

Programme & Evaluation Manager: job pack

1. Background information

Our work

Hear Me Out takes music-making into immigration detention centres and other places where migrants are confined, like asylum hotels and army barracks. Our artists work with adults and children in these places, supporting them to create, record and perform original music. We create platforms for their music and stories, building support and understanding of a group that is being placed under increasing pressure by the UK's 'hostile environment'. We are a national leader in this work with unparalleled experience in this complex territory.

Previously known as Music In Detention, for nearly 20 years we have supported people in detention to recover their sense of wellbeing and resilience, and make their voices heard, by:

- Offering a creative, expressive outlet that supports self-confidence and agency
- Providing positive experiences to counter the psychological damage of detention
- Running creative collaborations that build solidarity with groups in local communities
- Building platforms to bring their creative work and life experience to a public audience

Our artistic method is participatory, and we keep working with our team of freelance artists to refine it. Our artists lead when necessary, with the aim of getting participants to lead. Using high level group skills and fantastic musicianship, they shape creative work that everyone owns and everyone can be proud of.

Our values and ethics frame our work. Hear Me Out should empower people, help them speak for themselves and take control of their lives. We look to create artistic work of the highest quality. We do not seek to impose a narrative but are curious about individual stories and experiences. We're independent, working with people going through the immigration system but not becoming part of it. We treat everyone we encounter with respect. We're committed to bringing co-creation into our organisation, and sharing power with the people Hear Me Out was set up to support.

This role

The Programme and Evaluation Manager organises our music programmes: ongoing workshop series in detention centres and other settings, performances, special projects. So the role sits at the very centre of our work. Working closely with the Artistic Director, you will make Hear Me Out's artistic programme a reality.

The main part of the job is to co-ordinate programme activities. This means you would need to:

- Liaise with settings, partners, artists and colleagues
- Match, book and support our artists
- Organise a mass of artistic and practical detail
- Work directly with people with lived experience of detention and asylum
- Understand the context and purpose of the work and what's needed to make it succeed

We're committed to evaluating our work. We want to know what difference it makes and what we can do better, so we ask participants to tell us what they think, and collect this data as we go along, to build up a picture of our impact. Organising this is an important part of the job. You'll also lead some evaluation activities, such as focus groups with participants.

You'll be the main point of contact for Hear Me Out's freelance Associate Artists, supporting and supervising them as they lead music projects with adults and children, organising artist care and development activities, and helping bring people with lived experience into our artistic team.

Our programme is bigger than it has ever been, it has changed dramatically in the last few years in response to new challenges thrown up by the immigration system and we expect it will keep changing. So there will be lots of scope for you to make changes and develop new work.

This is a special opportunity to work join a supportive, dynamic team delivering extraordinary work.

What we're looking for

We're looking for someone with strong people skills and equally strong organisational skills. For the music-making to have its intended impact, you will need to have a real eye for fine detail, and lots of sensitivity and awareness of people and their needs, whether they are people going through the immigration system, or managers in detention centres and asylum hotels.

You'll know something of our context, or be able to learn that quickly. You'll be skilled at communicating with artists, colleagues and partners to ensure we have a shared, realistic plan. You'll understand how the detail of artistic planning feeds through into outcomes. And you'll be able to evaluate those outcomes in a systematic way.

We are a small team, and most of us work part-time. You'll need to work independently, co-operate and communicate consistently, and adapt readily when things change. You'll need to be available on Wednesdays (our 'team day'), and sometimes to work evenings and weekends.

Hear Me Out is committed to diversity, and is working to bring more people with relevant lived experience into our team. We very much encourage applications from people from culturally diverse backgrounds, applicants with disabilities or neuro-diverse conditions, and people of different ages, gender, sexual orientations and socio-economic backgrounds. We very much encourage applications from people with personal experience of immigration detention, or the asylum process, or immigration enforcement. If you have programme experience and also this kind of lived experience, we would especially love to hear from you.

Terms & conditions

The following terms and conditions will apply:

- **Contract:** Permanent contract, subject to a 6-month probationary period
- **Location:** The team meets at its office in central London on Wednesdays and works in a hybrid way the rest of the week.
- **Hours:** Part-time position, 3 days (22.5 hours) per week (0.6 FTE)
- **Salary:** £35,130 per year pro rata (ie £21,078), gross
- **Annual leave:** 36 days paid holiday leave per year pro rata (ie 22 days), including statutory bank holidays
- **Sick pay:** 25 days per year pro rata (ie 15 days) on full pay, followed by 25 days pro rata (ie 15 days) on half pay, followed by Statutory Sick Pay only
- **Pension:** 6% employer contribution to HMO's selected Stakeholder pension scheme or to another scheme of the employee's choice

2. To apply

If you are interested, we suggest you take a look at our website (www.hearmeoutmusic.org.uk) read about our work, and listen to some of the amazing music we have helped people in detention create. Please also look carefully at the detailed information about the role below: the Job Description and Person Specification.

If you would like more information then you are welcome to contact John Speyer by email (john@hearmeoutmusic.org.uk). He'll be happy to provide a short written reply or to have a chat. Tell him what you'd like.

Then, if you want us to consider you for the role of Communications Manager, please send us:

- Your CV **and**
- A letter of no more than 2 pages, **or** a voice note/video of not more than 6 minutes, telling us why you are interested in the role and how you fit the requirements in the Selection Criteria on p5. You need to help us understand how you meet all the 'must have' requirements. If you can also show that you meet some of the 'good to have' requirements, that will make your application a lot stronger.
- Details of two references, one of which should be from someone who supervised you in a work or volunteering role (but tell us if this is difficult and we can work something out).

You must send your application to John Speyer by email to john@hearmeoutmusic.org.uk, or (if you're sending a voice note or video) by Whatsapp to 07828 065624. You must do this by **1.00pm on Friday 5th April**. We'll consider each submission carefully and choose a few to take forward. If yours is one of them, we'll invite you to interview on **Monday 15th April**.

Thank you for your interest. We look forward to hearing from you. Good luck!

3. Programme & Evaluation Manager: Job Description

Purpose of job: To manage the delivery and evaluation of HMO's artistic programme, and maintain productive relationships with artists and partners.

Reporting to: Artistic Director

Principal areas of responsibility

1. Programme delivery: Manage delivery of HMO's music workshops, performances and other activities in detention centres, related facilities and communities around the UK.
2. Monitoring & evaluation: Co-ordinate systematic monitoring & evaluation of the programme in line with HMO's evaluation framework.
3. Relationships: Maintain and develop relationships with artists, experts by experience, partner organisations and relevant networks.
4. Programme development: Work with colleagues to keep improving programme outcomes and to identify new delivery opportunities.

Operational tasks & duties

Programme delivery

1. Organise the delivery of HMO's artistic programme and liaise with all involved to ensure activities run smoothly.

2. Liaise with the Artistic Director and Director to identify planned activities and their intended outcomes.
3. Devise detailed plans, consulting colleagues and people with lived experience as needs arise, so as to deliver the best possible outcomes.
4. Co-operate with detention centres and other settings in the planning and implementation of activities, including around security, marketing and staffing requirements.
5. Work closely with artists, including making bookings, issuing detailed schedules of work, liaising on artistic & practical issues, gathering information, keeping records up to date.
6. Organise events such as sharings, performances, band rehearsals/residencies, CPD activities, Practice Forums, and contribute to event marketing as needs arise.
7. Hold meetings with artists after projects/blocks of work, to share learning and offer support.
8. Organise the editing and production of recordings, and upload them to the HMO website and other platforms.
9. Maintain and operate the necessary systems for copyright and permissions.
10. Organise visits to activities for people involved in HMO's work, and provide liaison and support to enable them to contribute fully.
11. Seek opportunities to include people with lived experience in decision-making around programme delivery, and use their insights to improve outcomes.
12. Contribute as needed to individual support and mentoring work with artists and participants.
13. Liaise with colleagues to support people with lived experience to attend activities.

Monitoring & evaluation

14. Carry out regular monitoring activities in line with the agreed framework.
15. Ensure artists logs and other reports are received for all artistic activities.
16. Keep up-to-date records of participation statistics and other output data.
17. Pass information to colleagues and partners, and raise management issues/concerns, as needs arise.
18. Organise and where appropriate run evaluation activities (such as focus groups, interviews, questionnaires and surveys) with participants, audiences and partners as required.
19. Collate data in the agreed format to make it accessible to colleagues.
20. Work with the Director to periodically review monitoring and evaluation tools and systems.

Relationships

21. Be the first point of contact for HMO's artists, and maintain good relationships with them.
22. Organise artist care activities in accordance with existing procedures and resources.
23. Maintain and develop relationships with new artists, groups, and individuals with lived experience who are getting involved in HMO's artistic programme.
24. Build close co-operation with delivery partners and settings, so that partners' respective requirements are met and programmes are sustained.

Programme development

25. Strive to continuously improve the artistic programme in response to monitoring and evaluation data, identified needs and external change.

26. Help embed co-creation and trauma-informed practice into HMO's artistic practice.
27. Help identify new artistic opportunities, develop new partnerships, and extend HMO's reach within the detention and immigration system.
28. Support the Artistic Director in developing new projects, including band development, creative mentoring and artist care.
29. Contribute to the production of good practice guidelines.

General

30. Identify communications and fundraising opportunities within the artistic programme, and support their implementation.
31. Maintain and update records and systems needed for the above work.
32. Support the work of colleagues from time to time when extra capacity is needed.
33. Ensure your own and others' health and safety, in line with the responsibilities of the post.
34. Participate in arrangements for your own supervision, support and training.
35. Undertake other duties as negotiated with your line manager.

4. Programme & Evaluation Manager: Selection Criteria

	<i>Must have</i>	<i>Good to have</i>
<i>Experience</i>	<ol style="list-style-type: none"> 1. Experience of organising arts and/or community activities 2. Experience of evaluation and or research 3. Experience of creating budgets and delivering to them 	<ol style="list-style-type: none"> 4. Experience of work in challenging settings 5. Experience of supporting artists and their development 6. Experience of managing bands
<i>Skills</i>	<ol style="list-style-type: none"> 7. Strong project management and organisational skills 8. Strong collaborative skills 9. Strong IT skills - office & web 10. Clear and careful spoken & written communication 	
<i>Knowledge</i>	<ol style="list-style-type: none"> 11. Understanding of participatory arts practice 	<ol style="list-style-type: none"> 12. Awareness of issues around immigration and asylum 13. Understanding of co-creation 14. Understanding of social media and comms
<i>Aptitudes</i>	<ol style="list-style-type: none"> 15. In tune with HMO's aims and ethos 16. Collaborative approach with colleagues, partners and people with lived experience 17. Able to adapt plans at short notice 	<ol style="list-style-type: none"> 18. Lived experience of the immigration system 19. Some flexibility in working pattern