

## Role Profile

**JOB TITLE:** Programme Assistant (Kickstart)

**LOCATION:** Working across Real Ideas delivery areas

**HOURS:** 25 hours per week to be worked flexibly including evenings & weekends to suit the needs of the business/team

**SALARY:** Real Living Wage

### About Real Ideas

At Real Ideas we believe in a better and fairer world; where society values more than just money, where learning is exciting, relevant and opens a lifetime of opportunities, and where people can connect and be part of something meaningful that helps them move forward in life. In short, we exist to make positive social change.

The impact of our work is varied and wide reaching. We create social impact through delivering high quality, customer-focussed experiences; from learning and professional support and development through to arts and entertainment, engaging with thousands of people every year. We make a positive difference in key places and communities through the buildings we develop and the regeneration we create around them.

Creating a welcoming environment with excellent food, great spaces and a stimulating programme is vital to our success.

We have a vision for what a better future could look like, but there's no point us going alone; the only way forward is together. That's where you come in...

### Job Purpose

As a member of the Programme team, you will work closely with Programme Coordinators to plan, coordinate and deliver activities, contributing to the growth of Real Ideas' programme, membership, social impact and the wider organisation.

### Main duties and responsibilities:

- Work with Programme Coordinators to practically coordinate and deliver excellent quality content, events, workshops and other activities as part of Real Ideas' programme and for our members and customers.
- Support event/experience delivery and facilitation including set up and take down.
- To track, report on, push for and celebrate social and environmental impact through the work we do, helping us create more as a result.

- Offer outstanding customer service and respond effectively to member and customer's needs working with Real Ideas colleagues, including the Customer Experience Hosts and teams.
- Work collaboratively with Real Ideas colleagues as part of a 'delivery team', actively using Real Ideas' systems and processes, including workflow and quality assurance systems.
- Ensure all activities and resources are inclusive and appeal to a diverse audience and take positive steps to remove barriers to engagement.
- Ensure customers and members receive the assistance, and where appropriate additional specialist support, they need to participate effectively in our programme.
- Undertake administrative activities required to successfully deliver aspects of the programme.

### **Real Ideas wide responsibilities**

- To represent Real Ideas well, understanding and talking coherently about Real Ideas products and programmes to provide more value for customers and members.
- To adhere to and uphold Real Ideas' social purpose, strategic aims and policies.
- To contribute to a culture of inclusion and equality and demonstrate a commitment to removing all forms of discrimination.
- To act with integrity and always maintain the highest professional standards.
- To strive to meet individual and collective targets.
- To maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this.
- To proactively and effectively use all Real Ideas reporting and other systems.
- A flexible approach is required for the role. Additional, reasonable duties commensurate with the role and as agreed in advance from time to time.

This job description is not necessarily an exhaustive list of duties and is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

## Person Specification

Working at Real Ideas is exhilarating, but it can also be challenging; we're not a typical organisation and by design we don't fit into traditional business structures or strict 9 to 5 working hours.

Principally we're looking for people who embrace our vision and values, and who want to join us on this journey. Whilst your technical skills and abilities are important, being on board with our vision is crucial.

You'll need to be dedicated, tenacious and enjoy the challenges of working as part of multi-disciplined team. In Real Ideas collaboration is key, so you'll need to be a great team player, up for working with a wide range of people from colleagues and partners, to clients and suppliers.

We're interested in finding people who are proactive, hungry for opportunities to be responsible and accountable, and who can ride the waves of change with the wind in their hair and a smile on their face.

And because we always strive to be the best we can be, you'll be happy to challenge and be challenged.

If this sounds like you, then read on...

We use the following criteria to assess your suitability for the role. Please note that requirements at the application stage represent the minimum requirements for shortlisting purposes.

<b>Qualifications</b>	Level 2 (or equivalent) Maths and English	<b>CV</b>
<b>Behaviours</b>	<b>Adaptability</b> Looking at your ability to adapt to change	<b>Interview</b>
	<b>Culture Fit</b> Do you share our beliefs/values and bring about diversity within RIO?	<b>Interview</b>
	<b>Collaboration</b> Can you collaborate effectively and work well with others?	<b>Interview</b>
	<b>Growth Potential</b> Do you have the potential to grow with RIO and can evidence goal setting and motivation?	<b>Interview</b>

	<b>Prioritisation</b> Are you able to decide which task needs to be tackled immediately and which ones can wait – someone who can manage their time and prioritise effectively.	<b>Interview</b>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Experience of working directly with a wide range of diverse people</li><li>• Providing amazing customer experience</li><li>• Working in a public facing or retail/front of house/public gallery environment</li><li>• Working in an inclusive way, taking practical steps to remove barriers to engagement.</li></ul>	<b>Application/ CV</b>
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• An understanding and working knowledge of how to organise, coordinate and deliver activities</li><li>• Co-ordination and administration</li></ul>	<b>Application/ CV</b>
<b>Skills</b>	<ul style="list-style-type: none"><li>• Strong attention to detail</li><li>• Ability to work to tight deadlines and produce clear outcomes.</li><li>• Teamwork, collaboration and co-production.</li><li>• Commitment to excellent customer service</li><li>• Work flexibly and prioritise tasks</li><li>• Proficient in the use of IT including web-based applications, Microsoft Word and Excel</li></ul>	<b>Application/ CV</b>
<b>Other</b>	<ul style="list-style-type: none"><li>• Willingness to travel</li><li>• Strong commitment to equality of opportunity and inclusion</li><li>• Ability to effectively utilise client management systems</li><li>• We welcome knowledge or experience in the areas of learning, education, business support, and creative industries.</li></ul>	<b>Application/ CV</b>