are the three application questions** (each with a 1,000-character limit, which is roughly 150 - 300 words):
 - Why have you applied for this role at Heard?



- How do you prioritise tasks when managing multiple projects with tight deadlines, especially in a fast-paced and resource-constrained environment?
- We will give equal weighting to the CV and the two application questions when we review applications.
- We will review the questions anonymously to counter unconscious bias.
- In the form, we'll also ask about any adjustments or support you may need to ensure the recruitment process feels inclusive to you.

Here's what will happen after you submit your application:

- If your application is taken forwards to the next stage, we will hold first interviews online in the week commencing 30th of September.
- If you are unavailable for the interview dates, we will do our best to accommodate you.
- We try our best to make our interviews friendly and welcoming. We will let you know the type of questions we'll ask in advance, and who you'll be meeting with, to help you feel comfortable and prepared. We will do whatever we can to ensure you feel confident and welcome in the space.
- We will try to let you know as soon as possible whether or not you have been invited to interview. If you are invited to interview, we will always aim to provide some feedback.
- If you are successful in the first interview, there will be a second stage interview conducted in person at our Bethnal Green offices in the week commencing 7th of October.

We look forward to hearing from you - best of luck!