



1. Welcome / Invitation

COMMUNITY ENGAGEMENT OFFICER

Recruitment Pack

Symphony is entering a significant season of growth, and we are looking for the right people to help us build it well.

What began as a vision to create spaces of hope, opportunity and transformation has grown into a charity rooted in Academics, Arts and Advocacy — supporting young people, platforming creativity, and creating moments that help people imagine more for their lives and communities.

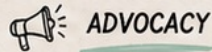
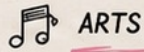
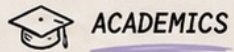
This is an invitation to join that work at an important moment. Symphony Studios is becoming a home for education, music, creativity and youth development in Tulse Hill. Our programmes are growing. Our leadership is strengthening. Our plans for TRIBE Festival of Hope are taking shape. Across the organisation, we are moving from promise into structure — from ideas into rhythms that can last.

We are not simply looking for someone to complete tasks. We are looking for someone who understands the care, excellence and imagination needed to build something meaningful. Someone who can bring skill and steadiness, but also heart. Someone who can help us carry the mission with clarity, humility and hope.

This pack is designed to give you a sense of who we are, where we are going, and what it could look like to be part of Symphony's next chapter.



“A school, a studio, a stage and a sanctuary”



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SYMPHONY

2. About Symphony


OUR WORK, OUR MOMENT, OUR IMPACT


Symphony Collective is a UK charity creating platforms and spaces for young people and marginalised communities through three core pillars: Academics, Arts and Advocacy.


Our work is rooted in the belief that talent is everywhere, but access is not. Through tutoring, music, creative development, mentoring, events and cultural programming, Symphony exists to create environments where young people can grow in confidence, discover their voice, develop their gifts and encounter opportunity.


At the heart of this next chapter is Symphony Studios, based at Oasis St Martin's Village in Tulse Hill. The Studios are becoming the operational and creative home of Symphony's UK work – a place where young people can access education support, music development, creative opportunities, community events and safe, inspiring spaces to learn and build.


CURRENT AND EMERGING WORK


 **Music School** – supporting young people to develop as musicians, performers and collaborators

 **STEM and creative learning** – widening access to opportunity and future pathways

 **Podcasting, artist development and creative workshops** – helping young people and emerging creatives find and shape their voice

 **GCSE and academic support** – helping students grow in confidence, aspiration and educational achievement

 **Choirs, orchestras and live performance** – creating spaces for excellence, joy and expression

 **TRIBE Festival of Hope** – Symphony's flagship advocacy and cultural programme

“ Symphony is primarily focused on building strong, sustainable work in the UK, with emerging connections and future possibilities in the USA and South Africa. This is a build season. The opportunity is significant. The need is real. And the impact, if we build carefully, could be lasting. ”





3. The Opportunity

A ROLE AT THE CENTRE OF LOCAL CONNECTION

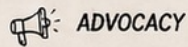
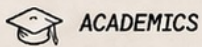
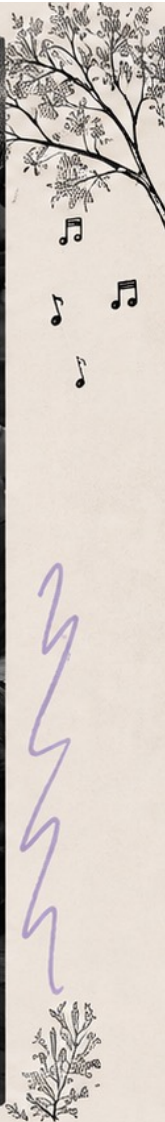
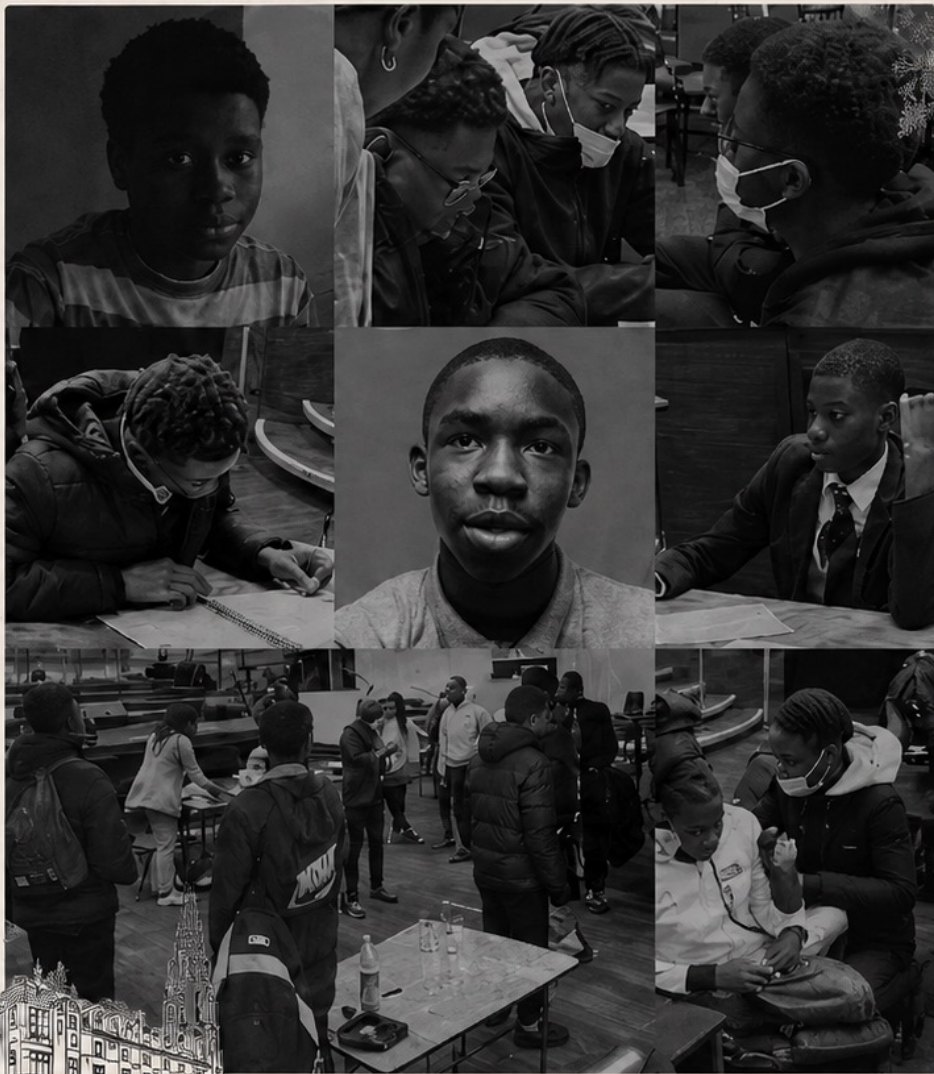
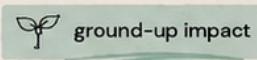
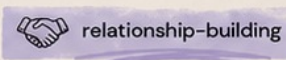
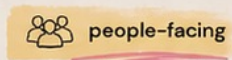
The Community Engagement Officer will play a key role in helping Symphony Studios become a place that young people, families, schools and local partners know, trust and use.

This is a practical, people-facing role for someone who is brilliant at building relationships, opening conversations and helping people feel that Symphony is for them. You will help connect young people to our programmes, strengthen relationships across Tulse Hill, Brixton, Norwood and wider Lambeth, and make sure the Studios are not just a building, but a place of welcome, access, creativity and opportunity.

Too many young people grow up full of potential but without the spaces, support or confidence to grow into it. Symphony exists to change that. Through Academics, Arts and Advocacy, we create platforms where young people can learn, make music, develop their voice, build confidence and imagine a fuller future.

This role will help us move that mission from intention into everyday connection. You will be a bridge between Symphony and the people we exist to serve – young people, parents, carers, schools, youth services, local organisations, creatives, volunteers and partners. You will help us listen well, communicate clearly, build trust locally, and make sure the right people know what is happening at Symphony Studios and how to get involved.

As Symphony grows, this role will also support the foundations for wider moments such as showcase, community events and TRIBE Festival of Hope. It is a chance to help build something rooted, generous and ambitious from the ground up.



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KEY RESPONSIBILITIES



LOCAL OUTREACH AND RELATIONSHIP BUILDING

- Build relationships with schools, youth services, community organisations, faith groups, charities, referral partners and local networks.
- Increase awareness of Symphony Studios and its programmes.
- Represent Symphony at local meetings, events and forums.
- Develop trusted referral routes into programmes including Music School, GCSE support, STEM/AI learning, creative workshops and showcases.
- Keep clear records of contacts, conversations and follow-up actions.



YOUNG PEOPLE, FAMILIES AND PARTICIPANT ENGAGEMENT

- Support recruitment, welcome and ongoing engagement of young people.
- Help young people, parents and carers understand programme details and next steps.
- Listen carefully to barriers around access, participation and belonging.
- Support attendance, retention and progression.
- Gather feedback so participant voice helps shape the Studios and its programmes.



PROGRAMME, EVENT AND STUDIOS ACTIVATION

- Support open days, taster sessions, showcases, workshops, community events and other Studios activity.
- Help make programme moments feel welcoming, well organised and aligned with Symphony's values.
- Identify local opportunities for Symphony to show up, collaborate and build visibility.
- Support volunteers where relevant.
- Share stories, updates and opportunities that help people understand the life of the Studios.



SYSTEMS, SAFEGUARDING AND LEARNING

- Maintain accurate records of outreach, referrals, attendance, engagement and feedback.
- Provide regular updates to the COO.
- Support basic reporting for funders, trustees and internal planning.
- Work within safeguarding policies and escalate concerns promptly.
- Help Symphony learn what is working and where deeper local relationships are needed.



WHO WE ARE LOOKING FOR



1. EXPERIENCE

We are looking for someone who can bring relevant experience in one or more of the following areas:

- Community engagement, outreach, youth work, education, arts, charity, faith-based, cultural or grassroots settings.
- Building relationships with young people, parents, carers, schools, community organisations or local partners.
- Supporting participation in programmes, events, workshops, youth projects or creative activity.
- Working with people from a range of backgrounds, including young people who may face barriers to access, confidence, opportunity or support.
- Helping organisations become more visible, trusted and accessible within a local area.
- Experience in Lambeth, South London, youth services, schools, music, arts, STEM, advocacy or community organising is especially welcome, but not essential.



2. SKILLS

- Communicate warmly, clearly and confidently.
- Build trust quickly while maintaining professional boundaries.
- Listen well and notice what people are really saying.
- Organise information, follow up properly and keep good records.
- Manage several relationships, tasks and deadlines.
- Write clear updates for internal use, partners or funders.
- Use everyday digital tools confidently.
- Support events and programme activity in a practical, solutions-focused way.



3. APPROACH AND CHARACTER

- Relational, thoughtful and easy to talk to.
- Confident enough to start conversations, but humble enough to listen first.
- Passionate about young people, creativity, education and social change.
- Comfortable in a growing organisation where some things are still being shaped.
- Able to bring both warmth and structure.
- Reliable, discreet and careful with information.
- Energised by helping people find the right doorway into opportunity.
- Aligned with Symphony's commitment to Academics, Arts and Advocacy.



4. SAFEGUARDING, INCLUSION AND PROFESSIONAL PRACTICE

- Understand the importance of safeguarding.
- Be willing to complete required training and checks, including DBS where appropriate.
- Work in an inclusive, respectful and non-judgemental way.
- Maintain appropriate boundaries.
- Be able to work flexibly, including occasional evenings or weekends.
- Represent Symphony with care, professionalism and good judgement.



ACADEMICS



ARTS



ADVOCACY

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6. What You Can Expect From Symphony

A ROLE THAT IS CLEAR, SUPPORTED AND TRUSTED

We want everyone who works with Symphony to feel clear, supported and trusted.

This role will be line managed by the Chief Operations Officer, who will provide regular guidance, check-ins and clarity around priorities. You will not be expected to figure everything out in isolation. We want to create a working rhythm that gives you enough structure to succeed, while also giving you the space to bring your own judgement, initiative and creativity.

YOU CAN EXPECT

- Line management from the COO, with regular check-ins
- Regular team meetings and organisational updates
- Flexible, hybrid working shaped around delivery needs
- Clear priorities, agreed outcomes and scope of work
- Space to raise ideas, questions and challenges early
- Opportunities to attend relevant Symphony events and showcases

£ **Salary:**
£1560 per month

🕒 **Hours:**
22.5 hours per week, worked flexibly across daytime, evenings and weekends in agreement with the line manager.

“ As this is a contractor role, the relationship will be shaped around agreed deliverables and scope of work. Within that, we want the experience to feel purposeful, well held and genuinely worthwhile. You will be invited into the rhythm of the organisation, given context for the work, and trusted to contribute meaningfully to a mission that is still being built with care. ”



SYMPHONY



7. How to Apply

APPLY TO JOIN SYMPHONY'S NEXT CHAPTER

1

To apply, please submit:

- your CV
- a cover letter outlining your interest in the role and what you would bring to Symphony

2

Applications should be submitted through the application form linked here:

<https://airtable.com/appcNxyrk1FHxkF5H/pag151VC92iUGnt1D/form>

3

Your cover letter does not need to be overly formal. We are interested in understanding who you are, why this opportunity speaks to you, and how your experience, skills and values could contribute to Symphony's next chapter.

Please apply with a CV and cover letter via the application form.



Scan to apply or use the link.



Applications close:
Friday 5th June at 12:00 p.m.



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8. Closing: Our Mission

HELP US BUILD SOMETHING HOPEFUL, PRACTICAL AND LASTING

Symphony is building spaces where young people can grow in confidence, discover their voice, access opportunity and imagine a fuller future.

We are looking for people who can help us build with excellence, courage and care — people who understand that lasting impact is created through both vision and faithful work.

This is an invitation to help shape something hopeful, practical and lasting.



GIVING HIGHER, LOVING WIDER, SERVING LOWER



A school, a studio, a stage and a sanctuary.

