



Job Pack Programme Coordinator

Applications Due by: Midnight 28th April 2024

First Interviews (online): 2nd May 2024

Second Interviews (in-person): 14th May 2024

Cockpit is hiring an experienced administration coordinator to join our Business Incubation team in the role of Programme Coordinator. Reporting to the Head of Business Incubation, this role is key in supporting the effective delivery of Cockpit's Business Support and Professional Development Programmes.

About Cockpit

Cockpit is London's leading studios for contemporary craft. Home to 170+ independent creative businesses practicing in over 20 different disciplines, we are the UK's only business incubator for makers. With a mission to bridge the gap between talent and opportunity, we are recognised on the NatWest SE100 as a top 100 social enterprise. Enjoying an international reputation for excellence, we are a destination for talent and talent-spotters, having launched the careers of some of the major names in craft.

About the Role

Cockpit is hiring a Programme Coordinator to support our Business Incubation Team to deliver our programmes for craft and design businesses. These are principally individual practitioners and sole traders based at both of Cockpit's studios and beyond.

The Programme Coordinator supports the team to plan and deliver Cockpit's business coaching, training, and professional development programmes. Specifically, they:

- Organise the logistics of Cockpit's business training and professional development workshops and events.
- Coordinate communications with makers and act as the first point of contact to signpost and refer makers in their business and professional development matters.
- Collect and manage data and information on makers for internal and external reporting.
- Maintain oversight of, and coordinate and administrate the Business Incubation team's multiple activities.

About you

We are looking for an experienced admin coordinator, used to working on their own initiative as well as within a team. You will be organised and used to working to tight deadlines and have excellent attention to detail. You will be familiar with Office 365 applications (Excel essential),



used to working with databases and managing data, and capable of using software and apps such as booking/ticketing systems, survey, and community platforms. You will have experience in maintaining and developing a company CRM. Experience of ERDF or UKSPF projects is desirable but not essential. Please see the job description and person specification for full details.

Diversity drives creativity

Cockpit is committed to inclusion, diversity, and equity in all our activities. We know that creativity and innovation are fuelled by diversity. Recognising that equity is a matter of social justice, we foster an inclusive culture where all aspects of diversity are celebrated and seen as key to success and flourishing.

We are committed to building a more diverse community and creating an environment where anyone, from any background, can develop their talents, do their best work and realise their full potential. This extends to our community of makers, staff team and Board of Trustees. We especially welcome applications from candidates with backgrounds currently under-represented in craft, including people from the Global Majority*, and D/deaf and disabled people.

*Global Majority is a collective term that refers to people who are Black, Asian, dual-heritage, mixed-heritage, indigenous to the global South, and/or have been racialised as 'ethnic minorities'.

As part of our commitment to increasing the diversity in our staff team and better reflect the communities we serve, we offer a guaranteed interview scheme for candidates who meet all the essential criteria in the person specification and identify as being from a Global Majority background and/or as D/deaf and/or disabled. This scheme recognises under-representation and that structural injustices mean that, currently, there is not a 'level playing field' in our sector or society.

If you identify as having one or more of these protected characteristics and meet the essential criteria for the job, please state in your application that you would like to be considered under our guaranteed interview scheme.

To ensure accessibility for all candidates, everyone who is invited to interview will be asked in advance to let us know of any access needs.

Read more about our commitment here: <https://cockpitstudios.org/careers/diversity-and-inclusion/>



How to apply

To apply, send a CV and covering letter outlining how you fulfil the brief to: david@cockpitstudios.org. In the covering letter, please outline your interest in the post and working with Cockpit and how your experience fits the job role.

On submission of your application please also complete our equal opportunities monitoring questionnaire: <https://cockpit.beaconforms.com/form/4aac0bd0>

- Deadline for applications is midnight April 28th 2024
- Applicants will be informed if they have been selected for interview on April 30th
- First round Interviews will be held via Zoom on May 2nd
- Second round interviews will be held in Bloomsbury on May 14th



Job Description

Title: Programme Coordinator

Contract Type: Full time, permanent

Salary: £31,000 per annum

Reports to: Head of Business Incubation

Main purpose of the role

The Programme Coordinator supports planning and delivery of Cockpit's business coaching, training, and professional development programmes. Specifically, they:

- Organise the logistics of Cockpit's business training and professional development workshops and events.
- Coordinate communications with makers and act as the first point of contact to signpost and refer makers in their business and professional development matters.
- Collect and manage data and information on makers for internal and external reporting.
- Maintain oversight of, and coordinate and administrate the Business Incubation team's multiple activities, including maintenance and development of Cockpit's CRM

Main duties

1. Organise Cockpit's business and professional development workshops and events, to include scheduling, managing calendars, registration, and bookings, preparing documents and other materials (e.g., slides, evaluation forms), managing logistics and providing hosting support for online or live events.
2. Support programme planning through content research, booking, and liaising with trainers, advisers, and guest speakers, and preparing delivery briefs for these in consultation with the team.
3. Lead on the oversight, co-ordination, collection, monitoring, and management of data (qualitative and quantitative) required by Cockpit's business objectives, its funders and partners: maintain accurate, up-to-date client records on Cockpit's CRM; gather and monitor evidence; maintain data in compliance with current data protection policies.
4. Analyse data and prepare summaries for internal and external reports: draft quarterly performance reports and KPI reports for the business incubation team; prepare data and information for funders' reports, including reporting on expenditure, where appropriate.



5. Organise induction for new studio holders, liaising with Studio Managers and the Business Incubation and Communications teams.
6. Coordinate internal communications to makers: promote business and professional opportunities, and disseminate studio news, using appropriate methods and tools, working closely with the Head of Marketing & Digital
7. Work with the Communications team to prepare copy and promotional materials for our Business Incubation opportunities (e.g. for Cockpit's website and social media), and pass on makers' news (e.g. exhibitions, awards) to the Communications team.
8. Coordinate and maintain administrative oversight of the workloads and workflow of the Business Incubation Team, using planning software or tools, and integrate and join-up workflows and information across digital platforms (mainly Microsoft). Organise business incubation team meetings and prepare notes or minutes where required.
9. Maintain and develop Cockpit's CRM, becoming an inhouse champion.
10. Take part in all staff meetings and contribute to strategic and operational planning workshops.
11. Uphold, and work in accordance with, Cockpit's equality, diversity, and inclusion policy.
12. Assist at Cockpit's public events (for example, studio tours, open studios) and represent Cockpit externally as required, including occasional evening and weekend work.
13. Any other duties as required by the Head of Business Incubation or CEO.



Person specification

Essential	Desirable
Experience of managing a busy events or workshop programme.	Understanding of creative industries and/or business support and/or training.
Outstanding organisation, planning and coordination skills.	An interest in developing in a coordination role.
Systematic and methodical, good online research skills.	<p>Experience of reporting to funders and project partners against deliverables.</p> <p>Experience of reporting on ERDF or UKSPF programmes.</p>
Meticulous with excellent attention to detail when managing and preparing paperwork and communications.	Data analysis experience.
Strong administrative skills supported by well-developed ICT skills (including Microsoft SharePoint, Office 365 especially Word, Excel, and PowerPoint)	<p>Experience of being a database champion or team leader.</p> <p>Experience of using online presentation apps (e.g. Sway, Canva) booking apps, survey software, community platforms, newsletter platforms, and performing simple template website edits.</p>
Experience in a customer-facing or client liaison role (face to face, telephone, email etc.)	Experience of speaking to groups and audiences, e.g. hosting, tours.

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Excellent communicator. With good understanding of how to talk to a varied audience.	Experience of working with artists or makers in the creative industries.
Experience of working with data, databases, and CRM systems (Beacon preferable).	
Ability to manage multiple projects in parallel (task and time management).	
Self-motivated with excellent interpersonal skills.	
Experience supporting and coordinating a small team and managing differing priorities and working styles.	