

Engagement Assistant

Job Description

Job title:	Engagement Assistant, Create Jobs
Hours:	Full time, 35 hours per week
Contract:	Fixed Term/12 Months (with possibility of extension)
Reporting to:	Partnerships Manager
Salary:	£19,210 to £20,899
Purpose:	To support the Create Jobs initiative, delivering its employability and workforce development programmes supporting young Londoners access the creative and digital industries.

About Us:

A New Direction is a not-for-profit organisation that exists to ensure that all children and young people in London can develop their creativity and play an active part in the culture and heritage of the city.

Create Jobs is A New Direction's employability programme for young Londoners. Our vision is for a dynamic and diverse creative workforce. Through the Create Jobs programme, we are transforming London's workforce by supporting and developing individuals who are under-represented in the creative and digital industries. To do this we deliver:

- **Training** - we co-design industry-based training with top employers
- **Opportunities** - we help young creatives into paid employment
- **Connections** - we connect talented, creative young people to mentors and peers.

Core Values:

Our values are embedded in how we work with young people, partners, funders and as a team. They are:

Equity: We believe all children and young people, regardless of wealth, geography or luck should have the opportunity to take part in culture and develop their creativity. We will always work to support those individuals and communities who are experiencing barriers and challenges.

Culture and creativity: We believe that culture and creativity is crucial to personal and collective fulfilment, as well as critical for our economy. We place shared heritage, stories, imagination at the centre of everything we do

Trust: Trust is an essential part of how we realise our work and it is our belief that young people would be better served if the creative, cultural, education, and business sectors trusted young people more and worked together for their best interests.

About the Role:

The Engagement Assistant is a pivotal member of the team, key to the delivery of engagement activities for young people ages 16-30.

The role sits within the Engagement team of Create Jobs. It will also provide support for the communications team where needed. As we are a small team, there is also an element of general administrative support involved.

This post has been kindly funded by the Jack Petchey Foundation Internship programme which offers the post holder additional learning and development opportunities throughout the contract.

We are looking for a dynamic, enthusiastic and hands-on individual aged 18-25, who is willing to get stuck in, demonstrate initiative, and contribute creatively to communicating what we do to young people, employers and partners alike, combining passion for working with young people, great event management skills, as well as a keen eye for detail and talent for organisation.

Key Responsibilities:

- **Outreach** - to support with face to face and desk-based outreach to young people and referral partners to promote our creative training and employability offers. This will include email contact, meetings and conversations with referral partners, and delivering open information sessions.
- **Programme support** – to support with organising and facilitating events, networking and creative employability offers. This will include day-to-day event set up, communications coordination, workshop facilitation, coordination of young people, travel booking, resource administration and partner liaison.
- **Youth Engagement** – to support our formal and informal participation and learning activities. This will include the establishment of a youth forum, peer mentoring and participative learning activities to support evaluation and design of offers.
- **Admin & Research** – to support with conducting research of potential partner organisations and promotion opportunities, developing these relationships. This will include updating conducting desk-based research Salesforce with participant information and gathering documentation for funding reports.

This is a description of the job as currently presented, the role responsibilities are subject to change through scheduled review and discussion with the person in post.

Person specification

We aim to provide a supportive and challenging work environment where individuals feel connected to our mission. We are looking for someone who is aged 18-25, with the following:

Skills

We promote a diverse, inclusive and empowering culture. We welcome applications from people who have transferable skills and/or do not meet every skill requirement as we know women and other under-represented groups are less likely to apply for a role [if they are not 100% qualified](#).

- Ability to speak and write clearly to communicate a message
- Ability to be flexible and adaptable to different working environments
- Ability to work under own initiative and prioritise a range of tasks with minimal supervision
- Ability to meet deadlines and work with accuracy and attention to detail
- Ability to work with and gain trust from young people from a wide range of backgrounds
- Excellent administrative and organisational skills
- Awareness of content software (MS Word, Excel, PowerPoint), management tools (Google Suite, Slack) and Customer Relationship Management systems (Salesforce)

Approach

- Displays a strong empathy with the values and vision of A New Direction
- Is tactful, calm and sensitive
- Is focused on outcomes and proactive in problem-solving
- Has a high degree of integrity – trust, honesty and dependability
- Committed to working in an environment which values and celebrates diversity
- Has an interest in the arts, creative, digital and cultural sectors
- Displays a willingness to learn more about their role as part of their CPD (Continuing Professional Development)

Desirable Experience

- Experience working with young people
- Experience of working in a busy team and on a number of workflows
- Experience of supporting the production of events and/or engagement programmes
- Experience contributing to content for multiple social media platforms

Special Conditions

It is likely that on occasions there will be a requirement for this role to work unsocial hours including evenings and weekends. We operate a TOIL (time off in lieu) system.

Please note that the successful candidate for this post will be required to complete a Disclosure and Barring Check and must be eligible to work in the UK.