



## **Welcome Space Programme Manager Job Specification**

**Hours:** 15 hours per week

**Location:** The Welcome Space, Templars Square, Oxford

**Reporting to:** Head of Operations

**Salary:** £27,000 per annum, pro rata 15 hours per week (approx £10,800 per annum).

**Contract:** 12 months fixed term - with the potential to renew until 2028.

### **About Ark-T**

Ark-T is an Oxford-based arts and wellbeing charity that uses creativity to support mental health, connection and community resilience. Our Welcome Space at Templars Square is a warm, inclusive and creative community space offering free arts activities, conversation, workshops and signposting support for local residents.

The Welcome Space provides a calm and welcoming environment where people can connect with others, engage creatively and access low-level wellbeing support in a non-clinical setting.

### **Our Commitment to Equality, Diversity & Inclusion**

At Ark-T, we are deeply passionate about inclusion, community arts, equality, and diversity in all its forms. We know that creating a truly vibrant community space requires a team with diverse perspectives, backgrounds, and lived experiences. We actively encourage and warmly welcome applications from individuals from the Global Majority, LGBTQ+ communities, disabled people, and any marginalized or underrepresented groups. Representation is incredibly important to our organisation, and we are equally committed to maintaining an open, accessible, and supportive environment where everyone feels valued, respected, and welcome.

### **Purpose of the Role**

The Welcome Space Programme Manager will take operational ownership of the Welcome Space programme, overseeing its day-to-day coordination, smooth running, and safety during its public hours.

This is a hands-on, community-facing role requiring a consistent on-site presence to manage the space in real-time, coordinate volunteers, and ensure the environment remains safe, inclusive, and aligned with Ark-T's community-rooted values.

As we enter the next phase of the project, this role is pivotal in driving our core mission forward. Working with the wider Ark-T team and community groups that utilise the space, the Programme Manager will focus on widening our community reach, building upon our creative ambition, and deepening the impact of the space.

## **Strategic & Core Aims**

- **Team Collaboration & Integration:** Work closely with the internal Ark-T team to ensure the Welcome Space is fully integrated into the charity's wider creative wellbeing strategy, sharing learning and cross-promoting programmes.
- **Co-Design & Community Voice:** Maintain and champion our co-design model, ensuring that visitors, local residents, and participants actively shape the space, its creative offerings, and its environment.
- **Widening Reach & Impact:** Actively develop local partnerships and outreach to bring in new, isolated, or marginalised demographics in Cowley and East Oxford. Establish active links with local organisations, referral partners, and community networks to connect individuals who would benefit from our space or programmes with Ark-T.
- **Creative Ambition:** Elevate the quality and scope of the creative wellbeing activities, workshops, and community exhibitions hosted in the space, utilizing the diverse talents of volunteers and local artists.

## **Key Responsibilities**

### **Welcome Space Coordination & Community Engagement**

- Be regularly present in the Welcome Space, helping to create a warm, inclusive and welcoming atmosphere for all visitors.
- Build positive relationships with community members, volunteers, artists and partner organisations.
- Identify and develop local partnerships in direct response to community feedback, ensuring our collaborative network evolves according to what our visitors ask for and need.
- Support regular and drop in visitors to engage in creative activities.
- Guide visitors toward relevant resources, services, and community signposting. Build a network of connected organizations and external support services that can provide holistic, wraparound care for the individuals utilizing and visiting our spaces.
- Help maintain a calm and safe environment.
- Monitor attendance, engagement and general use of the space.

- Act as the vigilant, on-site eyes and ears for safeguarding within the Welcome Space; identify vulnerabilities or disclosures, maintain accurate My Concern logs, and promptly escalate matters to Ark-T's Designated Safeguarding Leads (DSLs) in line with organisational processes.
- Actively support the wider Ark-T mission by stepping in to assist with broader charity events, projects, or operational areas when required, working flexibly as part of a small, dynamic team to deepen our collective community impact.

## **Workshops & Activities**

- Coordinate and organise creative workshops, exhibitions and community activities within the Welcome Space.
- Liaise with artists, facilitators and external partners regarding workshop planning and delivery.
- Actively gather ideas from Welcome Space visitors to directly shape future workshops, exhibitions or courses, translating community suggestions into actual programming.
- Work with the CEO and Operations Manager to co-curate contemporary, conceptual, and co-produced art exhibitions or events in the space that amplify community voices with dignity.
- Ensure workshops are appropriately prepared, staffed and resourced.
- Support the development of engaging and inclusive creative programming aligned with Ark-T's values.

## **Funding, Monitoring & Reporting Support**

- Maintain an overview of funding streams relevant to the Welcome Space and understand associated reporting requirements.
- Keep an organised diary/calendar of reporting deadlines and monitoring requirements.
- Gather and maintain accurate monitoring data required by funders, including attendance figures, monthly portfolios, Impact Tracker, visitor numbers, visitor feedback, case studies and workshop information.
- Collect photographs and supporting materials for reports and communications, ensuring appropriate permissions and consent processes are followed.
- Create regular social media posts and marketing of the Welcome Space programme.
- Provide raw data, evidence and supporting information required for funding reports to the Head of Operations and senior management team.
- Support good record-keeping and data organisation systems.

## **Strategic Partnerships & Community Engagement**

- Develop and maintain positive relationships with local organisations, artists, community groups and delivery partners.
- Proactively identify and engage potential partners who may wish to use or contribute to the Welcome Space in ways that further Ark-T's strategic aims and community objectives.

- Support the development of collaborative activities, workshops and partnerships that increase community engagement and strengthen the Welcome Space offer.
- Help ensure that external use of the space reflects Ark-T's values, safeguarding requirements and wider organisational priorities.

### **Volunteer & Staffing Coordination**

- Work closely with the Volunteer Coordinator to help ensure appropriate staffing and volunteer cover within the Welcome Space.
- Support the induction and coordination of volunteers working within the space.
- Help maintain a positive and supportive culture for volunteers and facilitators.
- Sometimes act as the daily go-to for volunteers to answer questions and help navigate difficult conversations. Working closely with the Volunteer Coordinator to handle any challenging situations, maintain volunteer boundaries, and ensure consistent support.

### **Budgeting & Financial Administration**

- Work with the Head of Operations to monitor and manage the Welcome Space budget responsibly.
- Support the tracking of expenditure and help ensure spending remains within agreed budgets.
- Assist with financial administration processes relating to the Welcome Space, including invoices, receipts, purchase requests and record-keeping.
- Work with Ark-T's operational and finance systems to ensure accurate and timely administration.
- Notify the Head of Operations promptly of any anticipated overspend, operational issue or financial concern.

### **Operational & Building Responsibilities**

- Work with the Operations Manager and The Centre Manager to help ensure the Welcome Space and wider building remain safe, compliant and well maintained.
- Report maintenance concerns, health and safety issues or operational risks promptly.
- Support the implementation of relevant policies and procedures.
- Maintain the internal log for any accidents or incidents to the Templars Square site, reporting immediately to the Head of Operations or the Centre Manager.

### **Materials & Resource Management**

- Maintain art materials, equipment and supplies in good condition.
- Monitor stock levels and notify relevant staff when materials or supplies are running low.
- Help ensure the space remains organised, visually welcoming and functional.
- Manage the intake and curation of community-donated art supplies to keep the space visually professional and clutter-free.

- Balance Ark-T's green aims with inclusive, high-quality creativity. Showcase how to work ambitiously with affordable, recycled resources, while ensuring all participants have equal access to excellent quality art supplies.
- Ensure the dedicated resources for under-5s are safely maintained and that the space remains balanced and welcoming for both young families and older adults simultaneously.
- Actively maintain and update the physical signposting resources.

## **Communication & Team Working**

- Meet with the Head of Operations at least every two weeks to review operations, staffing, programming, monitoring data, partnerships, budgets and emerging issues.
- Maintain clear and organised operational records to support organisational reporting and continuity.
- Work collaboratively with the wider Ark-T team to support organisational objectives and community wellbeing.
- Contribute positively to Ark-T's organisational culture and values.

## **Person Specification**

### **Essential**

- An ideas-driven, proactive thinker who is self-motivated and highly driven to develop and evolve community programming.
- Clear, demonstrable evidence of engaging and building meaningful relationships with local community members and diverse groups.
- A profound, active passion for inclusion, community arts, equality, and diversity.
- Experience working in community, arts, wellbeing or charity settings.
- Strong organisational and administrative skills.
- Experience gathering and organising monitoring or evaluation data.
- Ability to manage multiple tasks and deadlines.
- Warm, approachable and emotionally intelligent manner.
- Ability to work independently and use initiative.
- Good communication and relationship-building skills.
- Proven ability to manage challenging behavior or emotionally charged situations calmly and safely within a public-facing environment.
- Confidence using basic digital systems including spreadsheets, calendars and email.
- Understanding of professional boundaries, confidentiality and safeguarding.
- Commitment to equality, inclusion and community wellbeing.
- A flexible approach to working within a small charity environment, with a willingness to support colleagues and contribute to the organisation's wider aims beyond the immediate scope of the Welcome Space.

## Desirable

- Experience supporting funding reports or grant monitoring.
- Experience coordinating workshops or creative/community programmes.
- Experience working with volunteers.
- Experience supporting budgets or financial administration.
- Understanding of trauma-informed or wellbeing-focused approaches.
- Interest in arts, creativity and community engagement.

## Additional Information

- This role requires regular on-site working in the Welcome Space and is not suitable for remote working.
- Occasional flexibility may be required to support events or activities.
- The post holder may be required to undertake a DBS check.
- Ark-T is committed to safeguarding and promoting the welfare of children and vulnerable adults.
- The Welcome Space is a responsive, community-led project and this role is expected to evolve alongside the changing needs of the community, project learning and organisational priorities. The responsibilities outlined in this job description are therefore intended as a guide rather than an exhaustive list of duties.

## How to Apply

To apply for the Welcome Space Programme Manager role, please submit the following via email to [jo@ark-t.org](mailto:jo@ark-t.org):

1. **Your Current CV**
2. **A Supporting Statement** (Maximum 500 words)
3. **Examples of Work:** Please share up to 5 examples of community engagement projects, creative workshops, or exhibitions you have previously coordinated or contributed to (this can be via web links, a portfolio document, or images with brief descriptions).

If you have any questions about the role or require any reasonable adjustments during the application process, please contact **Jo Race@ark-t.org**

## Key Dates & Recruitment Timeline

- **Applications Open:** Rolling applications from 30th June 2026
- **Closing Date:** Tuesday 28th July 2026 ( midnight )
- **First Round Interviews:** Wednesday 5th August 2026
- **Second Round Interviews:** Wednesday 12th August 2026
- **Start Date:** As soon as possible

**Please Note:** We are operating a rolling recruitment process for this role and reserve the right to interview and appoint before the official closing date. We strongly encourage early applications.